

REFUND & CANCELLATION POLICY

CANCELLATION

Any cancellations four weeks (28 days) prior to course commencement will not be subject to a cancellation charge. Any cancellations up to two weeks (14 days) prior to course commencement will be subject to a cancellation charge equal to 50% of the overall fee payable. Any cancellations within 2 weeks prior to course commencement will be subject to 100% cancellation charge equal to 100% of the overall fee payable.

To exercise the right to cancel, you must inform Cyberscope Academy, at its operating address of Silver Finn Building, Union St, Aberdeen, AB11 6DB, telephone +44 (0) 1224 531086, email colin@cyberscopeacademy.com, of your decision to cancel by a clear statement (e.g. a letter sent by post, or e-mail).

You are not entitled to cancel these Terms and Conditions in any circumstances other than as set out in this terms and conditions.

REFUND POLICY

Refunds will only be granted in extenuating circumstances such as medical incapacity or bereavement, at the sole discretion of the Programme Manager. Extenuating circumstances refer to unforeseen events which may affect a student's ability to attend the course. Such circumstances include serious illness and/or hospitalisation, accident, immediate family bereavement or other serious personal circumstances.

Foreseen events such as sporting, cultural or work commitments are not considered extenuating circumstances. Supporting documentation e.g. medical certificate, police statement etc. must be provided. In such circumstance deferral may be offered as an alternative. The amount refunded will be in proportion to how far you have progressed through the course. Please allow a minimum of seven (7) weeks for a refund to be processed.