

# **York Groupwork Ltd – Cancellation Policy for Diploma courses**

## **Registration fees**

A formal offer of a place on the Foundation or Diploma course will not normally be made until the £250 registration fee has been paid. For the Diploma course, the registration fee must be paid before your interview.

If we are unable to offer you a place on the course, your registration fee will be returned.

If we offer you a place and you accept it, the registration fee will be deducted from the course fee – so the advertised cost of the course fee is the total amount you will pay.

If we offer you a place and you do not take it up, your registration fee is non-returnable. However, we may be able to transfer it to the following year's course on request.

## **Acceptance of a place and cancellation terms**

When you return your Acceptance form, you are accepting the offer of a place on the course and undertaking to pay for it. However, we understand that sometimes circumstances change and you may need to withdraw from the course.

Our terms for cancellation of a place are:

Up to 2 weeks before the course start date, students may withdraw from the course without liability for the full course fees. We will retain your registration fee – although this may be transferable to the following year's course if requested at the time of withdrawing.

From 2 weeks before the course start date up to the day before the course starts, students who withdraw may be charged up to 50% of their course fees as a cancellation fee.

From the course start date, students who withdraw will remain liable to pay the full course fee.

## **Exceptional circumstances**

We may choose to reduce the cancellation fee charged, in exceptional circumstances. Only unexpected circumstances, outside of your control, are likely to be considered 'exceptional'.

## **Why do we charge registration and cancellation fees?**

We are a small organisation and we always do our best to keep course costs affordable for students.

Registration fees contribute to the cost of setting up and administering the courses, and the direct costs involved in interviewing Diploma students. They also make sure that people applying for the course are committed to doing it.

We structure each year's course according to the number of students, engaging tutors on this basis. Late cancellations can lead to us incurring unnecessary costs, if student numbers end up lower than we have planned for.