

Delight Learning Services and Consultancy

Refund Policy

PUBLIC – CLASSROOM & VIRTUAL TRAINING (PAID PARTICIPANT):

This will include registrant application to any of **Delight Learning Services and Consultancy** scheduled public classes, and where the registrant has already paid for the class. The below T&C would not apply to registrants. All cancellations and reschedules must be notified over email.

A) CANCELLATIONS / RESCHEDULES BY CUSTOMER

- Cancellation request received within 24 hours of registration would be offered a refund after deducting transaction processing charges of (20% total course fees in case of PayPal payment mode and for all other payment gateways 10% of total course fees).
- Cancellation request received prior to Seven (7) calendar days to the training course would be offered a refund after deducting transaction processing charges of (10% total course fees in case of PayPal payment mode and for all other payment gateways 5% of total course fees).
- Cancellation request received less than Seven (7) calendar days to the training course would not be offered a refund, (except for Medical condition with valid proof or national emergency condition) but are eligible for reschedule with prior notification to Delight Learning Services and Consultancy Team.
- Reschedules received greater than Ten (10) calendar days to the class would be credited to a future training date.
- Reschedules received less than ten (10) days would be credited to a future training but with an additional payment of 10% (of standard fee) as reschedule charge. (except for Medical or national emergency condition).
- Registrant substitutions may be made at any time before start of the course.
- Please note that if you do not notify, cancel or do not attend, you would not be offered a refund or reschedule.
- All Refunds will be made by the same mode as the payment was made.
- Eligible Refund will be processed within 15 days after the request is made.

B) CANCELLATIONS / RESCHEDULES BY Delight Learning Services and Consultancy

- Delight Learning Services and Consultancy reserves the right to cancel or reschedule a class at any time, including but not limited to, insufficient registrations, classroom or trainer unavailability, or if the trainer could not attend due to unforeseen circumstances.
- You are advised to consult a Delight Learning Services and Consultancy Training Coordinator prior to making any travel arrangements for a training.
- Delight Learning Services and Consultancy is not liable for any direct, indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to cancellation penalties owing to transportation or accommodation arrangements.
- Registrants would not be charged for the training and would be offered full credit to a future workshop or full refund as per the wish of the registrant.
- All Refunds will be made by the same mode as the payment was made unless technical issue where we may look for alternate mechanism.
- Eligible Refund will be processed within 15 days after cancellation.