
	<p><b>City of York Council</b>  <b>York Learning</b></p> <p><b>REFUND POLICY</b></p>	
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York Learning operates the following refund policy:

## Refunds

A full refund will be available in the following circumstances:

- A course closes due to lack of numbers
- The time/date/day of the course changes from the originally advertised/planned course details
- You booked the course online or over the telephone and have changed your mind within 14 days of the booking. (This does not apply where the course commences within the 14 day cooling off period).

## If you cancel

You do not have an automatic right to cancel your course and receive a refund except where it is within the cooling off period as detailed below. Normally we will not give a refund if you simply change your mind. However, we will consider requests for a refund based on individual circumstances and/or where the refund request is made well in advance of the course start date, usually within 4 weeks or longer. Where a course is due to begin within 2 weeks of the refund request or where the course has already started we will not be able to offer a refund. This is notwithstanding the 14 cooling off period as detailed below.

## Distance Selling Regulation - Changing your mind and cooling off period

If you book your course on line or over the phone then you are allowed a fourteen (14) day 'cooling off period' which gives you an unconditional right to cancel your course booking.\*

*(\*This does not apply if the course you are enrolling to starts prior to the end of the cooling off period)*

Once a course has started, refunds will only be given under exceptional circumstances and are at the discretion of the Head of York Learning. To request a refund please apply in writing to the Head of York Learning, 1st Floor, West Offices, York, YO1 6GA or by email to [york.learning@york.gov.uk](mailto:york.learning@york.gov.uk).

If a refund is given outside of the 14 day cooling off period, an administration charge of £15 will be applied.

## Advanced Learning Loans

Advanced Learning loans are not included in York Learning's Refund policy. This is because the Advanced Learner Loans are not provided by York Learning and are subject to an agreement between yourself and the Student Loan Company. Once you take out an

agreement with the Student Loan Company you are subject to their terms and conditions. Refunds via York Learning on behalf of City of York Council are therefore not available.

### **Payment by instalments and cancelling your direct debit.**

If the course is over £100 and you have opted to pay by instalments you are agreeing to pay the whole of the course fee in a number of payments. Setting up a direct debit is not designed to enable part payment of a course fee. If you decide part way through the course that you have changed your mind or your circumstances change, you are not entitled to simply cancel your direct debit. This would in effect be a part refund on the fee that you should have paid. If you cancel your direct debit you will then be liable for the full cost of the course and we will take action to recover the debt. Refunds for part paid courses or part attended courses are not available.

### **Bad weather closures or closures beyond our direct control**

When a class has to be closed due to bad weather, no refunds or vouchers will be given for the missed session. However, every effort will be made to ensure that an additional class is provided in lieu as follows:

- An extra session may be added on to the end of the course
- An extra half hour may be added onto the remaining weeks of the course, up to the number of hours missed – e.g. for a 2 hour course an extra half hour could be added to the last 4 sessions.

You will not receive any refund or voucher if you are unable to attend the extra session.

**This refund policy is reproduced in full as part of the term and conditions available when booking online.**

## Refund Request Form

Use this form if you are requesting a refund for a course fee that is within the 14 day cooling off period under Consumer Contracts Regulations. You do not have to use this form to request a refund but it makes it easier to verify your request

Name:

Date you booked the course:

Date you are making the request:

Title of the course you are requesting a refund for:

Total fee paid that you are requesting is refunded: £

Reason for the refund request:

This form should be emailed to [york.learning@york.gov.uk](mailto:york.learning@york.gov.uk) and you should include in the subject bar Refund Request

If you wish to send this by post then please send to

York Learning  
West Offices  
Station Rise  
York YO1 6GA