



## Refund Policy

**Effective Date:** 26 January 2025

Lighthouse Academy for Educational Consultancy ("we," "our," or "us") is committed to providing transparency in our refund process. This Refund Policy outlines the terms and conditions for requesting refunds for our educational programmes, courses, and services. By enrolling in our services, you agree to the terms outlined in this policy.

### 1. Eligibility for Refunds Refunds are available under the following conditions:

- **Programme Cancellation by Lighthouse Academy:** If a programme, course, or service is cancelled by us, a full refund will be issued.
- **Withdrawal Before Programme Start:** Refunds may be granted if a written withdrawal request is submitted at least 7 days before the start of the programme or service.
- **Exceptional Circumstances:** Partial refunds may be considered on a case-by-case basis for exceptional circumstances, such as medical emergencies, with appropriate documentation.

### 2. Non-Refundable Items The following are not eligible for refunds:

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

### 3. Refund Request Process To request a refund:

1. Submit a written request to [info@thelighthouseacademy.org](mailto:info@thelighthouseacademy.org) with the following details:
  - a. Full name and contact information.
  - b. Details of the programme, course, or service.
  - c. Reason for the refund request and supporting documentation (if applicable).



2. Requests will be reviewed within 10 business days of receipt.
3. Approved refunds will be processed via the original payment method within 14 business days.

**4. Prorated Refunds** For ongoing programmes or services, prorated refunds may be provided for unused portions, calculated from the date of the approved refund request.

#### **5. Late or Denied Refunds**

- Refund requests submitted after the programme or service start date may not be eligible, except in exceptional circumstances.
- Denied refund requests will be accompanied by a written explanation.

**6. Contact Us** For questions or assistance with refunds, please contact us:

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

This Refund Policy is subject to updates, and we encourage users to review it periodically.