

# Cancellation and Refund Policy

March 2021

## Introduction

SALOWN School has very strict procedures in place to when it comes to cancellation and refund policies for our valued courses. Our policy "*Once Paid Never Refunded*" is an epitome of our rigorous dedication to offer greater emphasis for our students to take informed decisions before registering for our courses and completing admission procedure. However, we recognize that on occasion of *Force Majeure* an organization or individual may disagree with the "*Once Paid Never Refunded*", and that we must provide the opportunity for that decision to be formally questioned and challenged.

This document sets out the scope for cancellation and refund policies and procedure for our valued courses which is designed to produce fair, consistent and timely outcomes based on proper consideration of the evidence available to us.

## Scope

This Cancellation and Refund Policy for our valued courses is for use by Centres, and prospective Centers.

- Cancellation policy for courses;
- Refund policy for courses.

We will not consider any cancellation or refund for any of our courses under any circumstances other than the *Force Majeure*, that too if it is governed by Indian government regulations or directives which directs academic institutions like us to consider and process cancellations or refunds for the desired timeframe (as specified by the government).

This policy and procedure is also for use by SALOWN School governed staff or its registered centers who come across such incident facing the applicant/candidate who wish to cancel their registration or admission and looking for a refund.

## Cancellation and Refund

We aim to work constructively with Centres, and prospective Centres, and support Learners so we will always try to resolve disagreements related with cancellation and refunds of courses by providing them with possible and feasible alternatives.

The alternative for cancellation or refund of courses is an options wherein the student can amend and extend their course timeline/batch by opting for other upcoming same course. The maximum upcoming batch timeline allowed is restricted to the 2 upcoming batches (within a time span of 6 months). Anything beyond this period of 6 months is not allowed.

As stated before, SALOWN School policy is that once paid deposits for the course cannot be refunded under any circumstances.

The specifics of the cancellation and refund are as follows:

- If you have to leave your course for any reasons, you will not be entitled for a full or part refund of fees paid, nor will you be automatically entitled for an alternative course.
- However, at the discretion of the SALOWN School management governed by the founder where a refund has been refused it may be possible to transfer the fees paid to another courses.

### Receipts with NO REFUND signage

Following our policy of NO REFUND UNDER ANY CIRCUMSTANCE, SALOWN School receipts have also been designed to specify the message. The authenticity of this receipt is completed after successive signature of the candidate which infers that the student has accepted and understood that the money paid cannot be refunded under any circumstances.



**SALOWN SCHOOL OF HAIR AND BEAUTY TECHNOLOGY**  
*A unit of Roushan Research International*  
 2nd Floor, Vishal Market, Opp. Pillar No. 76, Raja Bazar,  
 Bailey Road, Patna - 800 014 (Bihar) India  
 Tel: +91 97082 84321 | +91 90659 76083

**RECEIPT**

Date: \_\_\_\_\_ No.BR/PAT/RB/ \_\_\_\_\_

Received with thanks a sum of Rupees \_\_\_\_\_  
 \_\_\_\_\_ only

From Mr. / Ms. \_\_\_\_\_  
 in Course/Qualification \_\_\_\_\_  
 Code \_\_\_\_\_ for the academic year \_\_\_\_\_  
 against registration No. **SHBT/BR/PAT/RB/**

Registration <input type="checkbox"/>	Uniform <input type="checkbox"/>	Activity <input type="checkbox"/>
Admission <input type="checkbox"/>	Kit <input type="checkbox"/>	Late Fee <input type="checkbox"/>
Tuition <input type="checkbox"/>	Exam Fee <input type="checkbox"/>	Others: <input type="checkbox"/>

Rs.

For **SALOWN School**

**Applicant Signature**

Authorized Signatory  
*By signing this receipt you accept and agree that the amount paid is non-refundable and the applicant cannot claim any refund under any circumstances.*

## The Exceptions

The only exception to this are as follows:

- If the course is cancelled by the SALOWN School, either the student will be offered a place on the alternative course or a full refund.
- If the course is cancelled due to *Force Majeure* along with the Indian governments/Local Laws strict directives to offer cancellation or refund to the students in the specified region where the center exist.

**Note → Refunds considerations for *The Exceptions* are only allowed for Diploma courses which is more than 1 lakh INR and not equal to or below 1 lakh INR.**

## Force Majeure

If by reason of any clause beyond the reasonable control of us when our organization will not be able to work or function hereto, including but not limited due to:

- a. Work stoppages, fires, riots, accidents, explosions, floods, cyclones, storms
- b. Wars, revolutions, acts of public enemies, blockages, embargos
- c. Any orders, proclamations, ordinances, demands or requirements for any government or authority or representative of any such government including restrictive trade practices or regulations
- d. Strikes, shutdowns, labour disputes which are not instigated for the purpose of avoiding obligations herein
- e. Failures and/or fluctuations in electric power, light, telecommunications or air-conditioning equipment
- f. Any pandemic (like COVID)

## The Cancellation and Refund Process

The students can do the following to apply for cancellation and refund.

Step 1: The student has to write an email to [info@salownschool.com](mailto:info@salownschool.com) with the subject line *Request for Cancellation or Refund*

The student must consider the cancellation and refund policy mentioned above and can only sought for the same under circumstances of consideration for Cancellation or refund.

The body of the email should clearly specify the logic for request of cancellation or refund. Upon unsatisfied request which does not comply with the above mentioned protocol, the request will be rejected by the SALOWN School center.

Step 2: Upon successive submission of the request by the student, the student shall receive the acknowledgement within 7 working days from the date of email.

Step 3: The SALOWN School center or management may sought further information from the student like submission of further document or other related queries to verify the authenticity of the request with respect to the type of cancellation or refund circumstances under consideration.

Step 4: Once the request has been successfully approved by SALOWN School center, a successive approval email will be sent to the student. The student need to provide the Bank Account details furnished and approved by their parents (whose name is mentioned in the registration form).

Step 5. A refund (after deducting 30% as administrative fee from the full amount of course) will be initiated within 30 working days from the date of approval email. If the center is unable to process the refund within the specified days of time, an additional 15 days of timeline will be allowed to the center to process the refund.

Step 6: The refund amount will be sent through Electronic Transfer or Cheque (to be sent through post/courier on the address mentioned by the student).

### **Event of Lack-of-communication within a Center**

It is important that the center must co-operate with the student to answer their queries related with refund policy by providing the information detailed in this document. However, in the event of non-satisfied information or lack of communication or non-communication from the center, the *Lack-of-Communication (LoCom)* component will prevail. In this event, the student can write an email directly to [compliance@salownschool.com](mailto:compliance@salownschool.com) and mention the name of the center with their registration code along with the nature of non-satisfaction information with respect to the refund.

The SALOWN School management team will respond within the next 15 days from the date of email to the student with this particular document.

#### *What is Lack-of-communication?*

Lack-of-communication refers to the center's inability to provide sufficient information to the student or avoid providing information to the student regarding our refund policy guidelines due to various reasons like lack of competent staff or personnel designated by the center to perform the duty.

In this event, the student can write directly to [compliance@salownschool.com](mailto:compliance@salownschool.com) and the SALOWN School management team will respond and provide the information with this particular document to the student and their guardian.

### **Legal Clauses regarding student discipline**

In the event when a student fails to abide by the rules and regulations governed and set by SALOWN School (as mentioned in this document) and perform any indisciplinary actions, legal actions will be enforced over the student by the local court law through the nearest police station of the respective center.

**In event of Disciplinary Misconduct at Center:**

The student and their designated guardian should respect their center, its staff and all associated personnel with utmost decorum, respect and discipline. If at any point of time it is found that the student is failing to perform the discipline measures (like misbehaving with the staff, using high tone voice or languages) on account of monetary refund, the student as well as their designated guardian will be forced for a legal action through the court of local law where the center exists.

**In event of Disciplinary Misconduct with Management/Founders:**

In the event when the student or their designated guardian is interacting directly with the management or Founders, the student is liable to respect and follow the instructions. If the student or their specified guardian do not comply with the information provided by the management/founders, this will result in legal proceedings against the student or their designated guardian by the court of law where the center is designated.

**Contact Us**

SALOWN School (A Roushan Research International enterprise)

Email: [info@salownschool.com](mailto:info@salownschool.com)

Website: [www.salownschool.com](http://www.salownschool.com)

**Review**

We will review this policy and procedure every three years or more frequently if required, for example in response to User feedback, changes in practice, requirements of the Qualifications Regulators or other external agencies or changes in legislation.