

## Cancellation and Refund Policy

Cancellation of an MDA College course must only take place if:

- There are not enough students for this course to take place.
- There is a serious problem\* that stops the students from coming to study at MDA College.

### ☐ Course cancellations

- Students must submit their course acceptance and pay 30% to secure their place on an MDA College course.
- Students have the right to cancel their acceptance on any MDA course within 14 days of acceptance, provided they have not paid the deposit. Once the deposit is paid, it is only refundable if the cancellation is because of a serious problem\*.

### ☐ Cancellations for not enough students

- If not enough students apply and are accepted onto an MDA College course, it may not be possible to run the course that academic year. This decision will be made by the MDA management team.
- In this situation, students may be offered either an alternative route for the same course, or another course if possible.
- If neither of these options is possible, the student is entitled to cancel their booking and receive a full refund on all payments made.
- The refund of the 30% deposit will only be made if MDA management cannot offer an alternative to the student. For example, if that student cannot apply for any other courses or an alternative route would not allow them to progress onto their field at any university. If the student refuses a suitable alternative, the 30% deposit may not be refunded. This decision will be made by MDA management and their decision is final. Please see the Payment Policy for full terms and conditions regarding payments.

### ☐ Cancellations for serious problems\*

MDA College understands that a student can have problems in joining their MDA College course.

\*A serious problem is:

- death/severe injury/major illness of the student that means that they are not physically or mentally able to complete their course. In this case, a full refund will be issued once official proof (such as a translated death certificate) has been approved.
- death/severe injury/major illness of a close family member (parent, step-parent, sibling, spouse or child only) of the student that means they are not able to complete their course. In this case, MDA management will only refund any fees paid, but the 30% deposit will not be refunded. Official proof (such as a translated death certificate) must be provided and approved.
- an incident or situation in which travel to the UK is not permitted and/or forces MDA College to temporarily close. In this situation, the deposit will not be refunded but any remaining paid course fees will do.

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- A student cannot receive any refunds for:
  - a visa refusal which is due to a student error or fraud.
  - not meeting the minimum requirements of the MDA College course.
  - falsifying enrolment information or deliberately withholding relevant information on their application.
  - minor illnesses or injuries of students that would allow them to still attend their MDA College course.
  - minor illness or injury of a family member or death/severe injury/major illness of a family member not on the list above.
  - cancelling their MDA College because of receiving acceptance on another course elsewhere.
  - changing their mind on joining their MDA College course for any reason.
  - not being able to complete payments once the course place has been secured.
  - not keeping a Payment Plan.
  - cancellation of any pre-agreed sponsorship.
  - cancellation of travel plans that have been against recommended travel advice from their home country.
- All students are advised to plan their course carefully.

### **Pausing of Enrolment**

- We understand that there may be situations when students will need to pause their enrolment. In this case, they must give MDA 2 weeks' notice so that the remaining weeks could be carried forward. If less than 2 weeks' notice is given, MDA will deduct two weeks from the remaining weeks.
- The student is required to give MDA 2 weeks' notice before their intended return date. MDA will then book a place for them in an available class. If there isn't an available class, MDA will suggest possible start dates when the student can come and study their remaining weeks.
- The student must use their remaining weeks within 6 months starting from the pause date.
- The paused weeks cannot be transferred to any other student.<sup>8</sup>

## Refunds

- Refunds are only given to students in extreme circumstances. To get a refund, a student must prove that MDA College has not provided a service that they have already paid for.
- For example, students must show that a module or service stated on their fully paid invoice has not been provided.
- Occasionally, it may be necessary for MDA College to cancel extra services/modules and so on due to lack of student numbers, inability to provide supervision/tuition or time and space constraints. In such cases, any students who have paid will be automatically issued with a full refund. If possible, MDA College will offer an alternative and allow students who choose if they would like to take that or the full refund.
- Individual refund requests must be made to MDA management in writing.

MDA College understands that students may face unexpected difficulties in fulfilling their study plan. However, students who fail to give adequate notice are causing difficulties in planning and organisation for MDA College. Students who contact MDA College 30 days before the start of their course can be considered`

for a full refund in exceptional circumstances. For each day under the 30-day minimum a student waits to give notice of cancellation, a student loses the right to 4% of the total amount paid; for example, on day 30 they get 100% of non-admin fees refunded, 96% on day 29, 92% on day 28 and so on. When it reaches 5 days before their course, students are no longer entitled to any refund.

- **When the course cancellation period has ended, the student cannot request a refund. Also, they cannot request to pause the course.**
- **Any day that a student is absent cannot be refunded and they cannot ask for any absent time to be carried forward.**
- **We cannot give refunds for late arrival, early departure, absence during a course (including illness, COVID) or change of programme. If you are required to self-isolate during your course, please contact us with at least 24 hours' notice; you may be able to join the class remotely as a 'hybrid' lesson.**

### ☐ Failing an MDA College course

- MDA College aims for all students enrolled to pass their courses and progress onto university. MDA College has set requirements for students starting an MDA course to ensure that all students do pass, but occasionally there may be students who fail.
- Students can request a refund if they fail their MDA College course if:
  - the student can prove that relevant modules were not provided by MDA College.
  - the student can prove that relevant exams were not provided by MDA College.

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- The students themselves are responsible for ensuring they attend all classes, complete all work and progress over the course. MDA College takes no responsibility if a student does not pass their MDA College course or for the grades they receive in classes, mock exams, on coursework or on exams.
- Students cannot request a refund if they fail a module on an MDA College course. MDA College takes no responsibility for students' failures on any part of a course.
- Students cannot request a refund if they do not receive any university offers or if they do not meet the requirements of a conditional offer given by a university. Students cannot get a refund if they do not receive a university offer from their chosen university. MDA College takes no responsibility if a student does not progress onto university after completing their MDA College course.
- MDA College has procedures and policies in place to ensure that students are adequately supported to pass all their modules. If a student feels that they were not adequately supported or that MDA College failed in their duty to educate, this complaint can be passed onto our accreditors, EnglishUK, with proof of how MDA College has failed. EnglishUK will investigate and they may decide that the student is due a refund.
- All course fee refund requests must be made in writing and submitted to MDA College management and to our accreditors, EnglishUK.

I agree and accept the conditions of this policy.

**Student's Name :**

**Signature :**

**Date :**

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