

Bromley Adult Education College - Refunds Policy

Cooling Off Period

If you enrol on a course and pay for it, you are entitled to seven working days during which you may cancel your course enrolment. If you do reconsider your enrolment, you will receive a refund of the money paid for the course(s).

If, however, the course starts within the seven day cooling off period, your payment for the course indicates that you wish to undertake the course. Therefore your right to cancel is lost if you chose to withdraw unless this is due to a course being proved to have been mis-sold by the College or to service failure.

Your cancellation

For cancellations after the seven day cooling off period

If you cancel your enrolment after the seven day cooling off period, you will not be entitled to a refund unless this is due to service failure.

Request for refunds relating to service failure

Should you request a refund based on a complaint about the quality of service provided by the College, your complaint will be dealt with from the time that your complaint is received by the College's Customer Care Services Manager. Please ensure that any complaints are made as soon as possible in order that we can work together to ensure an appropriate way forward. Your complaint may be either in writing or by telephone to the Customer Care Services Manager and the date of receipt of this claim will be the date from which your complaint is considered to have started. If we substantiate your claim, you will receive a proportional refund of the fees paid. If we do not substantiate your claim you will not be entitled to a refund. Should you wish to challenge the outcome of such a decision, your appeal process is detailed in the Customer Care Policy, details of which are below.

We regret that we are unable to offer refunds under any other circumstances. Please note, there is usually a minimum £10 administration charge per course for changes to course enrolments.

Request for refunds relating to medical problems and general absence

The College is unable to make refunds for absence due to medical conditions, changes to work commitments or other reasons for not being able to attend the course as a part or a whole.

Our cancellation

If the College cancels your course and we are unable to provide a suitable alternative, you will be entitled to a full refund of your fees.

Contact details

Should you have any queries regarding the refunds policy, these should be addressed to the Customer Care Services Manager.

Complaints

Copies of the Customer Care Policy are available from the website, on request from the College receptions or by writing to: Bromley Adult Education College, Widmore Centre, Nightingale Lane, Bromley, BR1 2SQ.