

Refund and Withdrawal Policy

Refund Policy: Buckingham School of Setting Out Engineering Ltd (BSSE) acknowledges that there may be instances where you seek a refund for a course you have enrolled in. The following outlines the conditions for withdrawal and refunds:

1. General Refunds:

- Fees are charged based on terms of attendance. If a student attends two or more sessions of a term or course, no refund will be issued for that term or course.
- Refund requests must be formally submitted by the student to the Buckingham School of Setting Out Engineering Ltd (BSSE) by sending an email to info@engineeringschool.co.uk. While we aim to process refund requests promptly, processing times depend on the payment method used. For example, a PayPal refund can take up to 30 days. This process is controlled by PayPal, and we have no influence over it. All refunds will be issued using the same payment method and to the same paying account.

2. Suspension of Studies: Students may suspend their studies and resume within a year of the course registration date, subject to the availability of the same or an equivalent course at the time of resumption.

3. Refunds for Sponsored Students:

- Fees are charged based on terms of attendance. If a student attends two or more sessions of a term or course, no refund will be issued for that term or course.
- Refund requests must be formally submitted by the student to the Buckingham School of Setting Out Engineering Ltd (BSSE) by sending an email to info@engineeringschool.co.uk. While we aim to process refund requests promptly, processing times depend on the payment method used. For example, a PayPal refund can take up to 30 days. This process is controlled by PayPal, and we have no influence over it.

4. Method of Refund:

- Refunds will be issued using the original method of payment. For payments made by card, refunds will be credited back to the card used for the original payment. We cannot issue refunds to a different account.
- Buckingham School of Setting Out Engineering Ltd (BSSE) will not be responsible for any shortfalls due to interest, charges incurred, or exchange rate fluctuations.

5. Registration Fee or Course Deposits: Registration fees or course deposits are non-refundable as they are paid to the course awarding body, used for the hire of instruments, and to reserve a place on the course.

Provider Closure and Inability to Preserve Continuation of Study: In the event that Buckingham School of Setting Out Engineering Ltd (BSSE) is unable to preserve the continuation of study due to closure, students who have attended two or more weeks of a term and have paid tuition fees will be compensated for those fees. It should be noted that compensation will not be provided for closures resulting from Government lockdown measures, as studies will continue through virtual means.

Suspension of Course Delivery: In the event that students are enrolled on a course for two or more weeks of a term and have paid tuition fees for the term, and the course delivery is suspended, the following conditions apply:

- **Extreme Weather Conditions and National Warnings:** Compensation will not be paid in the event of extreme weather conditions or national warnings.
- **Government Lockdown:** In the event of a government lockdown, course delivery will be carried out virtually, and compensation will not be paid.

Practical Training Postponement: All our practical day training dates are subject to change due to unforeseen circumstances such as bad weather, staff sickness, or other reasons beyond our control. We will make every effort to inform students of changes as soon as possible. For this reason, students are advised to book accommodation with a flexible cancellation policy. Any courses that are rescheduled will be rescheduled for the nearest available weekend. If students are unable to attend the new dates, they will be able to attend practical sessions on another course.