



# UNLIMITED EDUCATION ACADEMY

Email: [info@buea.uk](mailto:info@buea.uk) | Website: [www.buea.uk](http://www.buea.uk) | UK: +44 7309 227075 | KSA: +966 501 440 663

## REFUND POLICY

### 1. POLICY STATEMENT

UE Academy is committed to fair and transparent commercial practice. It is the policy of this Academy to provide learners and corporate clients with clear terms regarding fees, cancellations, and refunds prior to enrolment, and to process eligible refunds promptly and without unnecessary administrative barriers.

### 2. CORE COMMITMENTS

- **Transparency:** Full fee, cancellation, and refund terms are published at the point of booking, before payment is taken.
- **Fair Dealing:** Refund requests are assessed consistently, regardless of the learner's nationality, location, or method of enrolment.
- **Timeliness:** Approved refunds are processed within 15 business days of the decision being confirmed.

### 3. COOLING-OFF PERIOD

Learners who book and pay online have the right to cancel and receive a **full refund** within **14 calendar days** of enrolment, provided the course has not yet commenced and no assessment materials have been accessed, in line with UK distance-selling regulations.

### 4. REFUND ELIGIBILITY TIERS

- **More than 14 days before course start:** Full refund, less any non-refundable third-party Awarding Body registration fee already paid on the learner's behalf.
- **7–14 days before course start:** 50% refund of tuition fees.
- **Less than 7 days before course start, or after the course has commenced:** No refund, except where granted under Special Consideration (see Section 5).
- **Course Cancelled by the Academy:** Full refund or a free transfer to the next available course date, at the learner's choice.

### 5. EXCEPTIONAL CIRCUMSTANCES

Where a learner is unable to attend due to unforeseen circumstances (e.g., documented illness, bereavement, or visa refusal), a discretionary full or partial refund, or a fee-free transfer, may be granted upon review by the Quality Assurance Manager, supported by appropriate evidence. This is assessed alongside the Academy's Reasonable Adjustments & Special Considerations Policy.

### 6. NON-REFUNDABLE ITEMS

- Awarding Body registration or certification fees already submitted on the learner's behalf (e.g., to NEBOSH, IOSH, or Highfield).
- Fees for learners who have already sat, or been marked absent for, a final assessment or examination.
- Fees where a learner is withdrawn following a confirmed finding of malpractice under the Malpractice & Plagiarism Policy.



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## 7. APPLICATION PROCESS

1. **Request:** The learner or client submits a Refund Request Form to admissions, stating the reason and preferred outcome (refund or transfer).
2. **Review:** The Quality Assurance Manager verifies eligibility against this policy and any supporting evidence provided.
3. **Decision & Payment:** The learner is notified of the outcome in writing. Approved refunds are returned via the original payment method within 15 business days.

Learners who disagree with a refund decision may escalate the matter through the Corporate Complaints Policy.

## 8. JURISDICTIONAL COMPLIANCE

- **United Kingdom:** Aligned with the Consumer Rights Act 2015 and Competition and Markets Authority (CMA) guidance on consumer protection in higher and further education.
- **Kingdom of Saudi Arabia:** Supporting Vision 2030 service quality standards and MHRSD consumer protection regulations.

**Chief Executive Officer / Director BUEA Academy**

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