

# *LONDON SCHOOL OF COUNSELLING*

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## **Refund Policy**



# *Am I Entitled to a Refund?*

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## ***Prior to the start of your course:***

*If you change your mind or are no longer available to attend your course, we'll be happy to refund any course fees paid minus the non-refundable deposit, provided that we receive your refund request 14 days prior to the start date of your course.*

## ***If your course has started:***

*If your course has started and you decide to withdraw within the first three weeks, you are entitled to a partial refund of your course fees. Your initial deposit (or its equivalent) is non-refundable so will be deducted from any refund due (along with any payment processing fees) provided that we receive your refund request within 21 days of the start date of your course.*

*After 21 days from the start date of any course, we do not issue refunds and any outstanding direct debit payments must be honoured in full even if you do not complete the course or achieve the qualification.*

## ***How do I request a refund?***

*Refunds must be requested in writing by emailing:*

*[finance@londonchoolofcounselling.co.uk](mailto:finance@londonchoolofcounselling.co.uk)*

# *Can I Get a Refund if I Change My Mind?*

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## ***When and how will I receive my refund?***

*Once we have received your written refund request, your refund will be processed within 5 - 10 working days. If you paid via bank card, your refund will be returned onto the same card. If you paid via bank transfer, your refund will be paid via bank transfer back to the same account. Refunds paid via bank transfer can take up to 21 days. You will receive an email confirming when your refund has been processed.*

## ***What if my course is cancelled?***

*If your course is cancelled for any reason, we will prioritise your refund so that is processed automatically. If you paid via bank card, your refund will be returned onto the same card. If you paid via bank transfer, your refund will be paid via bank transfer back to the same account. Refunds paid via bank transfer can take up to 21 days.*

*We regret that we cannot accept liability for an inability to provide courses where these are affected by circumstances beyond our reasonable control, for example, industrial action, public transport disruptions or severe weather.*