

Refund and Cancellation Policy for Oakyard Academy Online Courses

At Oakyard Academy, we understand that circumstances may change, and you may need to cancel your course enrollment or seek a refund. We are committed to providing a fair and transparent refund and cancellation policy to accommodate your needs. Please review the following policy for a clear understanding of our guidelines:

1. Cancellation of Enrollment:

- You have the right to cancel your course enrollment at any time before the course start date. To do so, please contact our student support team through info@bisonaide.org
- Once the course has begun, the cancellation window closes, and you will be subject to the refund policy.

2. Refund Policy:

- Our refund policy is based on the timing of your cancellation request:
 - a. **Full Refund:** If you cancel your enrollment before the course start date, you are eligible for a full refund of your tuition fees.
 - b. **Partial Refund:** If you cancel after the course has started but within the first [14] days (trial period), you may be eligible for a partial refund of your tuition fees, minus any non-refundable registration or materials fees.
 - c. **No Refund:** After the specified trial period, no refunds will be issued. Your course fees become non-refundable.

3. Exceptional Circumstances:

- In exceptional circumstances, such as medical emergencies or unforeseen personal hardships, we may consider refunds on a case-by-case basis. Please contact our student support team with supporting documentation for evaluation.

4. Course Materials and Services:

- Any course materials, digital resources, or services provided as part of your enrollment are non-refundable once accessed or utilized.

5. Processing Time:

- Refunds will typically be processed within [20] business days of receiving your cancellation request and any required documentation.

6. Payment Method:

- Refunds will be issued through the original payment method used during enrollment. Please allow additional processing time by your financial institution if applicable.

7. Course Completion and Certificates:

- If you have successfully completed the course, you will still receive any applicable Oakyard Academy certificates or credentials, even if you have requested a refund.

8. Policy Changes:

- Oakyard Academy reserves the right to update or modify this policy. Any changes will be communicated to enrolled students in a timely manner.

We are committed to providing an exceptional learning experience and assisting you with your needs. If you have any questions or need further assistance, please do not hesitate to reach out to our student support team at info@bisonaide.org. We are here to help you navigate this process and ensure your satisfaction with our online courses.