

WEA Sydney - Reimbursement Policy

If a course is cancelled:

- You will receive a full refund, which can be used to enrol in another course.
- If you enrol in a replacement course of lesser value, you will receive a refund for the difference.
- Any discounts applied to your original enrolment can be re-applied to a new enrolment within seven (7) days of the cancellation.

If a course is rescheduled (before it begins):

- You may request a full refund.
- If you cannot attend part of the rescheduled course, you may request a partial refund for the days you are unable to attend.

Refunds are not available:

- Once the course is confirmed to commence, or
- If you choose to withdraw from a confirmed or ongoing class.

Discounts:

- Must be claimed at enrolment and cannot be applied or refunded afterwards.

In the case of serious illness:

- If you become seriously ill after enrolling in a course and it has not yet commenced, a refund will be considered.
- You may be requested to provide appropriate evidence.
- Other than in exceptional circumstances, a refund would not usually be considered once a course has commenced.

General Information:

- Refunds will be processed within 10 business days.
- If you are a first-time student in a language course and find the level unsuitable, you may contact us within 10 business days of the course start date to:
 1. Transfer to a more suitable level, or
 2. Withdraw and request a partial or full refund.
- WEA Sydney is not responsible for any personal costs or materials you may have purchased for a course that is cancelled or has already commenced.
- WEA Sydney reserves the right to:
 - Change published course details before or during a course.
 - Cancel or terminate a course.
 - Refuse enrolments as permitted by law.