



Online learning refunds policy

Text

1. A person who has bought their first Spurgeon's Online unit can be refunded 75% of the unit fee provided they ask for it within five working days.
2. On follow-up units no refunds are given unless in case of severe illness or the like. Exceptions to this rule are at the discretion of the course administrator.

Rationale

- A refunds policy is open to abuse: people could have access to all our material (and copy it and use as they wish) and then ask for a refund!
- Yet a person who buys one unit only gets access to that unit. The risk of abuse is negligible provided we never refund the same person more than once.
- This policy is to be stored away in a far corner of the website.
- The administration of new students is time consuming and the College needs to cover its administrative expenses. The student has had the benefit of access to our material that has been costly to produce.

Document control box			
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Next review date			
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Approving body	Leadership Team		
Quality Code consulted			
Member of staff responsible	Director of Online Learning		