 <p>Training and Consulting — we design careers — www.acetnc.com</p>	ACE TRAINING AND CONSULTING		First Issue Date: <b>01-09-2012</b>	
	Document Title:  <b>REFUND POLICY</b>	Document Code: <b>ACE/IMS/P-07-D-01</b>		
		Revision No: <b>1.1</b>		Page No. <b>1 of 2</b>
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ACE Training and Consulting supports the right of learners to request a refund of registration fees in certain circumstances. This document details the policy and procedures put in place to ensure that they are dealt with in a thorough and equitable manner.

#### A. Registration refunds prior to the commencement of the training

- i. A learner will qualify for a 100% refund of the registration fee if they are withdrawn prior to the commencement of the training and before they are registered . Courses may be cancelled without charge providing written notice of the cancellation is received at least 3 weeks before the scheduled start of the course.
- ii. If cancellation occurs between 2 and 3 weeks prior to the scheduled start of the course, a learner will qualify for an 80% refund of the registration fee.
- iii. In the event of a cancellation between 1 and 2 weeks prior to the scheduled start of the course, a learner will qualify for a 50% refund of the registration fee.
- iv. In the event of a cancellation at less than 1 week prior to the scheduled start of the course, or on failure of a learner to attend, ACE Training and Consulting reserves the right to charge the whole course fee.


#### B. Qualifying reasons for registration refunds

A learner will qualify for a refund of the registration fee if they are absent for one of the following reasons:

- If the learner is ill or has medical grounds, supporting medical evidence **must** be supplied (for example, a copy of a hospital admission or medical report);
- if a member of the learner's immediate family is ill or has medical grounds, again supporting medical evidence **must** be supplied (for example, a copy of a hospital admission or medical report);
- bereavement, funeral or inquest of a family member or close friend;
- jury service (supporting evidence **must** be supplied);
- service personnel who receive posting details after registration;
- other circumstances will be considered on a case-by-case basis.

Please note refunds **will not** be considered for any of the following reasons:

- work commitments;
- booking of holidays/vacations or rearrangement of;
- family commitments i.e weddings, educational reasons etc;
- other commitments i.e diary changes, visit of VIPs to town or workplace.

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### C. Submitting a refund request

The request must be made using the Refund Request Form and supporting evidence (where applicable) must also be attached. Any request which is not submitted on RRF will be returned to the learner and will not be processed. In the event that evidence is not received, ACE Training and Consulting will contact the learner to request this; if it is found that supporting evidence is not available then the request will not be processed and the learner will be notified of this. ACE Training and Consulting would recommend that a copy of the request form and evidence is retained in case these need to be resubmitted.

### D. Submission

All completed refund request forms should be sent to:

Administration Manager  
**ACE Training and Consulting**

Scanned copies of the form and evidence (where applicable) are accepted; these should be emailed to [admin@acetnc.com](mailto:admin@acetnc.com)



**Mir Muzaffar Ali Khan**  
**Chief Executive Officer**

Date: 27.08.2019