



# ILLUMIN ACADEMY

## Refund Policy - V1.0

---

### 1. Purpose

This policy outlines the circumstances under which Illumin Academy may provide a refund for course fees or services. It ensures transparency and fairness for learners and aligns with consumer protection regulations. In general, Illumin Academy operates on a no-refund basis once enrolment and payment have been confirmed, except under exceptional and pre-approved circumstances.

### 2. General Refund Statement

Illumin Academy does not offer refunds under normal circumstances once a learner has been enrolled and fees have been paid. Learners are advised to consider their commitment carefully before registration. Refunds will only be considered under the following specific criteria.

### 3. Criteria for Refunds

Refunds may be considered in the following situations:

- The course is cancelled by Illumin Academy before commencement
- The learner withdraws due to serious personal or medical reasons (with evidence)
- An administrative error by the Academy resulted in incorrect billing or enrolment

Refunds will not be granted for:

- Learner dissatisfaction with course content once started
- Failure to attend sessions or complete the course
- Inability to meet course deadlines or assessment requirements
- Any delay in qualification result processing due to awarding body timelines

### 4. How to Request a Refund

Learners must submit a written refund request within 10 working days of the incident giving rise to the request. Requests must be sent to [info@illuminacademy.com](mailto:info@illuminacademy.com) and include:

- Learner's full name and ID
- Course name and payment reference
- Detailed reason for refund request



- Supporting documentation (if applicable)

The request will be reviewed by the Finance and Administration Team within 15 working days. Learners will be notified of the outcome in writing.

## **5. Policy Review**

This policy will be reviewed annually to ensure compliance with consumer protection and financial regulations, and to reflect operational changes where applicable.

### **Contact Information:**

Finance and Administration Team

Email: [info@illuminacademy.com](mailto:info@illuminacademy.com)

Illumin Academy | [www.illuminacademy.com](http://www.illuminacademy.com)