



Refund and City Lit Credit Policy

We know that things can change after you've enrolled on a course. This policy lets you know when we can arrange a refund or City Lit credit, what you're entitled to, and how to make your request. This policy will come into effect on Wednesday 20th June 2018.

Can I change my course?

1.1 If for whatever reason, you don't want to continue with your course, and would like to request a change, you may be eligible for full or partial City Lit credit to put towards future courses at City Lit. You will need to let us know that you want to change before the 3rd session of your course has run; the sooner you tell us the more credit you will get.

If your request reaches us:

1.2 • **before** your course starts, we will give you City Lit credit for the full amount that you paid.

1.3 • **after your course has started but before the 3rd session**, we will charge you pro-rata for the sessions that have run and issue City Lit credit for the rest of the fees that you paid.

1.4 • **after the 3rd session of your course has run**, we unfortunately cannot issue you any City Lit credit.

1.5 There are a small number of courses (generally our longer or accredited courses) where we're not able to offer this flexibility. For these courses it isn't possible for us to give you City Lit credit, should you change your mind. If this applies to your course, we'll make it clear in the course outline and during your interview, if one is required for your course.

1.6 We process City Lit credit requests as quickly as we can. Straightforward online requests will be processed within 24-48 hours, though others may take up to one week.

What if I think my course is the wrong level for me?

2.1 If you think that your course level is too high or too low, please speak to your tutor as soon as possible. If we agree that the level of your course is too high or too low, we'll try to move you to a more suitable course at any time, if one is available.

2.2 If you attended an interview before enrolling, and we advised you to do a course that is not the right level for you, we will try to move you to a more suitable course or issue you with City Lit credit covering the full amount you paid for the course.

How can I request City Lit credit?

3.1 Log into your online City Lit account to request your City Lit credit.

3.2 If you need help logging into your online account please contact our Information and Bookings Team on 020 7831 7831.

Alternatively, you can:

- Call us on 020 7831 7831 or visit the Information and Bookings Desk

- Email: refund.requests@citylit.ac.uk

- Post to: City Lit, Keeley Street, London, WC2B 4BA

How can I use my City Lit credit?

City Lit credit:

- 4.1 • can be redeemed online, over the phone or in person.
 - 4.2 • is valid for 1 year, after which it will automatically expire.
 - 4.3 • can only be used once, it is non-refundable and non-transferable.
 - 4.4 • cannot be transferred between students.
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Can I get a refund for my course?

- 5.1 If you'd like a refund for your course, all you need to do, in most cases, is make the request, online, in writing or in person, at least **one week** (7 calendar days) before your course is due to start.
 - 5.2 For a small number of courses (generally our longer or accredited courses) we'll need more notice. For these courses you'll need to make your request at least **three weeks** (21 calendar days) before your course is due to start. If this applies to your course we'll make it clear to you in the course outline and at interview, if one is required for your course.
 - 5.3 Please be aware that the amount you are refunded will be less than the amount you paid. We retain 20% of the course fee (minimum £10) in order to cover the administration costs and the loss of potential income. If you request more than one refund, the amount that we retain will be calculated separately for each individual course.
 - 5.4 We process refunds as quickly as we can. Straightforward online refund requests will be processed within 48 hours, though others may take up to three weeks. Refunds for cancelled courses are prioritised - we aim to do these within 48 hours and at least within one week of cancelling the course.
 - 5.5 We will always aim to refund you using the same method of payment. However, if you paid for your course in cash you will be refunded by cheque.
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How can I request a refund?

- 6.1 Log into your online City Lit account to request your refund.
 - 6.2 If you need help logging into your online account please contact our Information and Bookings Team on 020 7831 7831. Alternatively, you can:
 - Email: refund.requests@citylit.ac.uk
 - Post to: City Lit, Keeley Street, London, WC2B 4BA
 - Hand in your written request in person at Reception.
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What can I do if I am unhappy with my course or experience at City Lit?

- 7.1 We work hard to make sure that everyone has a great experience at City Lit, but we know that things can go wrong. If the reason you are requesting a refund is because of a bad experience, please let us know and give us details of what went wrong, when you request your refund.
 - 7.2 We will forward your refund request and feedback to the Head of Department for your course. Each request is considered on an individual basis, the feedback is investigated and you will receive an acknowledgement within 5 days and a full response within 20 days. The Head of Department may decide to offer you a full or partial refund, or full or partial City Lit credit depending on the circumstances. All feedback is greatly appreciated and helps us to make improvements.
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What if I am requesting a refund due to a disability/learning difficulty?

- 8.1 If you are requesting a refund because you cannot attend your course due to a disability, we will give you a pro-rata refund for any sessions you haven't attended if:
 - you are unable to participate in or attend your course due to your disability;
 - or the nature of your course has adverse implications for you, due to your disability;
 - or you are unable to attend your course due to your role as a carer for someone who is disabled or who is elderly;
 - or we are unable to put in place the additional support you need, in order for you to remain on your course.

If you are unsure whether this applies to you please call us on 020 7831 7831.

What if I am requesting a refund due to an illness, medical condition or injury that will prevent me from participating in the course?

- 9.1 If you have an illness, medical condition or suffer an injury that means you can't take part in your course, we may offer you a full or partial refund, move you to a more suitable course or offer you full or partial City Lit credit. We consider all requests on an individual basis, depending on the circumstances.

If you are unsure whether this applies to you please call us on 020 7831 7831.

You'll get a full response within three weeks.

What if I am requesting a refund due to a bereavement?

- 10.1 If you've been affected by the death of a close relative or friend, and don't feel able to attend your course, we'll refund your fees or City Lit credit in full. If you've already attended some sessions, we'll give you a pro-rata refund for the sessions that you were unable to attend.
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What if you have cancelled my course or a single session?

- 11.1 We'll only cancel a course as a last resort, for example if a tutor is unavailable or if we can't recruit enough students for the course to run. If we do need to cancel your course, and can't offer a suitable alternative, we'll refund you in full and give you £5 City Lit credit to go towards your next course (valid for 1 year).
- 11.2 If we need to cancel a single session of a course, we'll try and make up for it with a 'catch-up' session.
- 11.3 If we can't provide a catch-up session, or if you are unable to attend the catch-up session, you'll be entitled to a City Lit credit for the value of the session lost.
- 11.4 Unfortunately, sometimes we have to cancel for reasons beyond our control and in these situations we cannot accept liability or issue refunds. Examples of this might include industrial action or severe weather.
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What if you have changed my course date, time, location or content after I enrolled?

- 12.1 If we need to change the date, time, location or content of a course, after you have enrolled, we will contact you. If you can't or don't wish to attend we'll give you a full refund. If you have already attended some sessions, we will give you a pro-rata refund for the sessions you were unable to attend.
- 12.2 We reserve the right to change our tutors and can't issue a refund or City Lit credit due to a change of tutor. Our tutors may have different teaching styles; however we guarantee a consistent quality of teaching on all our courses.
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What if my refund request is not covered by any of the areas listed above?

- 13.1 If your refund request doesn't fall within the areas listed above, it's possible that you're not eligible for a refund. Your request will be considered on an individual basis and, depending on the circumstances, we'll decide whether or not we can refund your course fees, either in full, partially or as City Lit credit.

You'll get a full response within three weeks.