

ESOFT METRO CAMPUS REFUND POLICY

ESOFT Metro Campus (Pvt) Ltd has adopted the following refund policy with respect to refunds for fee-paying students studying in the entire ESOFT Branch Network. ESOFT may refund any fees paid to ESOFT only under special circumstances, which fall under the following criteria:

Category A: Failure by ESOFT to offer the course as advertised. Specifically:

- A1. ESOFT has **discontinued the program** at the Student's registered branch
- A2. ESOFT has decided **not to commence the scheduled batch**
- A3. ESOFT has **postponed the commencement** of the batch the Student registered for, and the Student does not agree to wait.
- A4. ESOFT has **significantly changed the schedule** of the batch that the Student registered for, and the Student cannot attend classes.

Category B: The Student reverses the decision to pursue the course. Full refund claims under this clause are acceptable only if such request is made in writing, at least 7 days **prior to the scheduled commencement** of the course. Documentary evidence and other prescribed documents as specified in this policy will be required to support the claim.

Category C: Medical reasons - The Student is unable to continue the course due to personal medical reasons of a serious nature, which manifested AFTER the registration with ESOFT. Relevant medical Expert should confirm the diagnosis and certify that the student is unable to continue studies, by signing the attached document.

IMPORTANT NOTES:

- I. Refund requests under **category A** must be made prior to commencement or within 7 days of commencement.
- II. Refund requests under **category A** will be processed in full. i.e. 100% of the payment, provided that the student has not attended any of the classes.
- III. Reasons for refund requests such as receiving a scholarship, gaining entry to another university (state / non-state / foreign) will be considered under **Category B**.
- IV. Refund requests under **category C** will require evidence in the form of medical records / reports, and a certification from your doctor (confidentiality will be maintained).
- V. For refunds processed under **category C**, the refund amount will be determined by the Refund Committee of ESOFT.
- VI. Requests for refunds giving migration as the reason will NOT be considered. Migration takes months of planning, and the student should carefully consider whether or not to register at ESOFT. Anyone with migration plans should NOT do a full payment of course fees.
- VII. Those that register under conditional offer letters and thereafter fail to submit the required evidence of fulfilling the conditions by the cut-off date will not be eligible for refunds. Instead, the registration and associated payments will be transferred to the next available intake.
- VIII. For all categories, Fees paid to external awarding bodies (Pearson, University Partners, etc.) and taxes paid to government or local authorities cannot be refunded, as this is beyond the control of ESOFT Metro Campus.
- IX. The Registration Fee component of the course fee paid to ESOFT by the student is non-refundable under any circumstances.

A. REFUND PROCEDURE

- I. A request for a refund of program fees must be submitted in writing (please use the *Refund Request form*) by the student and / or the guardian wishing to obtain the refund.
- II. Refund requests under Category C will require a certification from a SLMC registered Doctor, stating that the person is unfit to continue studies. ESOFT Metro Campus retains the right to contact the relevant Doctor who gave the certification to verify the accuracy of the same. In doing so, we ensure to protect the confidentiality of the Student.
- III. A refund may be granted according to the clauses in the refund policy of ESOFT Metro Campus. Any request that falls outside of this policy will be referred to the officer-in-charge of Student Affairs for consideration and the final decision will be taken by the Chief Executive Officer, as to whether it can be presented to the Refund Committee of ESOFT for their final decision.

B. PAYMENT OF REFUNDS

- I. Eligible Refunds will be made within four to six weeks upon receiving a completed refund application.
- II. Refund payments will be made only in Sri Lankan Rupees (LKR)
- III. Refund payments will be made by cheque, and will be made out in the name of the registered student or the relevant guardian. Payments will not be released to third parties.

Submit your refund request to the Centre Manager of the relevant branch, and collect your acknowledgement slip