



Programme Change Policy

Effective Date: 26 January 2025

Lighthouse Academy for Educational Consultancy ("Lighthouse Academy") understands that students' educational needs may change over time. This Programme Change Policy outlines the procedures and terms for requesting changes to enrolled programmes or services. By enrolling in our programmes, students, parents, or guardians agree to comply with this policy.

1. Scope This policy applies to requests for:

- Transferring to a different programme or course.
- Adding or removing services such as lessons, tutoring sessions, or enrichment activities.
- Modifications to programme schedules or formats.

2. Eligibility for Programme Changes

- Programme changes are subject to availability.
- Requests must be submitted in writing to info@thelighthouseacademy.org at least 14 days before the desired change date.
- Changes will only be considered if the student's fees are fully paid and up to date.

3. Change Request Process

1. **Submission:** Submit a written request including:
 - a. Student's full name and current programme details.
 - b. The requested change and reason for the change.
 - c. Any additional information relevant to the request.
2. **Review:** Lighthouse Academy will review the request within 10 business days and communicate the outcome.
3. **Approval:** Approved changes will be confirmed in writing, along with any adjustments to fees or schedules.

4. Fee Adjustments

- Additional fees may apply for programme upgrades or added services.



- If a change results in a reduced programme fee, the difference will be refunded or credited, subject to our Refund Policy.
- Administrative fees may apply to process programme changes.

5. Limitations on Changes

- Programme changes are not guaranteed and depend on factors such as availability, course capacity, and programme requirements.
- Requests made after the programme start date may not be accommodated, except in exceptional circumstances.

6. Exceptional Circumstances

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

7. Changes Initiated by Lighthouse Academy

- Lighthouse Academy reserves the right to modify or cancel programmes due to unforeseen circumstances, insufficient enrolment, or other valid reasons.
- In such cases, affected students will be offered alternative options or a full refund for the unused portion of the programme.

8. Contact Us For questions or assistance with programme changes, 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, you confirm that you have read, understood, and agree to the terms of this Programme Change Policy.