

Cancelation and Refund Policy for Training course or Program

First: Course and Program Cancellation Policy:

Whilst every effort is to be made to avoid changes in the schedule of training programs offered, Princess Albandari Bint Abdulrahman AL Faisal Higher Institute for Training (PACE_HIT) reserves the right to cancel any of its training programs. In such circumstances, we will endeavour to provide a substitute of equal standing. Should a training program be cancelled due to very low enrolment, or last-minute unforeseen circumstances or any other reason, all participants enrolled in the training program will be informed immediately, and, if possible, an alternative training program will be arranged as a replacement. If the alternative training program cannot be provided, participants will be refunded any payments they have already made. Except in the case of the arrangements of training programs cancelled by PACE-HIT, training programs' places cannot be transferred to other people or to an alternative period. If a registered trainee is no longer able to take up his/her training program place for any reason, he/she needs to contact pace_hit@effatuniversity.edu.sa immediately taking into consideration that the following refund policy will be applied accordingly.

Second: Refund Policy for Training course or Program

General Statement: The registered trainee has the right to withdraw from any of the courses or the programs offered by PACE_HIT and the trainee must fill out a **"PACE_HIT Withdrawal Request Form"** and send it by email immediately and directly to pace_hit@effatuniversity.edu.sa. The trainee withdrawing 7 days prior to the starting date of the training program or course to be entitled to a full refund of the training fees. He/ She must clearly state his/her reasons for withdrawing from the training. Failure to fill the form or send it to PACE-HIT on time, may allow the Princess Albandari Bint Abdulrahman AL Faisal Higher Institute for Training (PACE_HIT) to withhold applying the policy as stated below and can result in retaining amounts already paid for the training.

Different refund policies are applied to the withdrawing trainee based on the duration of different training program and the time of the withdrawals of the trainee as clearly stated below:

1. **Withdrawals from 7 days to 9 weeks Training Programs or courses:** The trainee withdrawing from training programs that are less than 9 weeks in terms of duration will not be refunded any of their fees after the start date of the program.
2. **Withdrawals from A 10 Weeks and less than 15 Weeks Diploma or Training Programs:**
 - a. The Trainee withdrawing from training programs in the second week from the beginning of the training period is entitled to 50% refund from the total fees of the training program.
 - b. The trainee withdrawing from the training program in the third week of the training program, they are entitled to only 25% of the total fees of the training program.
 - c. The trainee withdrawing from the training program after the third week of the training program, they are not entitled to any refund from the total fees of the training program.

WITHDRAWALS FROM A 10 WEEKS AND LESS THAN 15 WEEKS DIPLOMA OR TRAINING PROGRAMS

Withdrawals prior to 7 days of the starting date of the course will be entitled to a full refund
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Withdrawal weeks up to	2 nd week	3 rd week	After week	3 rd
Refund Percentages of total fees of training program	50%	25%	0%	

3. Withdrawals from Diploma or Training Programs (15 weeks):

- Trainees withdrawing in the first to **the third week** from the beginning of the training program/semester are **entitled to 90% refund** from the total fees of the training program/semester.
- Trainees withdrawing in the first to the **fourth week** from the beginning of the training program/semester are entitled to **75%** refund from the total fees of the training program/semester.
- Trainees withdrawing in the first to the **fifth to the sixth week** from the beginning of the training program/semester are entitled to **50%** refund from the total fees of the training program/semester.
- Trainees withdrawing in the first to the seventh to eight weeks from the beginning of the training program/semester are entitled to 25% refund from the total fees of the training program/semester.
- Trainees withdrawing **after the eighth week** of the training program/semester, they are not entitled to any refund from the total fees of the training program/semester.

WITHDRAWALS FROM A 15 WEEK DIPLOMA OR TRAINING PROGRAMS					
Withdrawals prior to 7 days of the starting date of the course will be entitled to a full refund					
Withdrawal weeks up to	3 rd	4 th	5-6	7-8	After 8
Refund Percentages of total fees of training program	90%	75%	50%	25%	0%