

1 Refund and City Lit Credit Policy

What this policy covers. We know that things can change after you've enrolled on a course. This policy lets you know when we can arrange a refund or City Lit credit, what you're entitled to, and how to make your request.

Please read this policy carefully, together with our terms and conditions which can be found at <https://help.citylit.ac.uk/hc/en-us/articles/115002787534-Course-refunds>, before you book your course because, by booking, you agree to be bound by them.

By booking a course you are confirming to us that you are a consumer and that you are at least 19 years old.

Please note that we revise this policy from time to time. You will be subject to the policy in force at the time a contract is formed between you and us.

2 Can I change my course?

- 2.1 If for whatever reason, you don't want to continue with your course, and would like to request a change, you may be eligible for full or partial City Lit credit to put towards future courses at City Lit. You will need to let us know that you want to change before the 3rd session of your course has run; the sooner you tell us the more credit you will get.
- 2.2 If your request reaches us:
 - 2.2.1 **any time before your course starts**, we will give you City Lit credit for the full amount that you paid;
 - 2.2.2 **after your course has started but before the 3rd session**, we will charge you pro-rata for the sessions that have run and issue City Lit credit for the rest of the fees that you paid; or
 - 2.2.3 **after the 3rd session of your course has run**, we unfortunately cannot issue you any City Lit credit.
- 2.3 There are a small number of courses (generally our longer or accredited courses) where we're not able to offer this flexibility. For these courses it isn't possible for us to give you City Lit credit should you change your mind. If this applies to your course we'll make it clear in the course outline and during your interview, if one is required for your course.
- 2.4 We process City Lit credit requests as quickly as we can. Straightforward online requests will be processed within 24-48 hours, though others may take up to one week.
- 2.5 Nothing in this paragraph 2 shall prevent you from exercising your right to cancel your contract with us in accordance with paragraph 6.2 below in the event that you have booked a course online.

3 What if I think my course is the wrong level for me?

- 3.1 If you think that your course level is too high or too low, please speak to your tutor as soon as possible. If we agree that the level of your course is too high or too low, we'll try to move you to a more suitable course at any time, if one is available.
- 3.2 If you attended an interview before enrolling, and we advised you to do a course that is not the right level for you, we will try to move you to a more suitable course or issue you with City Lit credit covering the full amount you paid for the course.
- 3.3 If we are able to move you to a more suitable course and in the event that the fees are less than the fees for the course you are enrolled on, then we will refund you the difference in accordance with this policy. In the event that the fees are more than the course that you are enrolled on, then we will charge you for the balance in accordance with our terms and conditions.

4 How can I request City Lit credit?

- 4.1 Log into your online City Lit account to request your City Lit credit.

4.2 If you need help logging into your online account please contact our Student Services Team by email at infoline@citylit.ac.uk

5 How can I use my City Lit credit?

5.1 City Lit credit:

5.1.1 can be redeemed online, over the phone or in person;

5.1.2 must be used to book a course within 1 year of it being issued (such course to commence at any time before, on or after the expiry of the City Lit credit), after which it will automatically expire; and

5.1.3 can only be used once, is personal, cannot be exchanged for cash, is non-refundable and is non-transferable.

6 Can I get a refund for my course?

6.1 If you'd like a full refund for your course, all you need to do, in most cases, is make the request online in accordance with paragraph 7.1 below at least 14 calendar days before your course is due to start. If you have used City Lit credit to pay for a new course, then this is non-refundable as per paragraph 5.1.3 of this policy.

6.2 In addition to the above, where you are a consumer, that means you have enrolled on our courses for your personal use and not for any business purposes, you have the right to cancel your contract with us within 14 days of the date of conclusion (i.e. the date you book your course) of your contract ("**cancellation period**") without giving any reason in the event that you have booked a course online. We will refund to you all payments received from you without undue delay and, in any event, no later than 14 days after the day we are informed about your decision to cancel your contract. We will always aim to refund you using the same method of payment. In the event that you agree to start a course during the cancellation period, you will lose the right to cancel and receive a full refund. We will aim to provide you with a pro-rata refund to reflect the sessions that you have not attended where this is possible, however if we are unable to fill your place we are unable to offer a refund.

6.3 For a small number of courses (generally our longer or accredited courses) we'll need more notice. For these courses you'll need to make your request at least three weeks (21 calendar days) before your course is due to start. If this applies to your course we'll make it clear to you in the course outline and at interview, if one is required for your course. Nothing in this paragraph 6.3 shall prevent you from exercising your right to cancel your contract with us in accordance with paragraph 6.2 above in the event that you have booked a course online.

6.4 We process refunds as quickly as we can. Refund requests will be processed within 30 days.

6.5 We will always aim to refund you using the same method of payment. However, if you paid for your course in cash you will be refunded by cheque.

7 How can I request a refund?

7.1 Log into your online City Lit account to request your refund.

7.2 If you need help logging into your online account please contact our Student Services Team by email at infoline@citylit.ac.uk.

8 What can I do if I am unhappy with my course or experience at City Lit?

8.1 We work hard to make sure that everyone has a great experience at City Lit, but we know that things can go wrong. If the reason you are requesting a refund is because of a bad experience, please let us know and give us details of what went wrong when you request your refund.

- 8.2 We will forward your refund request and feedback to the Head of Department for your course. Each request is considered on an individual basis, the feedback is investigated and you will receive an acknowledgement within 5 days and a full response within 20 days.
- 8.3 The Head of Student Services may decide to offer you a full or partial refund, or full or partial City Lit credit depending on the circumstances. All feedback is greatly appreciated and helps us to make improvements.
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9 What if I am requesting a refund due to a disability/learning difficulty?

- 9.1 If you are requesting a refund because you cannot attend your course due to a disability, we will give you a pro-rata refund for any sessions you haven't attended if:
- 9.1.1 you are unable to participate in or attend your course due to your disability; or
 - 9.1.2 the nature of your course has adverse implications for you, due to your disability; or
 - 9.1.3 you are unable to attend your course due to your role as a carer for someone who is disabled or who is elderly; or
 - 9.1.4 we are unable to put in place the additional support you need, in order for you to remain on your course.
- 9.2 If you are unsure whether this applies to you please call us on 020 7831 7831.
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10 What if I am requesting a refund due to an illness, medical condition or injury that will prevent me from participating in the course?

- 10.1 If you have an illness, medical condition or suffer an injury that means you can't take part in your course, we may offer you a full or partial refund, move you to a more suitable course or offer you full or partial City Lit credit. We consider all requests on an individual basis, depending on the circumstances.
- 10.2 If you are unsure whether this applies to you please call us on 020 7831 7831.
- 10.3 You'll get a full response within three weeks of your refund request.
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11 What if you have cancelled my course or a single session?

- 11.1 We'll only cancel a course as a last resort, for example if a tutor is unavailable or if we can't recruit enough students for the course to run. If we do need to cancel your course, and can't offer a suitable alternative, we'll refund you in full.
- 11.2 If we need to cancel a single session of a course, we'll try and make up for it with a 'catch-up' session.
- 11.3 If we can't provide a catch-up session, or if you are unable to attend the catch-up session, you'll be entitled to a City Lit credit for the value of the session lost.
- 11.4 We are not responsible for delays outside our control. If a course is delayed by an event outside our control, we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this, we will not be liable for delays caused by the event, but if there is a risk of substantial delay or cancellation you may contact us to end the contract and we will, at your option, refund you in full or issue City Lit credit for any courses which have not been provided. If you have already attended some sessions, we will, at your option, issue a pro-rata refund or City Lit credit for the sessions you were unable to attend.
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12 What if you have changed my course date, time, location or content after I enrolled?

- 12.1 We will contact you if we need to change the date, time, location or content of a course after you have enrolled. If you can't or don't wish to attend we'll give you a full refund. If you have already attended some sessions, we will give you a pro-rata refund for the sessions you were unable to attend.
- 12.2 We reserve the right to change our tutors and can't issue a refund or City Lit credit due to a change of tutor. Our tutors may have different teaching styles; however we aim to provide a consistent quality of teaching on all our courses.
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13 What if my refund request is not covered by any of the areas listed above?

- 13.1 If your refund request doesn't fall within the areas listed above, it's possible that you're not eligible for a refund. Your request will be considered on an individual basis and, depending on the circumstances, we'll decide whether or not we can refund your course fees, either in full, partially or as City Lit credit.
- 13.2 You'll get a full response within three weeks of your refund request.
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14 Information about us and how to contact us

- 14.1 **Who we are.** We are The City Literary Institute, a company registered in England and Wales. Our company registration number is 02471686 and our registered office is at 1-10 Keeley Street, London, WC2B 4BA.
- 14.2 **How to contact us.** You can contact us by telephoning our Student Services Team on 020 7831 7831 or by writing to us at infoline@citylit.ac.uk.
- 14.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you using the telephone number or the email address or postal address you provided to us when you booked the course.
- 14.4 **"Writing" includes emails.** When we use the words "writing" or "written" in this policy, this includes emails.
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