

## Online courses refund policy

### **Moderated training courses**

You can request a full refund up to ten working days\* after confirmation that your purchase has been completed, provided the course has not started. Any request for withdrawal after ten days following purchase, or once the course has started, if approved, will receive a credit note which can be used towards paying for a future British Council online course. In such cases, 20% of the course fee will be charged as an administration fee. This will only be granted during the first quarter of the course. Credit notes expire after 12 months.

Courses that cannot be continued or rescheduled will be refunded in full.

\*Fridays & Saturdays, or UAE public holidays are not counted as “working days”.

### **Self-study courses and workshops**

You can request a full refund up to 10 days after paying for access to a course or workshop provided you have not yet accessed the materials. Any request for refunds after ten days following purchase, or once you have accessed the materials, if approved, will receive a credit note which can be used towards a future British Council online course. In such cases, 20% of the course fee will be charged as an administration fee. This will only be granted if you have accessed less than 25% of the course. Credit notes expire after 12 months.

### **Timescale for refund**

The British Council will process the refund due to you as soon as possible and, in any case, within 30 calendar days of the day on which you requested it.

While we make every effort to run courses as advertised, we reserve the right to change course content, assessment, dates and trainer/moderator. We also reserve the right to suspend any student who disrupts a course by his or her unacceptable behavior.