



**TERMS AND CONDITIONS**

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**CANCELLATION/REFUND POLICY**

### Accessing and Paying for EduPro Health Courses:

- Registration for the specified course will only be confirmed once EduPro Health (Pty) Ltd has received payment for the specified course in its entirety. This payment needs to be received before the start of the course.
- Payment will be made by the prospective course attendee, via electronic funds transfer (EFT). Prospective course attendees will send proof of payment via email to the course provider, EduPro Health (Pty) Ltd.
- No personal bank data will be requested or stored on the site or via communication with the service provider, EduPro Health (Pty) Ltd. Bank details received with electronic proof of payments will be stored as part of the service provider, EduPro Health (Pty) Ltd.'s normal accounting processes.
- Once registration for a specified course is complete, the course attendee will receive a confirmatory email from EduPro Health (Pty) Ltd., indicating that they have successfully been registered for the course. This email is confirmation of a booked place on the specified course and ensures the course attendee of access to the specified course.
- Access to the course (either at a physical venue or over an online platform) and online course-related content will only be provided once payment has been received by EduPro Health (Pty) Ltd. and registration on the course confirmed.
- For online courses, course access links will be sent to course attendees to their specified email address, no later than 48 hours before the start time of that particular online course.

### Rules on Distribution of Intellectual Property from Courses:

- Course attendees agree to not distribute any of the course-content that they receive for participation in the specified course. Course content may be kept and stored by the individual course attendee only, and used for personal learning purposes only. The course content is intellectual property of the course presenter, and therefore cannot be resold or distributed to any other individuals at any given time.

### Cancellation and Refund Policy for Online Courses:

- If a specific course is cancelled due to any reason that can be deemed to be the fault of the course provider, EduPro Health (Pty) Ltd., then the course attendee will be entitled to a full refund of the specific course value paid.
- If a specific course is cancelled due to any reason that is beyond the control of the course provider, EduPro Health (Pty) Ltd., then the course attendee will not be entitled to a refund. In these instances, the specific circumstances will be taken into account by the course provider, EduPro Health (Pty) Ltd., and the decision on entitlement to a refund will be made at the discretion of the course provider, EduPro Health (Pty) Ltd.
- Any course attendees wanting to cancel their registration for a specified course, may do so in writing via email to the course provider, EduPro Health (Pty) Ltd.
- In order to receive a full refund of the course value paid for **online courses**, this request for cancellation needs to be sent to the course provider, EduPro Health (Pty) Ltd. more than 48 hours prior to the start of the specific online course.
- In order to receive a full refund of the course value paid for **face-to-face courses**, this request for cancellation needs to be sent to the course provider, EduPro Health (Pty) Ltd. more than one-week prior to the start of the specific face-to-face course.

- Any cancellation requests received after these time periods (i.e. less than 48 hours before the start of an online course; and less than one week before the start of a face-to-face course) will not be accepted, and the specified course fees will not be refunded to the course attendee.
- If cancellation requests are received after these time periods, but there are special circumstances related to the cancellation request, decisions on refund entitlement will be made at the discretion of the course provider, EduPro Health (Pty) Ltd.
- Once the cancellation request has been received and processed by the course provider, EduPro Health (Pty) Ltd., a cancellation confirmation will be sent to the course attendee's specified email address. In this cancellation confirmation email, the preferred bank details of the course attendee will be requested. Once the bank details are received by the course provider, EduPro Health (Pty) Ltd., the refund will be made within 3-working days of the cancellation confirmation (if the cancellation request meets the necessary requirements for a refund as outlined above).

#### **Accessing and Paying for Subscription Services:**

- Registration for subscription-based services provided by EduPro Health (Pty) Ltd. will only be confirmed once EduPro Health (Pty) Ltd. has received payment for the specified service in its entirety. This payment needs to be received before the start of the service delivery period.
- These payments can either be made on an annual basis (once-off EFT payment) prior to the commencement of the services, or on a month by month basis at the beginning of each month for the 12-month period.
- Proof of payment for the service will need to be sent to the provider, EduPro Health (Pty) Ltd. prior to confirmation of registration for the subscription service. This will include the full payment if paying the annual fee in total, or the first month's payment if the subscriber has opted to pay on a month-by-month basis.

#### **Cancellation and Refund Policy for Subscription Services:**

- Subscribers to the service may cancel the subscription at any time. The only proviso being that they have fully paid any outstanding balances for services previously rendered at the time of cancellation.
- If the subscriber has paid an annual fee up front for a year's subscription, and decides to cancel their subscription during the course of that 12-month period, then they will be entitled to a prorata refund for the amount of time left in the annual period. There will be no cancellation fee charged.