

Creative Ed International Ltd Refund Policy

Updated Versions:

21/09/23 - NS

At Creative Ed International Ltd (CEI), we are committed to providing excellent educational experiences and services to our valued customers. We understand that unforeseen circumstances can sometimes disrupt your plans. This refund policy outlines the procedures for refund requests and the terms and conditions associated with them.

Refund Request Process

All refund requests will be processed through the following methods:

1. **Phone and Confirmation Email:** Refund requests may be initiated over the phone. Following the initial request, CEI will send a confirmation email outlining the details of the refund request.
2. **Email:** Alternatively, refund requests can be submitted entirely via email to our designated email address: refund@creative-ed.com or via the contact form on the website www.creative-ed.com/contact

Refund Method

Please note that cash refunds will not be provided. Instead, CEI offers a credit or discount system for eligible refund requests.

Medical Documentation Requirement

In cases where a candidate is unable to participate in any of CEI's programmes due to illness or injury, a valid doctor's note must be provided to support the refund request. Once we receive the doctor's note, we will issue a credit or discount code for the affected centre/customer. This code can be used towards the re-registration of the candidate when they are ready to resume the programme, or it can be applied as a discount for other candidate registrations if the candidate leaves the school mid-programme. The code can be used to re-book the student onto any future Holiday Programmes.

Refund Percentage

For all refund requests, CEI will retain 20% of the original fee to cover administration costs for exam refunds and candidate registration refunds and 10% of the original fee for all holiday programmes. Please note that the following examples are for illustrative purposes only and do not represent the actual fees:

- If the original candidate registration fee was £20.00, the centre will receive £16.00 (80%) in credit/discount on their next purchase, while CEI will retain £4.00 (20%) for administration.
- If the original examination fee was £50.00, the centre will receive £40.00 (80%) in credit/discount on their next purchase, while CEI will retain £10.00 (20%) for administration.
- If the original holiday programme fee was £450.00, the centre will receive £405.00 (90%) in credit/discount on their next holiday program purchase, while CEI will retain £45.00 (10%) for administration.

Time Limits for Requests

Please be aware of the following time limits for making credit or future discount requests:

- All credit or future discount requests must be made at least 36 hours before the event or examination.
- Candidate registration fee, future discount or credit requests will not be considered if the request is made 84 days after registering the candidate.

Our Commitment

CEI is dedicated to promptly and respectfully assessing each refund request. We will make every effort to resolve all requests in the best interest of our customers. Your satisfaction is important to us, and we are here to assist you throughout the process.

If you have any questions or need further assistance, please do not hesitate to contact us at info@creative-ed.com or use our contact page on the website www.creative-ed.com/contact.

Thank you for choosing CEI for your educational needs. We appreciate your trust in our services.