

BEAUTY VALLEY PTE. LTD

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REFUND POLICY

VERSION V 1.0

EFFECTIVE DATE 2014-06-19

Scope/Purpose **Purpose:**
The Refund Policy is designed to ensure transparency and fairness in handling requests for refunds from students who wish to withdraw from a course at Beauty Valley Academy.
Scope:
This policy applies to all students enrolled at Beauty Valley Academy, including both local (Singaporean) and international students. It covers all types of courses

Policy/Process **Refund Policy:**

- Refund Eligibility:**
 - Students who wish to withdraw from a course must submit a completed Withdrawal Form (AA-005) to the Academic Affairs Manager.
 - The refund amount is determined based on the timing of the withdrawal request relative to the course start date.
- Percentage of Refund:**
 - More than 30 days before the course start date:**90% refund of the course fee.
 - 15 to 30 days before the course start date:**50% refund of the course fee.
 - 8 to 14 days before the course start date:**30% refund of the course fee.
 - 4 to 7 days before the course start date:**10% refund of the course fee.
 - 3 days or less before the course start date:**0% refund of the course fee.
- Non-Refundable Fees:**
 - Registration fees and any other administrative fees are non-refundable.
 - Costs incurred for course materials already provided to the student will be deducted from the refundable amount.
- Processing Refunds:**
 - Refund requests will be processed within 7 working days from the date of approval of the withdrawal request.
 - Refunds will be made via the same method of payment used for the original transaction unless otherwise agreed.
- Special Circumstances:**
 - In the case of extenuating circumstances such as medical emergencies or family crises, the Academy may, at its discretion, consider exceptions to the standard refund process.

Procedure for Refunds:

- Submission of Withdrawal Form:**
 - Students must submit the completed Withdrawal Form (AA-005) to the Academic Affairs Manager by hand, post, fax, or email.
- Acknowledgment of Receipt:**
 - The Academic Affairs Manager will acknowledge receipt of the withdrawal request within 3 days via email.
- Interview and Assessment:**
 - The Operations Head will interview the student to understand the reason for withdrawal. If the student maintains the decision to withdraw, the Operations Head will issue a withdrawal letter.
- Calculation and Approval:**
 - The Administrative Officer will calculate the refundable amount based on the timing of the withdrawal request and the applicable refund percentage.
 - The Operations Head will approve the calculated refund amount.
- Processing and Payment:**
 - The Finance Executive will process the refund within 7 working days from the date of approval.
 - Refunds will be issued via the original method of payment or as otherwise agreed with the student.
- Notification:**
 - The student will be notified of the completion of the refund process via email.

By adhering to this Refund Policy, Beauty Valley Academy ensures a fair and transparent process for managing refunds, while maintaining compliance with regulatory requirements.