

# Delight Learning Services and Consultancy

## Policy document: Cancellation, Refund or Reschedule

### Public Batches

#### Program Cancellation Policy

There are times when we may need to cancel any particular program due to instructor illness, insufficient enrolments or other unforeseen circumstances. If the training program enrolled by you gets cancelled by us, you will have an option for reschedule or full refund or amount can be adjusted with same or other program.

#### Cancellation and Refund Policy

If you cancel your registration

a) = > 45 Business days of the actual program start date you will be entitled for a full refund.

b) Cancellation >15 and <45 days business days of the actual program start date, you will be charged INR 5000/pp

c) Cancellation >7 and <15 days business days of the actual program start date, you will be charged INR 7500/pp

c) Cancellation <7 business days and  $\geq 4$  business days of actual program start date would be charged at INR 8000 /pp.

d) Cancellation 0-4 business days of actual program start date would be charged at 80% of the program fee.

#### Reschedule Policy

If you would like to reschedule your batch

a) = > 45 business days of the actual program start date, No re-scheduling fee is levied.

b) = >15 - 45 business days of the actual program start date, re-scheduling charge of INR 2500/pp.

c)  $\geq 7$  and <15 days business days of the actual program start date, re-scheduling charge of INR 4000/pp.

c) Rescheduling <7 business days, rescheduling charge of INR 7000 /pp applicable.

Processing of Refund amount (India) is done in 2 weeks re-scheduling charge of INR 2500/pp.

International (Outside India) refund may 6 weeks from approved date re-scheduling charge of INR 2500/pp.

\*SAFe Agilist Program: Cancellation or Reschedule on SAFe Agilist Program (after 48 hours of registration) would call for 50% fee on registration charges irrespective of no. of days.

Business Days: Monday to Friday

For Any further details, do write to [info@delightlearning.com](mailto:info@delightlearning.com).