CANCELLATION / REFUND POLICY

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This policy concerns arrangements relating to the provision of refunds of fees to students, who for one or more of the reasons specified in this policy are unable to proceed with the course on which they have enrolled at Your4legs or wish to transfer to another Your4legs course.

This policy covers all Your4legs students enrolled on part time flexible learning courses who have paid their fees in full, or who have selected to pay by a payment plan.

At Your4legs Therapy Training School we understand that student's circumstances can change and will endeavor to do everything we can to enable those who have enrolled on a Your4legs course to complete their studies as a preference to cancellation whenever this is possible.

Course cancellation

A student may cancel their course at any time, although at Your4legs we will do everything we can to enable the student to complete their studies if it is what they wish, including deferring studies to a later date.

In addition, the courses offered by Your4legs are flexible, with a mixture of home study and practical days. The practical days are booked by the student to suit their needs from a range of dates on the Your4legs website. These dates are supplied more than 12 months in advance to give as much flexibility as possible. This enables students to complete the course around a busy lifestyle and changing circumstances.

Each of the Your4legs courses has guideline completion timelines (refer to individual course portfolios), but the timeline can be discussed on an individual basis to enable students to defer their studies if they require some time out for personal or professional reasons (evidence of circumstances is required).

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Course refund

If a student cancels their course within 30 days of the date of joining, then they will receive a refund fee.

As the your4legs courses are flexible, the joining date is taken to be the date the signed application form was received and the first payment was made, whether this is an initial deposit or the full course fee.

Any refund will be calculated based on how much the student has paid towards the course prior to cancellation – whether they are on a payment plan or have paid the course fees up front in full –

- Minus a £100 cancellation fee
- Minus an initial deposit (for students who have chosen a payment plan – refer to the application form terms and conditions)
- Minus any costs associated with course work already completed prior to cancellation.
- The cost of course pack materials = £300

Course work completed prior to cancellation encompasses –

- The cost associated with hours spent marking completed home study work and the cost associated with tutor hours for any completed practical days. Costs will be incurred for any practical dates that were cancelled within 3 days of the date of the practical day(s) taking place.

If a student is compelled to cancel their enrollment on a course after the initial 30 days has elapsed for one or more of the reasons listed below, then a refund may be applicable.
A refund will be considered based on the students' circumstances and evidence supplied, and where continued enrollment on the course cannot be accommodated by either deferring studies or using other support mechanisms discussed with the course tutor –

- Changes to a students' working hours prevent course attendance, even after discussing all possible course alternatives with the tutor, including deferring studies to a later date. (Evidence required)
- The student has a serious medical condition that means they are physically unable to continue with the course, even after a period of deferment. (Evidence required)
- The student is unable to attend the course due to an amendment of the practical days and / or the format in which the course is run, even after relevant supportive discussions with the course tutor.
- An entitlement error is made following incorrect assessment at the time of enrolment.

A cancellation refund will not be deemed applicable if a student makes the decision to cancel their enrollment without sufficient evidence to suggest that cancellation is the most appropriate or the only option, even after taking deferring studies into account.

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As mentioned earlier, every effort will be made by Your4legs to enable a student to complete their studies, including deferring studies to a later date outside of the course guideline completion times.

In addition, the Your4legs courses are very flexible involving both home study and practical dates that are chosen by the student to suit their lifestyle. The courses have been designed this way to cater for changes in circumstances that can sometimes occur.

Any refund payments will be made within 60 working days of a refund request being submitted and accepted and will be paid by bank transfer into a nominated bank account.

Policy implementation date:	**Version 1 20.01.2018**
Version number:	**2**
Amendment date:	**10.12.2025**
Amendment details:	**Implemented recommended amendments to refund information following legal advice.**
Policy Owner:	**Stephanie Watts**

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