

Payment Policy

1. Purpose

This Payment Policy aims to outline the procedures, terms, and conditions for tuition payments for courses or programs offered by Zebra Blue. This policy ensures clear communication regarding payment expectations and methods.

2. Tuition Payment

Step 1: Enrollment

Upon enrollment into a course/program, clients/delegates will receive a confirmation letter detailing the tuition fees, payment deadlines, and accepted payment methods.

Step 2: Payment Deadlines

Tuition payment deadlines will be clearly indicated in the confirmation letter and the Zebra Blue website. If available, early payment discounts or installment options will also be outlined.

3. Methods of Payment

Zebra Blue accepts payments through various methods, including:

- Online payment through the secure payment portal on our website.
- Bank transfer to the designated bank account.
- Payment by credit/debit card, where applicable.

Payment instructions will be provided in the acceptance letter.

4. Late Payment

Failure to meet payment deadlines may result in enrollment cancellation or late payment fees, as specified in the confirmation letter. A hold may be placed on access to course materials and resources until outstanding payments are resolved.

5. Refunds

Refund eligibility will be per the Withdrawal and Refund Policy. Approved refunds will be issued through the original payment method.

6. Payment Confirmation

A payment confirmation will be provided to the student upon successful payment.

7. Payment Disputes

In case of payment disputes, students are encouraged to contact michele@zebrablue.co.uk to resolve the issue promptly.

8. Third-Party Payments

If tuition fees are being covered by a third party (employer, sponsor), appropriate authorization and payment arrangements must be made before the payment deadline.

9. Policy Acknowledgment

By enrolling in a course or program offered by Zebra Blue, you acknowledge and agree to abide by the terms and conditions outlined in this Payment Policy.

10. Contact Information

For inquiries related to the Payment Policy or payment process, please contact michele@zebrablue.co.uk

Zebra Blue is committed to maintaining transparency and convenience in the tuition payment process, ensuring clients and delegates clearly understand their payment obligations and options.