



## Refund & Compensation Policy.

Administering Entity: Finance Head  
Amendment Date: APRIL, 2023  
Approval Authority: Chairman of the Institute  
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### Introduction

Creative Star Education Institute is committed to support learning and the availability of quality services at all times. We also acknowledge professional and personal unavoidable circumstances that might hinder a candidate's ability to use these services effectively. In order to protect the financial interest of both the candidates and the company the following refund and cancellation policy will be enforced. The same will be made available to the candidate in writing. The front desk staff is responsible for explaining the same upon the candidate's request.

### CANCELLATION BY CUSTOMER AND REFUND POLICY

1. Training course/examination registrations will not be confirmed until final **ENROLMENT REGISTRATION** is complete and billing information is received by Creative Star Educational Institutes Academy Fz LLC in full.
2. In order to cancel or reschedule a confirmed training please submit an email request to [admission@cseiacademy.ae](mailto:admission@cseiacademy.ae), [studentsupport@cseiacademy.ae](mailto:studentsupport@cseiacademy.ae)

### For Qualification Courses.

Please submit all cancellation requests within 30 calendar days of admission offer letter signed and no later than 7 days prior to the scheduled course date in order to receive a refund, the final refund amount will be equal to the paid course package amount minus the amount of **4000 AED (administrative costs + Visa Cost if applicable)**.

### For Short Courses.

Please submit all cancellation requests within 72 hours of registration and no later than 24 hours prior to the scheduled course date in order to receive a refund, the final refund amount will be equal to the paid course package amount minus the amount of **500AED (administrative costs)**.

3. No shows and cancellations not made within the specified cancellation period (see above) will incur the full cost of registration. Additionally, if you withdraw during the training, your training history will reflect as "Incomplete" and you will be charged the full course amount.
4. Course withdrawals or skipped training days without the reasonable justification (health issues or any personal issues) will cause the cancellation of the training certificate and in such cases, certificates will not be handed out due to the violation of the registration policy.



### **Cancellation BY Creative Star Education Institutes Academy Fz LLC & Refund Policy**

1. Creative Star Educational Institute LLC reserves the right to cancel any training course due to insufficient enrolment at least 30 calendar days in advance of the scheduled course date for OTHM & 7 calendar days in advance of the Schedule course for short courses. Notice will be provided with the option to reschedule for a future course date or receive a full refund of registration fees.
2. Creative Star Educational Institutes LLC is not responsible for any expenses incurred by the customer if a training course is canceled and the customer received notification by email within the period specified above.
3. If a training session is cancelled due to any unforeseen circumstances “force majeure”, the customer is entitled to reschedule for a future training course.
4. In the event that a scheduled examination is cancelled by Creative Star Education Institutes LLC due to any reason whatsoever, the candidate is entitled to either a rescheduled class fee of charge or a full refund

### **Visa Refund Policy (For overseas Students)**

1. Once the student pays the visa fee, visa processing will start once KHDA study letter issued or else in existing quota. Therefore, the student is not eligible for a refund for any reason
2. At any time, if visa cancellation is required, tuition fees and any other payments will not be refundable. The student will be responsible for all cancellation fees.