



Cancellation Policy

Effective Date: 26 January 2025

Lighthouse Academy for Educational Consultancy ("Lighthouse Academy") is committed to providing flexibility while maintaining the quality and integrity of our services. This Cancellation Policy outlines the terms and conditions for cancelling enrolments, services, or sessions. By enrolling in our programmes, students, parents, or guardians agree to comply with this policy.

1. Scope This policy applies to:

- Enrolments in educational programmes and courses.
- Booked lessons, tutoring sessions, and add-on services.
- Other services offered by Lighthouse Academy.

2. Cancellation by Students, Parents, or Guardians

1. Programmes and Courses:

- a. Written notice of cancellation must be submitted to info@thelighthouseacademy.org.
- b. Cancellations made at least 14 days before the programme start date are eligible for a full refund, excluding non-refundable registration fees.
- c. Cancellations made less than 14 days before the start date may be eligible for a partial refund, as determined by our Refund Policy.

2. Lessons and Tutoring Sessions:

- a. A minimum of 24 hours' notice is required to cancel or reschedule a session.
- b. Sessions cancelled with less than 24 hours' notice will be considered forfeited and are non-refundable.

3. Add-On Services:

- a. Add-on services such as additional lessons must be cancelled with at least 48 hours' notice to receive a refund or credit.

3. Cancellation by Lighthouse Academy

- Lighthouse Academy reserves the right to cancel programmes, courses, or sessions due to unforeseen circumstances, insufficient enrolment, or other valid reasons.
- In such cases, affected students will be offered alternative options or a full refund of fees paid for the cancelled service.



4. Non-Refundable Fees The following fees are non-refundable under all circumstances:

- Registration fees
- Enrolment deposits
- Administrative fees

5. Exceptional Circumstances

- Refunds or cancellations requested due to exceptional circumstances (e.g., medical emergencies) will be reviewed on a case-by-case basis. Supporting documentation may be required.

6. Process for Cancellation

1. Submit a written request to info@thelighthouseacademy.org with the following details:
 - a. Student's full name and programme details.
 - b. Reason for cancellation.
 - c. Any supporting documentation (if applicable).
2. Requests will be reviewed within 10 business days, and you will be notified of the outcome.

7. Changes to Programmes or Services

- Requests to transfer enrolment to a different programme or service will be treated as cancellations and new enrolments, subject to availability and additional fees.

8. Contact Us For questions or assistance regarding cancellations, please contact us:

- Email: info@thelighthouseacademy.org
- Phone: +974 50576945
- Address: Unit 1, Building 3, Street 270, Zone 79, Al Arish Road, Doha, Qatar



By enrolling in Lighthouse Academy's programmes or booking services, you confirm that you have read, understood, and agree to the terms of this Cancellation Policy.