



## **CALAT Refunds and Transfer Policy**

**(Policy valid from 1 April 2016)**

**CALAT reserves the right to amalgamate, change the location, or date, or cancel a course if enrolments are too few or in other exceptional circumstances.** We will try to find you a suitable alternative or refund the full cost.

### **Cooling off period cancellations**

- The fourteen day cooling off period commences from the day the learner is enrolled on the system or the date on the receipt whichever is later. During this period the learner will have the right to cancel the course and obtain a full refund. If the learner changes their mind and notifies CALAT within this period they will receive a full refund of the money paid for the course. The learner must complete the refund application form. However if the learner's course starts during the cooling off period they will not be able to claim a refund as payment indicates to CALAT that they wish to undertake the course and therefore their right to cancel is lost if they choose to withdraw at this late stage.
- Once the cooling off period has expired there is no obligation on CALAT to make any refund unless this is due to service failure.

### **Request for refunds relating to Learner medical condition**

- Refunds for leaving a course due to a learner's medical condition will only be given on proof of a doctor's certificate. The learner will receive a proportional refund of the fees paid in relation to the number of classes remaining. The refund will be dealt with from the date the doctor confirms the learner's medical condition. There will be a £20 administration charge for each refund. Any costs already incurred by CALAT for exam entry are also non-refundable. The learner must complete the refund application form. Any request for a refund must be made within three months from your last date of attending the course.

### **CALAT Transfers**

If CALAT advises and support a learner's request for a transfer they may transfer to another course that is more suited to their needs within CALAT. The learner will be liable to pay any additional fees relating to the new course.

- In all other circumstances transfers will only be available prior to the start of the course
- If a learner requests a transfer to a course that is of less value they will not be refunded the difference.
- Payment for a course cannot be transferred to another person i.e. if a learner is unable to attend the course and they are not due a refund, the course fees cannot be transferred to another person at their request.

### **CALAT cancellation**

If CALAT cancels a learner's course (s) and we are unable to provide a suitable alternative, they will be entitled to a full refund of the fees irrespective of any sessions delivered.

## **Contact details**

Should a learner have any queries regarding the refunds policy, these should be addressed to the Head of Service, CALAT BWH, 4<sup>th</sup> Floor Zone D, 8 Mint Walk, Croydon, CR0 1EA.

## **Refunds Payments**

Refunds will be processed back to the payment card that was used to enrol or will be in the form of a cheque issued by Croydon Council. Learners should contact the CALAT Finance department (email; [calatfinance@croydon.gov.uk](mailto:calatfinance@croydon.gov.uk) or telephone 020 8667 8214) if payment has not been received within 10 working days of the agreed refund.

Please return the refund application form to CALAT Finance and Funding Department, BWH, 4<sup>th</sup> Floor Zone C, 8 Mint Walk, Croydon, CR0 1EA

## **Re-Scheduled Classes**

CALAT occasionally has to reschedule a class due to unforeseen circumstances. Arrangements would be made to suit the majority of the class and availability of suitable accommodation. On request the learner would be entitled to a refund in vouchers to the value of the session/s missed in circumstances where a rearranged class is not convenient for them to attend. The request must be made within 3 months of the rescheduled class.

## **Complaints' Policy**

Copies of CALAT's Complaints policy are available on request from centre offices or via the website.

**CALAT reserve the right of refusal to refund any learner who has a current debt with CALAT.**

# Croydon Adult Learning and Training (CALAT)



## Refund Application Form

<b>Name</b>				<b>Date</b>	
<b>Address</b>				<b>Course Number:</b>	
<b>Email address:</b>				<b>Course Title:</b>	
<b>Amount paid</b>		<b>Learner Number</b>		<b>Method of payment</b>	

<b>Reason for Refund</b>	<p><b>Note: Evidence must be attached for refunds relating to illness.</b></p>				
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<b>Please return form to</b>		CALAT Funding and Finance Department BWH, 4 <sup>th</sup> Floor Zone C 8 Mint Walk Croydon, CR0 1EA Email: <a href="mailto:calatfinance@croydon.gov.uk">calatfinance@croydon.gov.uk</a>				
Official use only:	Discount	Admin	Instalment	Access	Voucher	Journal
Amount approved		Processed by		Date		
Declined						
Signed			CALAT Centre			

**Note: Reimbursements will be in the form of a cheque issued by Croydon Council.  
£20.00 admin fee will be charged for refunds given on medical grounds.**