



St Marks

National Theological Centre

St Mark's National Theological Centre Nationally Recognised Training



Policy InfoSheet

St Mark's Refund Policy

When St Mark's cancels a course for any reason, any fees that have been paid at the time of cancellation will be refunded by cheque to the individual or organisation that paid the fees, within 14 days.

When an individual student withdraws from a course because of illness or misadventure, no less than 5 working days before the course commences, where course fees have been paid, a refund will be issued. Such refunds incur a 10% of course fee administration charge and will be paid by cheque within one month of the student withdrawing from the course.

When a student withdraws from a course because of illness or misadventure, no less than 5 working days before the course commences, where the group booking course fees are to be invoiced to the client organisation, the charge to that client organisation may only be changed by negotiation as a lower fee may affect the financial viability of the course.

Refunds within 5 days of training commencement are unlikely and may only be given at the discretion of the Director of St Mark's.

Refunds are not given after training commencement.

Refunds are not given for non-attendance at any, or all, training sessions.

In the case of a student complaint about a course a decision to offer the student or client organisation a refund would be made entirely at the discretion of the Director, following investigation of the complaint.