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## REFUND POLICY

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### TRANSFERS

There is no administrative charge for transfers between similar AHED courses. Requests should be made in writing to Registry office via email [ahed.registry@psc.ac.uk](mailto:ahed.registry@psc.ac.uk) before, or within, 7 days of the commencement of the course. The transfer of fees or substitutions between learners is not permitted. No credit can be given in respect of payments made to other colleges.

### ONE-DAY WORKSHOPS

We require 7 days written notice prior to the commencement of your one-day course for either a transfer or a refund. This is because one day workshops often run with lower numbers and we need to make a decision to employ the tutor 7 days prior to the workshop taking place.

### PROGRAMME WITHDRAWAL

Students who withdraw from their programme at any time from 7 days prior to course commencement will remain liable for full course fees. Higher Education students should refer to the Terms & Conditions given to them during the application process for further information regarding fee liability in the event of withdrawing from their programme.

### ADMINISTRATION CHARGES

A £25.00 administration fee will be charged for instalment arrangements and will also be raised each time a chosen method of payment is declined. This is non-refundable. **No individual member of staff has authority to vary conditions of enrolment.**

### REFUNDS

Most providers do not offer refunds because it affects the viability of their programmes. Each course depends on the amount of fees collected to cover the costs of the course and decisions regarding whether the course will run are taken 48 hours prior to the commencement of the course or programme.

In the event of the student being unable to commence the course, the following notice periods will apply:

- 28+ days prior to start of course – Full refund
- 27 – 8 days prior to start of course – 75% refund
- 7 days or less prior to start of course – No refund

We are unable to provide a refund if you decide to withdraw after your programme of study has commenced. If there is a medical reason why you cannot commence or continue the course please write to the Director, Dom Thompson, enclosing a Doctors Certificate, to ask for special consideration:

Dom Thompson  
Director of Adult & Higher Education  
Peter Symonds College Adult & Higher Education Division  
Stoney Lane  
Winchester  
SO22 6DR

We do not offer refunds for circumstances out of our control. If a class is cancelled due to circumstances beyond our control, we will endeavour to offer an alternative session to make up the lost class. If a student is unable to attend the alternative session, we regret we are unable to offer a refund. A refund will be made only if we are unable to offer an alternative session.

The college may have to cancel a course for a range of reasons, so the acceptance of a course fee payment should not be regarded as a guarantee that the course will run. Where the college cancels a course prior to commencement, for example, due to insufficient enrolments to make the course viable, we will refund the full cost of the course fees. If the course has to be cancelled after commencement we will only refund partial costs to cover the remaining cancelled sessions.

#### **REFUNDS OF FEES FOR COURSES CANCELLED BY THE COLLEGE**

- Fee paid by credit/debit card: for immediate refund please contact Registry on 01962 889547 and provide your credit/debit card details as these details are not held on our systems.
- Fee paid by cash or cheque: Fees will be refunded automatically via cheque within 10 working days of the date of cancellation.

We reserve the right to delay or change start or finish dates, if we are obliged to do so. Only if amendments include a change of day i.e. from a Monday to a Tuesday, or venue will repayment of fees be possible.

We regret that no refunds will be given in any other circumstances.