

## BioGrad Education Limited

### Fees, Changes and Refunds Policy

#### Copy Holder Information

Copy No	Issued To	Issued By	Date of Issue
1	C Witter	L Merryfield	15.10.2025

<b>Author:</b> Louise Merryfield <b>Title:</b> Management Accountant	<b>Signature:</b> 	<b>Date:</b> 15.10.2025
<b>Approver:</b> Catherine Witter <b>Title:</b> Managing Director	<b>Signature</b> C J Witter	<b>Date:</b> 15/10/2025
<b>Quality Assurance:</b>  <b>Title:</b>	<b>Signature</b>	<b>Date:</b>

<b>Periodic Review Date:</b>		
<b>Periodic Review 1 Date:</b>	<b>QA Signature</b>	<b>Date:</b>
<b>Periodic Review 2 Date:</b>	<b>QA Signature</b>	<b>Date:</b>

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## 1. Purpose

This policy outlines the framework for setting, collecting, and refunding fees and charges for educational services. It ensures transparency, fairness, and consistency in financial transactions between BioGrad Education Limited and its clients.

## 2. Scope

This policy applies to:

- All enrolled students and their parents/guardians (if applicable)
- Sponsors or third-party payers
- Staff involved in finance and administration

## 3. Fees and Charges

### 3.1 Tuition Fees

- Tuition fees are reviewed annually and published prior to enrolment.
- Fees vary by course type, duration, delivery method (e.g., online or in-person), and student category.
- Full payment is required before the course start date.

### 3.2 Additional Charges

- May include:
  - Course materials, books, or equipment
  - Field trips, workshops, or extracurricular activities
  - Late payment or administrative fees
- All additional charges will be communicated clearly before enrolment.

### 3.3 Payment Methods

- Accepted methods: bank transfer, credit/debit card.
- Instalment plans may be offered subject to approval and signed agreement.

## 4. Refunds

### 4.1 Eligibility

Refunds may be granted under the following conditions:

- The course is cancelled by BioGrad Education Limited and no alternative date can be agreed.

### 4.2 Refund Amounts

- **Full refund:** If BioGrad Education Limited cancel the course and an alternative date cannot be agreed
- **No refund:** If the participant cancels the course and an alternative date cannot be agreed.

### 4.3 Non-Refundable Items

- Registration or application fees
- Materials or services already delivered
- Accommodation

## 5. Disputes and Appeals

- Any disputes regarding fees or refunds must be submitted in writing within 7 days of the issue
  
- Appeals will be reviewed by the finance team, with a decision provided within 10 working days.

## 6. Policy Review

This policy is reviewed annually to ensure compliance with legal standards and alignment with business practices.

Appendix	Description
15/10/2025	` New document to replace outdated document.

Version	Summary of Change	Author	Date
1	New Document	L Merryfield	15.10.2025

<b>Start Date/Adoption of Policy Date</b>	15.10.2025
<b>Document Owner</b>	Louise Merryfield
<b>Reviewed by</b>	
<b>Date of Review</b>	

