

COMPENSATION AND TUITION POLICY

1. Purpose

01.01 This policy sets the framework for refunds of course fees and reimbursement due to cancellation of events and CPD days.

2. In the event that the Institute ceases to offer programmes, the following will apply:

02.01 Students on joint/validated programmes in collaboration with Middlesex University are registered as University students. Middlesex University will continue to cover the programme should the Partnership agreement terminate unexpectedly. This is covered within a contingency plan as part of the agreement.

02.02 Refund for students in receipt of tuition fee loans from the Student Loans Company – students whose fees are covered by the Student Loans Company are entitled to the deposit being reimbursed on providing evidence of the loan. Should a programme no longer continue, course fees will be refunded to the Student Loans Company, removing all financial liability for the student.

02.03 Refund for students who pay their own tuition fees and/or sponsorship – contracts are issued annually, signed by the student, and returned with a deposit or full payment. Should a programme be withdrawn or cancelled, the deposit and/or fee paid will be refunded to the student or sponsor. The Institute will assist with an APL application and/or facilitate a transfer to a similar institution for continuation of studies, as requested.

02.04 The payment of additional travel costs for students affected by a change in the location of their course – the Institute will reimburse any reasonable travel costs due to a change in location of programmes.

02.05 Commitment to honour student bursaries – Bursaries are issued on an annual basis from Years 2 to 5 and reduce fees due by the student. Should a programme be cancelled due to unforeseen circumstances, these will become inapplicable. Students will be reimbursed the agreed contracted fee for the course, after taking into account the bursary allocation.

02.06 Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study. This is not applicable as maintenance costs do not form part of the course.

3. Cancellation of Events/CPD days by Metanoia Institute

03.01 The Metanoia Institute reserves the right to cancel an event or CPD day(s) at its sole discretion. In the event of such a cancellation the Institute will offer an alternative date for the event/CPD day(s), if this is not possible then a full refund will be given for the value of the booking.

03.02 The Institute accepts no responsibility for any direct or indirect losses or damages arising as a result of such a cancellation and will not be responsible for any travel or accommodation costs incurred. It is therefore advised that delegates do not book their travel and accommodation more than two weeks prior to the event/CPD day(s).

03.04 In the event of a cancellation, Metanoia will inform delegates as soon as possible.

4. Cancellation by delegates

04.01 Cancellations must be received in writing (via email or post) in advance of the event.

04.02 The following cancellation charges apply:

- **Full Refunds** – More than 30 days' notice.
To receive a full refund, Metanoia must receive written requests no later than 30 days prior to the first day of the event.
- **50% Refunds** – Less than 30 days' notice.
Requests for refunds received by Metanoia within 30 days, but not within the final 14 days, prior to the conference or event will be eligible for a 50% refund.
- **No refunds** – Within 14 days.
Requests for refunds within 14 days prior to the start of the conference will not be eligible for a refund.

5. Substitution Policy

05.01 If you are unable to attend the event, we welcome substitute delegates attending in your place. All requests for substitutions must be received 48 hours before the event.

Author	Owned By	Date Approved	Date of Review