



## Refund Policy

Effective Date: 1 January 2026

### 1. Purpose of This Policy

This Refund Policy explains the rules and procedures relating to payments, cancellations and refunds for all courses delivered by Kingsbridge Communication Academy (KCA). By enrolling on any programme, students confirm that they have read, understood and accepted this policy in full.

### 2. General Principle

KCA delivers structured, small-group courses with limited places. When a student enrolls, their place is reserved exclusively for them and cannot easily be resold. For this reason, refunds are strictly limited and clearly defined.

### 3. Cooling-Off Reminder

Students are strongly encouraged to review all course details, schedules and commitments carefully before enrolling. By making payment, students confirm that they are satisfied with the course format, timetable and requirements.

### 4. Refunds Before the Course Starts

Students who cancel their place at least 7 days before the official course start date are entitled to a full refund of any fees already paid. Cancellation requests must be submitted in writing via email to the official KCA contact address. Approved refunds will normally be processed within 10 working days.

### 5. Cancellations Within 7 Days of Course Start

Any cancellation made less than 7 days before the course start date will be eligible for a 50 percent refund only. This is due to class places already being reserved and course planning being completed.

### 6. Refunds After the Course Has Started

Once the first scheduled session of the course has taken place, all course fees become non-refundable. This applies regardless of personal circumstances, medical issues, travel difficulties, change of mind, or schedule conflicts. Students are responsible for ensuring they are able to commit to the full course before enrolling.

### 7. Monthly Payments – Clear Explanation

Course fees are paid in three monthly instalments. Each monthly payment secures the student's place for that upcoming month of classes. Payments must be made before the start of each month of study. Any payment already made for a month in which classes have begun is non-refundable. Monthly payments are for course access as a whole and are not calculated on a per-session basis.

### 8. Non-Payment

If a scheduled monthly payment is not received on time, the student will not be permitted to attend classes for that month. Students who fail to make payment by the first scheduled session of the month may be removed from the course entirely without entitlement to any refund.

### 9. Missed Sessions

Missed lessons do not qualify for refunds, discounts, replacements or compensation. Attendance is

the sole responsibility of the student. Failure to attend sessions does not create any right to financial reimbursement.

#### **10. Exceptional Circumstances – Administrative Discretion**

Refunds after the course has started are not provided. However, in rare and genuinely exceptional circumstances, KCA may, at its sole discretion, consider a partial goodwill adjustment. Any such decision is entirely discretionary and does not create a right to refund.

#### **11. Transfer to Another Group**

In limited exceptional cases, KCA may permit a student to transfer to another available group instead of providing a refund. Transfers are subject to availability and are not guaranteed. Approval of any transfer is entirely at the discretion of Kingsbridge Communication Academy.

#### **12. Course Cancellation by KCA**

If Kingsbridge Communication Academy cancels a course for any reason, students will receive a full refund of any unused fees or the option to transfer to another available course.

#### **13. Method of Refund**

Any approved refunds will be issued using the original payment method only. KCA is not responsible for any third-party transaction or currency conversion fees.

#### **14. Changes to This Policy**

KCA reserves the right to update or amend this policy when necessary. Any changes will be communicated to students.

Authorised by:

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