

Refund Policy

Effective Date: 26 January 2025

Lighthouse Academy for Educational Consultancy ("we", "our", or "us") is committed to transparency and fairness in the administration of refunds. This Policy sets out the terms applicable to refund requests relating to our educational programmes, courses, services, and session packages. By enrolling in, purchasing, or using our services, you agree to this Policy.

1. Eligibility for Refunds

Refunds may be considered only in the following circumstances:

- **Programme Cancellation by Lighthouse Academy:** If we cancel a programme, course, or service, a full refund of the relevant fee paid will be issued.
- **Withdrawal Before Commencement (excluding session packages):** For any programme, course, or service other than a session package, a refund may be granted where a written withdrawal request is received at least 7 calendar days before the scheduled start date.
- **Exceptional Circumstances:** A full or partial refund may, at our discretion, be considered in exceptional circumstances, including medical emergencies, provided appropriate supporting documentation is supplied.

2. Non-Refundable Items

Unless otherwise stated in this Policy or required by applicable law, the following are non-refundable:

- Registration fees or enrolment deposits.
- Payments for lessons, sessions, courses, programmes, or services already delivered.
- Fees for add-on services that have already been scheduled or delivered.
- Administrative fees, processing charges, or similar non-service charges.

3. Refund Request Process

To request a refund, the client must submit a written request to info@thelighthouseacademy.org including the following information:

- Full name and contact details.
- Details of the relevant programme, course, service, or package.
- The reason for the refund request, together with any supporting documentation, where applicable.

We will ordinarily review refund requests within 10 business days of receipt. Any approved refund will be processed via the original payment method within 14 business days of approval.

4. Refund & Cancellation Policy (Session Packages)

This section applies to all session packages, whether cancellation is requested before the first scheduled session or after the package has commenced.

- If a client elects to cancel a session package, a partial refund of up to 70% of the value of the remaining unused sessions may be granted at our discretion.
- For the purposes of this section, the value of the remaining unused sessions shall be calculated on a pro rata basis by reference to the package price actually paid.

- A minimum of 30% of the remaining unused value shall be retained as an administrative and reservation fee.
- No refund shall be payable in respect of any session already delivered or any session scheduled to take place within 72 calendar hours of receipt of the cancellation request.
- Any request to cancel a package and seek a refund must be submitted in writing no later than 72 calendar hours before the next scheduled session or, where no session has yet taken place, before the first scheduled session.
- Any approved refund under this section will be processed via the original payment method within 14 business days of approval.

5. Late or Denied Refund Requests

Refund requests submitted after the start date of a programme, course, service, or package may be refused, except where this Policy expressly provides otherwise or where we determine, in our discretion, that exceptional circumstances justify a refund. Any denied refund request will ordinarily be accompanied by a written explanation.

6. Contact Details

For questions regarding this Policy or for assistance with a refund request, please contact us at info@thelighthouseacademy.org or on +974 44410057, or write to us at Unit 1, Building 3, Street 270, Zone 79, Al Arish Road, Doha, Qatar.

We reserve the right to amend or update this Refund Policy from time to time. The version in force at the time of the relevant booking or purchase will apply unless otherwise required by law.