

ZB Withdrawal and Refund Policy

1. Purpose

The purpose of this Withdrawal and Refund Policy is to provide guidelines and procedures for clients/delegates who wish to withdraw from courses or programs offered by Zebra Blue and outline the refund process based on withdrawal timelines.

2. Withdrawal Procedure

Step 1: Notification

- Clients/delegates who wish to withdraw from a course/program must notify michele@zebrablue.co.uk in writing by submitting the official Withdrawal Form.
- The Withdrawal Form is available on the Zebra Blue website.

Step 2: Withdrawal Date

- The withdrawal date will be determined based on the date the official Withdrawal Form is received by michele@zebrablue.co.uk.

3. Refund Policy

3.1 Full Refund

- A full refund of tuition fees will be provided if the withdrawal is initiated ten working days before the official course/program start date.

3.2 Partial Refund

- If the withdrawal occurs within the first 30% of the course/program duration, a partial refund of 50% of the tuition fees will be granted. Specific percentages may vary based on the course/program.

3.3 No Refund

- No refund will be provided for withdrawals initiated after 30% of the course/program duration has passed.

4. Refund Process

- Refunds will be processed within five working days of receiving the completed Withdrawal Form.
- Refunds will be issued through the original payment method used for enrollment.

5. Non-Attendance

- Non-attendance without official withdrawal notification will not entitle the student to a refund.

6. Exceptional Circumstances

- Zebra Blue may consider a refund or credit on a case-by-case basis in cases of documented exceptional circumstances, such as medical emergencies or other unforeseen events.

7. 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 Withdrawal and Refund Policy.

8. Contact Information

For inquiries related to the Withdrawal and Refund Policy or the withdrawal process, please contact michele@zebrablue.co.uk

Zebra Blue strives to maintain a fair and transparent withdrawal and refund process, ensuring that clients and delegates know their options and responsibilities in cases of withdrawal.