



# White Crane Academy

## Setting out the School's Tuition Fee and Refund Policy

- We are committed to a fair and transparent policy in respect of charges made to students.
- Our course fees may differ from one programme of study to another and reflect the resources required to deliver that programme.

### Registration Fee

- Payment of the Registration Fee guarantees your place on the next course to start.
- The Registration Fee is non-refundable
- Payment of the Registration Fee grants access to our online learning resources (herbal medicine courses) and, by pre-arrangement, allows you to sit in on one or more supervision groups to help you gain insight into our tutors and teaching style.

### Enrolment

- Enrolment in the School is a prerequisite for attending classes, supervisions, etc.
- You will be considered to have enrolled at the School if the following applies:
  - You have completed our application form and have been approved as having the necessary prerequisite knowledge; and
  - You have paid the Registration Fee; and
  - The start of term date has been reached or passed; and
  - You have paid either your full fees for the year or the first installment.

### Currency

- All fees must be paid in GBP.

## VAT

- Currently, the School is not VAT registered, so we do not charge VAT on our fees.
- If this situation changes, we will be obliged to charge the statutory rate of 20% VAT on all our fees. If this happens:
  - For students that have paid the deposit: we will pay the VAT on your behalf for the first year of the course. For subsequent years, we will have to charge you VAT.
  - For students that have not paid the deposit: we will have to charge you VAT on all your fees.
  - Note that you may be able to reclaim any VAT paid if your business is VAT registered; please consult your accountant about this as we cannot advise on tax matters.

## Student Responsibilities

- You are responsible for paying course fees on time.
- If you have chosen to pay by monthly installment:
  - Students paying from a UK bank account must set up a Direct Debit facility using the link you will receive with your first installment invoice.
  - Students paying from overseas bank accounts that cannot use Direct Debit are responsible for ensuring that payments are made on time.
  - If during the year you foresee any difficulty meeting a payment, you must contact us immediately to discuss the situation; we will always try to assist you.
  - If a Direct Debit payment fails, you must contact us immediately so we can reconcile our accounting system. In this case you must either reinstate the Direct Debit, or pay the outstanding amount by BACS.
  - If you go into arrears without making any arrangements with us:
    - 1 month in **unarranged** arrears: you should have already contacted the School to notify us of your situation. If you have not, we may contact you to establish whether you intend pursuing the course or not. In extreme cases, if we do not hear from you, we may suspend you from attending classes and / or supervisions.
    - 2 months in **unarranged** arrears: we will assume that you have left the course and no longer wish to study. In this case, you will not need to pay any further installments, but any outstanding unpaid invoices

must still be paid. In this case, no refunds are due, and you are automatically unenrolled from the course.

### **Withdrawal from the Course**

- You can withdraw from the course by emailing or writing to one of the School administrators. We obviously want to help and support students that are in difficulty, so if you have personal circumstances that are affecting your decision, we would be happy to discuss any special provisions that could be made to retain you on the course.
- Once you have withdrawn from the course you will no longer be able to attend classes, supervisions, etc.
- Refunds may be paid to students that pay the full fee at the start of the course and that wish to withdraw from the course.
  - Refunds must be requested in writing.
  - For students paying the full course fee at the start of the year, pro-rata refunds are calculated according to the number of months elapsed since enrollment as follows:
    - Sept / Oct: 78% of the actual fee paid (excluding bursaries, etc.)
    - Nov: 67%
    - Dec: 56%
    - Jan: 44%
    - Feb: 33%
    - Mar: 22%
    - Apr: 11%
    - After April, no refund is available.
- For students paying fees by monthly installment:
  - On receiving your withdrawal from the course we will stop your monthly Direct Debit and stop sending you monthly invoices.
  - Any invoices issued prior to us receiving your written withdrawal must be paid in full.