

Takeoff Aviation Academy – Fee Refund Policy (Self-Funded)

1. Purpose

This policy outlines the conditions under which learners may request a refund for course fees paid for both Virtual (Online) and Face-to-Face (Onsite) training programmes offered by Takeoff Aviation Academy.

2. General Principles

- All refund requests must be submitted in writing to info@toaa.aero or the relevant course administrator.
- Refunds will be processed within 14 working days of approval.
- Refunds are made to the original payer and via the original payment method, unless otherwise agreed in writing.
- All approved refunds are subject to a 10% administrative fee, unless the course is cancelled by Takeoff Aviation Academy.

Example: If you paid £500, the admin fee is £50. If you paid £1,200, the admin fee is £120.

3. Face-to-Face Courses – Refund Conditions

Circumstance	Refund Eligibility
Withdrawal 21+ days before course start date	100% refund (minus admin fee)
Withdrawal 14–20 days before course start date	50% refund
Withdrawal 7–13 days before course start date	25% refund
Withdrawal less than 7 days before start date or after course has started	No refund
Visa refusal (with documentary proof)	100% refund (minus admin fee)
Course cancellation by Takeoff Aviation Academy	100% refund (no admin fee)

4. Virtual Courses – Refund Conditions

Circumstance	Refund Eligibility
Withdrawal before course materials accessed	100% refund (minus admin fee)
Withdrawal after access but before live classes start	50% refund
Withdrawal after live classes or modules begin	No refund
Technical issues on the learner's side	No refund (support will be provided)
Course cancellation by Takeoff Aviation Academy	100% refund (no admin fee)

5. Transfer & Substitution Policy

- Learners may request to defer or transfer to a later course date or substitute another eligible participant up to 7 days before course start.
- Transfer requests made within 7 days are subject to availability and a £30 change fee.

6. Exceptional Circumstances

Refunds requested due to illness, bereavement, or personal emergency may be considered on a case-by-case basis, with supporting documentation.

7. Non-Refundable Items

- Accommodation fees (if booked through us) are non-refundable unless cancelled more than 14 days before check-in.
- Bank and foreign transaction charges are non-refundable.
- Discounted, promotional, or scholarship courses are non-refundable, unless otherwise specified.