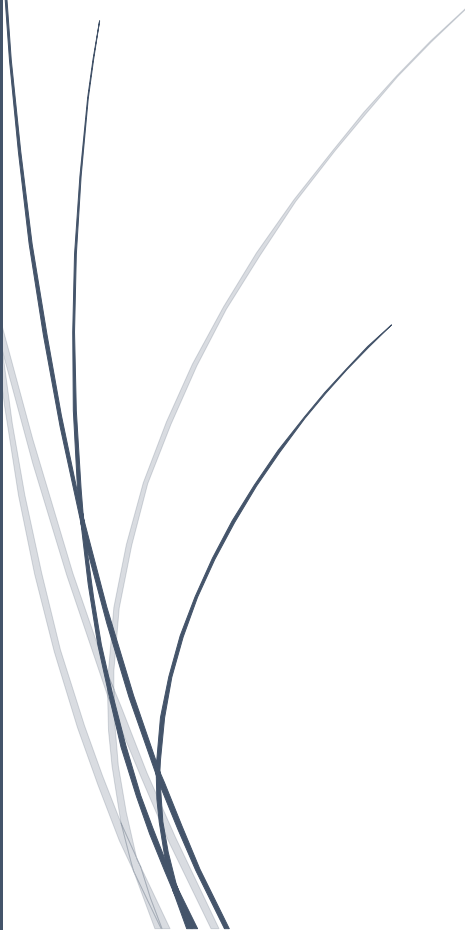




2018/2019

Refund Policy





Contents

Within 14 days of the initial enrolment.....	1
Within 14 days of the start date.....	1
After the 14 days	1
Course rescheduling	2
Requests for credits or refunds relating to illness.....	2
Applying for a refund	2

We hope that you do not want to cancel or withdraw from your course butjust in case here is our policy.

Within 14 days of the initial enrolment

For enrolments that are wholly completed online the distance selling regulations apply.

MARO Personal Development complies fully with the Consumer Contracts (Information, Cancellation and Additional Charges Regulations 2013) and will provide a full refund of any fees paid if a cancellation is received within fourteen days of the initial enrolment, and before the course has started.

Within 14 days of the start date

In circumstances where the course starts within the fourteen day cancellation period, the refund given will be adjusted to reflect the proportion of the course delivered at the point of cancellation.

After the 14 days

Once the fourteen day cancellation period has elapsed a standard refund and fee recovery policies as set out below shall apply.



- Learners who withdraw from a course in advance of the course start date are entitled to a full refund, less an administration fee of 10% of the full course fee.
- Learners who withdraw from a course within the first two weeks of the start date of the course will be entitled to a refund of 50% of the course fees.
- Learners who withdraw from a course after two weeks Following the start date of the course, will not be entitled to any refund, and any fees outstanding will remain payable.

Course rescheduling

If MARO Personal Development has to reschedule a course for a different date and this is not convenient for the student, a full refund will be given.

Requests for credits or refunds relating to illness

If a student becomes ill during the period of a course they may apply for a refund if the condition is permanent and prevents them from continuing.

If the condition is temporary then they may apply for a credit which will permit them to re-enrol at a later date (credits are valid for 2 years). The refund or credit will be calculated on a pro-rata basis from the date of the last class attended.

Medical evidence will be required in the form of a doctor's note or equivalent. Under no circumstances can a credit be converted to a refund.

Applying for a refund

If you require a refund you must notify us as soon as possible to infor@maropersonaldevelopment.com you will receive an acknowledgement email from us and within three days you will receive notification of your refund or our decision.