

Refund Policy Woolf Institute Online Courses

This document sets out the Refund Policy of the Woolf Institute (“Institute”) related to the following Online Course (“Course”):

- *An Introductory Course on Muslim-Jewish Relations*
<https://www.woolf.cam.ac.uk/study/online-courses/an-introductory-course-on-muslim-jewish-relations>

This document is available to download on the website, under Governance and Policies:
<https://www.woolf.cam.ac.uk/about/governance-policies>

Please read this refund policy before applying for the courses as noted above.

- I.1 Where notice of cancellation is received 11 or more working days before the start of the Course, the Applicant will be eligible for a refund of any fees paid minus the Administrative Fee. Any outstanding fees must be paid to the Institute.
- I.2 Where notice of cancellation is received between 6 and 10 working days before the start of the Course, the Applicant will be eligible for a 50% refund of the fees to cover costs incurred. Any outstanding fees must be paid to the Institute.
- I.3 Where notice of cancellation is received 5 or fewer working days before the start of the Course, the Applicant will be eligible for a 40% refund of the fees to cover costs incurred. Any outstanding fees must be paid to the Institute.
- I.4 Where notice of cancellation is received during the first two weeks of the Course, the Applicant will be eligible for a 30% refund of the fees to cover costs incurred. Any outstanding fees must be paid to the Institute.
- I.5 Where notice of cancellation is received after two weeks of the start date of the Course [i.e., after the first two weeks], the Applicant will not be eligible for a refund. Any outstanding fees outstanding must be paid to the Institute.
- I.6 All refunds will **only** be made to the Applicant or, e.g., their Employer who paid the fee. Refunds will not be made in cash. If payment was made by bank transfer, the Applicant or, e.g., their Employer, will be contacted and asked to provide relevant bank transfer details. All refunds will be calculated in UK Pounds Sterling. The Institute will not refund any shortfalls due to fluctuating exchange rates nor will it offer compensation for any bank or other charges incurred.
- I.7 If, for any reason, the Institute cancels a course, fees paid will be returned in full.
- I.8 In the case of mitigating circumstances, an Applicant can appeal for a refund for some part of the course fees by contacting Dr Emma Harris, Director of Studies, at eth22@cam.ac.uk.

The Woolf Institute

Last Reviewed: December 2020