



## **ClickAcademy Asia Withdrawal and Refund Policy**

Email any enquiries and withdrawal requests to: [TeamSG@clickacademyasia.com](mailto:TeamSG@clickacademyasia.com)

### **Withdrawal for Cause**

1. ClickAcademy Asia has the right to cancel a course if the conditions to commence a course are not met, such as not meeting the minimum participant number to commence the course. Such decisions will be made known to the Participant at least three (3) working days before the Course Commencement Date.
2. If a course is cancelled by ClickAcademy Asia, the Participant may choose to transfer the Participant's registration to another course intake at no extra charge OR withdraw the Participant's registration and obtain a 100% refund of the unconsumed course fee.
3. If the Participant chooses to transfer the Participant's registration to another course intake, the unconsumed course fee must be credited to a course intake within 3 months of the original Course Commencement Date.
4. If the unconsumed course fee is more than the payable course fee for the new course intake, no refund of the balance would be offered. If the unconsumed course fee is less than the payable course fee for the new course intake, the Participant would need to make a top-up payment.
5. If the Participant chooses to withdraw the Participant's registration and obtain a refund of the unconsumed course fee, any bank charges arising from the refund process will be borne by the Participant.

### **Refunds for Withdrawal for Cause:**

For circumstances under (1), ClickAcademy Asia shall, within thirty (30) calendar days after notifying the Participant, refund to the Participant 100% of the unconsumed course fee.

### **Refunds for Withdrawal Without Cause:**

Where the Participant withdraws from a course for any reason other than those set out under "Refunds for Withdrawal for Cause", ClickAcademy Asia shall within thirty (30) calendar days after receiving the Participant's completed refund request form, refund to the Participant the following sums:

<b>Notice Period (from Course Commencement Date)</b>	<b>Withdrawal / Cancellation Charge</b>
8 working days or more	No charge
4 - 7 working days	25% of course fee
3 working days or less & No-Show	100% of course fee

Kindly ensure that a member of the ClickAcademy Asia team acknowledges your withdrawal request within one (1) working day.

Should you not receive an acknowledgement, please email [TeamSG@clickacademyasia.com](mailto:TeamSG@clickacademyasia.com) or call +65 9388 8755.