

## Refund Policy - Waltham Forest Adult Learning Service

### 1. Policy Overview

This refund policy applies to all courses provided by Waltham Forest Adult Learning Service. Refunds are granted only under specific circumstances, such as if a course is moved or cancelled. Refunds are not available for learners who change their mind or fail to attend.

### 2. Eligibility for Refunds

Refunds will only be issued if:

- The course has been rescheduled, impacting your ability to attend.
- The course has been cancelled by Waltham Forest Adult Learning Service.

In some cases, learners may transfer the balance of their course payment to another course within the same academic year.

### 3. Refund Request Process

When a refund is due, please be aware that we are unable to refund directly to the original payment method. Instead, refunds are issued to the learner's bank account via bank transfer through the Council's Finance Department. To facilitate this, the following documentation is required for verification:

- A recent bank statement dated within the last three months (PDF, screenshot or photo).
- The statement must show the account number, sort code, account holder name, and bank name (including the bank's logo where possible).

Learners may obscure transaction details but should leave visible the statement dates, which confirm the account's recent activity and validity. This verification process helps prevent fraudulent activity and ensures that refunds are processed to the correct account.

We understand that this additional step may be inconvenient, but it is essential for safeguarding both learners and our service. We appreciate your understanding and cooperation.

### 4. Contact for Refund Queries

If you have questions regarding eligibility or the refund process, please contact our team on 020 8496 2974.