

BRITISH COUNCIL JORDAN

Jordan Refund Policy

Issue date: 13 February 2017

Version Number: 1 (TC Refund Amendment)

This document explains the conditions under which students can request a credit or refund for course and placement testing fees.

Please use the credit and refund form available at the reception for all credit and refund requests. All requests must be signed, dated and returned to the Customer Service team.

Requests that do not comply with the conditions below will be rejected.

1. Application of Refund Policy

This policy applies to all teaching centre students whether individually registered or sponsored by an organisation.

2. English Language Courses Policy

2.1. **1 Credits** can only be issued if:

- The customer can provide evidence of a reasonable cause for cancellation before the beginning of a course
- Before term starts if you take a credit there will be no deduction of an administration fee.
- After term starts there is no credit except in exceptional cases. **These will be considered on a case by case basis.**

2.2. **Credits** are valid:

- For use in another session within a six-month period. After this period the credit expires.

2.3. If the credit note is not used, no refund will be issued.

2.4. Credits are transferable with family members

2.5. If a credit note is used for a full course fee and the course fee has increased, the teaching centre student will be expected to pay the difference.

2.6. **Students who pay for a course via instalments are eligible for a credit if the teaching centre closes a class.**

2.7. **Refunds** are given in the following circumstances

- If the British Council cancels a class.
- Individual refunds are possible only before term starts, an admin fee of 50JOD is applicable. All refunds will **ONLY** be paid through cheque. If you are eligible for a refund, please complete a request for at Customer Service desk. The British Council will not be able to issue any refunds unless a customer provides their correct details.
- After the term has begun there is no refund except in exceptional cases, such as medical reasons. All refund request forms should be received before the third lesson of an adult course and before the second lesson of a YL course. Any requests for refunds or credits will be treated case by case and at the discretion of the Teaching Centre Manager. In all cases, requests should be submitted in writing with supporting documentation from e.g. the doctor, the employer etc, on headed notepaper. An administrative fee of 50JOD from the full course fee will be deducted and pro-rata refunds or credits* according to the percentage of the lessons remaining when the request for the refund/credit was made.
- **Students who pay for a course via instalments are not eligible for refunds, but are eligible for credits, providing they meet the criteria outlined in our credit policy in 2.2**

3. Placement test fees

- Placement test fees are non-refundable