

Last Updated: Tuesday, 23 August 2022

# African History Project

## Refund and Credit Policy

We know that things can change after you've enrolled on a course. This policy lets you know when we can arrange a refund or AHP credit, what you're entitled to, and how to make your request. This policy will come into effect on 1 September 2022.

### Can I change my course?

If for whatever reason, you don't want to continue with your course, and would like to request a change, you may be eligible for full or partial AHP credit to put towards future courses at the African History Project.

You will need to let us know that you want to change or not attend the course at least 14 days before the start of your course; the sooner you tell us the more credit you will get.

For our general courses, if your request reaches us:

- **At least 14 days before** your course starts, we will give you AHP credit for the full amount that you paid.
- **Between 13 and 7 days before** your course starts, we will charge you 50% of the course fees and issue AHP credit for the remainder.
- **Less than 7 days before** your course starts, we unfortunately cannot issue you any AHP credit.

For our Foundation Certificate:

- **At least 60 days before** your course starts, we will give you AHP credit for the full amount that you paid.
- **Between 59 and 30 days before** your course starts, we will charge you 50% of the course fees and issue AHP credit for the remainder.
- **Less than 30 days before** your course starts, we unfortunately cannot issue you any AHP credit.

We process AHP credit requests as quickly as we can. Email requests will be processed within 14 days.

### How can I request AHP credit?

Any request for AHP credit must be made in writing to [info@africanhistoryproject.org](mailto:info@africanhistoryproject.org).

### How can I use my AHP credit?

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AHP credit:

- can be redeemed by email;
- is valid for 12 months from the original course start date, after which it will automatically expire.
- can only be used once, it is non- refundable and non-transferable.
- cannot be transferred between students.

### **Can I get a refund for my course?**

We are not able to offer refunds for courses after registration/purchase. We can offer AHP Credits in line with the terms of this Refund and Credit Policy.

### **What can I do if I am unhappy with my course or experience at the African History Project?**

We work hard to make sure that everyone has a great experience at the African History Project, but we know that things can go wrong. If the reason you are requesting a withdrawal is because of a bad experience, please let us know and give us details of what went wrong, when you request your credit.

We will forward your credit request and feedback to the Director for your course. Each request is considered on an individual bases, the feedback is investigated and you will receive an acknowledgement within 14 days and a full response within 30 days.

The Director may decide to offer you a full or partial refund, or full or partial AHP credit depending on the circumstances. All feedback is greatly appreciated and helps us to make improvements. All decisions are at the discretion of the Director and all decisions are final.

### **What if I am requesting a refund due to an illness, medical condition or injury that will prevent me from participating in the course?**

If you have an illness, medical condition or suffer an injury that means you can no longer take part in your course, we may offer you a full or partial refund, move you to a more suitable course or offer you full or partial AHP credit. We consider all requests on an individual basis, depending on the circumstances. All decisions are at the discretion of the Director and all decisions are final. You'll get a full response within 30 days.

### **What if you have cancelled my course or a single session?**

We'll only cancel a course as a last resort, for example if a tutor is unavailable or if we can't recruit enough students for the course to run. If we do need to cancel your course, and can't offer a suitable alternative, we'll refund you in full.

If we need to cancel a single session of a course, we'll try and make up for it with a 'catch-up' session. If we can't provide a catch-up session, or if you are unable to attend the catch-up session, you'll be entitled to a AHP credit for the value of the session lost.

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Unfortunately, sometimes we have to cancel for reasons beyond our control and in these situations we cannot accept liability or issue refunds. Examples of this might include industrial action or severe weather.

**What if you have changed my course date, time, location or content after I enrolled?**

If we need to change the date, time, location or content of a course, after you have enrolled but before the course has started we will contact you. If you can't or don't wish to attend we'll give you a full refund.

If you have already attended some sessions, we will give you a pro-rata refund for the sessions you were unable to attend.

We reserve the right to change our tutors and can't issue a refund or AHP credit due to a change of tutor. Our tutors may have different teaching styles; however we guarantee a consistent quality of teaching on all our courses.