



Cancellation & Refund Policy

Obligations of the Course Participant

The course participant shall be responsible for choosing a course that corresponds to his/her abilities. The course participant undertakes to attend the course personally, to arrive punctually and to take part in lessons. Should the irregular attendance or other behavior of the participant lead to a disturbance of the course for other participants, EXU Ltd reserves the right to expel the participant from the course. In such an event the course fees shall not be refunded in any way, not even on a pro-rata basis.

No-show / Withdrawal from the Course

Should the course participant fail to show up for the course or withdraw from the course before attending any session, he or she shall be entitled a reimbursement of 75% of the total course fees.

Incomplete Participation in Lessons

Should the course participant not take part in all of the lessons that make up the subject matter of the course, he or she shall be entitled to claim any reimbursement of payments as follows:

Proportion of Total Program Participation by Withdrawal Date	Fees Refund
After Registration	75% of program cost
Between 1% and 25%	50% of program
Between 26% and 50%	25% of program cost
51% or more	No Refund

Unforeseen Circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances one will be given the possibility to another training date.

The Management of EXU Limited reserves the right to refund the amount paid (in full or partly in case of accident, death, natural disaster or 'cause majeure'. Same will be decided by the Director/Manager on a case to case basis.

All claim for reimbursement should be made in writing to the Training Center Manager.