

Kenel Academy Refund Policy

At **Kenel Academy**, we strive to provide flexibility while ensuring fair policies for all delegates. Below is our official refund policy for visa-related issues, cancellations, and course rescheduling.

1. Visa Refusal

If a delegate's visa application is refused, a **full refund will be issued, less a \$100 administrative fee**, provided that:

- The delegate submits an official **visa refusal letter** from the UK embassy or consulate.
- The refund request is made in writing, with supporting documents, at least **7 days before** the training start date.

2. Delegate-Initiated Cancellations

If a delegate chooses to cancel their training, a refund **will only be considered if**:

- The delegate **cannot be rescheduled** for the **same course within 4 months** from the original training date.
- If rescheduling within 4 months is possible, **no refund will be issued**, and the delegate will be enrolled in a future session.

If rescheduling is not possible within 4 months, the following refund schedule applies:

Cancellation Period	Refund Amount	Deduction
More than 1 month before the training	90% refund	10% administrative fee
3 weeks before the training	80% refund	20% deduction
2 weeks before the training	70% refund	30% deduction
1 week before the training	50% refund	50% deduction
Less than 7 days before training	No refund	Non-refundable

3. No-Shows and Partial Attendance

- If a delegate **fails to attend** the training without prior notice, **no refund will be issued**.

- If a delegate **leaves the training early, no partial refunds** will be provided.

4. Course Rescheduling and Transfers

- Delegates who **wish to transfer to a future training session** must notify Kenel Academy at least **3 weeks before** the original start date.
- A **rescheduling fee of \$100** will apply.
- Transfers are subject to availability and must be used within **12 months** of the original booking.

5. Training Cancellations by Kenel Academy

In the unlikely event that Kenel Academy cancels or postpones a training session:

- Delegates will have the option to **reschedule** for a future session **at no additional cost**.
- Alternatively, a **full refund will be issued** with no deductions.
- Kenel Academy is **not responsible for additional costs** incurred by the delegate (e.g., flight tickets, hotel bookings, or visa fees).

For all refund and rescheduling requests, please contact **Kenel Academy** at [contact details].

We appreciate your cooperation and look forward to delivering an exceptional learning experience. 🎓