

CAMP ML LTD.

Refund Policy

Version 1.0

Next review August 2021

Responsibility – Director – Training Services (DTS)

Refund policy

Preamble

This policy spells out the norms for refund of program fees and applies to all programs offered by CAMP ML

Program Fee

Each program offered by CAMP ML will have a specific program fee

Participants enrolling for a program must pay the program fee in advance or latest ten (10) business days before the program commencement date unless the participant has been pre-approved for part or full funding under any govt. program such as HRDC in Mauritius

Mode of Payments

Participants may make payments to CAMP ML by any of the following means:

- Cheque/Pay order/Demand drafts
- MACSS Transfer
- Direct Deposit in our bank account
- Swift transfer

Receipt for payment

Proper invoice / receipt will be issued for all payments after clearance and confirmation of credit in our bank account as applicable

Program registration confirmation

Program registration will be confirmed only after receipt of full program fee

Cancellation/Rescheduling of program and Refund of fee

CAMP ML reserves the right to cancel a training program due to any unavoidable/unforeseen circumstances or change in the dates and venue at least five (5) business days prior to the scheduled program date. Participants will be promptly notified of such exceptional occurrence with an option to either attend the rescheduled training program or to receive 100% refund of the program fee in case of cancellation

Participants may also earmark the program fee paid in advance towards any future training program of CAMP ML

Participants

Participants may request for cancellation of enrolment and refund of program fee paid in advance with reasons for doing so in writing up to ten (10) business days prior to the scheduled commencement date of the program and seek refund. Refund shall be made on such requests after deducting a standard fixed administrative fee of Rs.1000. All such communications must be addressed to CAMP ML in writing either by email or by way of a letter

Any program fee paid in advance is earmarked for the specific program for which the participant has enrolled and will not be adjusted towards any other program fees usually. However, under exceptional circumstances, at the sole discretion of CAMP ML, such requests may be accommodated and adjusted towards any future program being held within three (3) calendar months of the program end date for which the program fee has already been paid

Cancellation of enrolment in less than ten (10) business days prior to the scheduled commencement date of the program will incur a cancellation fee of 25% of the program fee paid subject to a minimum of Rs. 2000. In such cases, program fees paid in advance minus the cancellation fee will be refunded

Cancellation of enrolment in less than five (5) business days prior to the scheduled commencement date of the program will incur a cancellation fee of 50% of the program fee paid subject to a minimum of Rs. 3000. In such cases, program fees paid in advance minus the cancellation fee will be refunded

For all cancellations carried out after enrolment as detailed above, the participants shall be eligible to receive a credit of 50% of such cancellation fee deducted towards another program with CAMP ML if the booking is made within three (3) calendar months of the cancellation date

CAMP ML will not offer any refund for cancellation of enrolment from less than three (3) business days prior to the scheduled commencement date of the program. Further, participants who fail to attend or complete the training and assessment will not be entitled to any refund or credit or course certificate

Refund or Credit requests due to very exceptional circumstances either in part or full, if accompanied by sufficient documentary evidence, may be considered on merit on a case-by-case basis at the sole discretion of CAMP ML and any decision taken in this regard shall be deemed final, irrevocable and binding on the participant

Definition of Business day

From Monday to Friday during the working hours of CAMP ML from 9 am to 4.30 pm except public holidays