

REFUND POLICY

Applicable to reimbursable courses for Continuing Education Fund purposes. (English version only)

A. Refund Policies

1. In case of closure of the course provider prior to the commencement of the Course, the course provider shall refund to the course applicants in full all course fees and other monies then paid by the CEF applicants immediately.
2. If a course cannot be operated according to the specifications and descriptions originally published and made known to the CEF applicants or otherwise the course specifications and descriptions as specified in the application then submitted by the course provider in applying for registration and that the CEF applicants decline to accept the revised arrangements, the course provider shall refund to the CEF applicants in full or on a pro-rata basis the course fees and other monies then paid by the CEF applicants within one month after the CEF applicants have requested for course fees refund.
3. If a course cannot be operated on the date or at the time specified in the course leaflet or brochure and CEF applicants decline the revised arrangements, the course provider shall refund in full or on a pro-rata basis the course fees collected to CEF applicants within one month after the CEF applicants have requested for course fees refund.
4. In case of cessation of a course after its commencement, you shall refund the CEF applicants the course fees and other monies then paid by the CEF applicants on a pro-rata basis within one month after the cessation of the course.

B. Refund Procedures

1. The refund arrangement specified above shall form part of the terms and conditions for the provision of the course by the course provider to the CEF applicants, and shall be drawn to the attention of all CEF applicants.
2. The course provider shall refund CEF applicants in accordance with the policies stated above.
3. When processing the refund, the course provider may not destroy the course fees receipt originals. Upon receipt of the refund, CEF applicants should sign to acknowledge the receipt.
4. The refund may either be in cash or in cheque.

C. Enquires

For enquiries, please call 24-hour hotline at 3142 2277.