

Course Cancellation & Refund Policy

Dear MUD Student,

Please find below the layout of our Cancellation & Refund Policy for your records :

Students may withdraw from a course after instruction has started and receive a pro-rated refund for the Un-used portion of the tuition as well as other refundable charges if the student has completed 30 percent or less of the course or program. The kit fee will not be refunded, as it will have been opened and used during this time.

If any tuition exceeded 30 percent of the course or program, there will be no refund applicable to tuition fee's or kit fee's. In this case, the student's Last Day of Attendance (LDA) is the date from which the school will calculate the pro-rated refund. The student will be charged for all days up to, and including the LDA. The LDA is defined as the last day the student attends the course. All refunds will be paid within 30 days of the Date of termination. Should MUD cancel or discontinue a course or educational program, the school will issue an appropriate refund of all charges. All refunds will be made within 30 days of the cancellation date.

Should the student opt to cancel the entire training program/course **before** the first day of attendance then the following will apply:

- Cancellation period longer than 30 business days notice will have a full refund of course and kit fee
- Cancellation within the 30 business day period before the course/program commences, but longer than 2 weeks (14 business days) will have a refund of 50% of the course and kit fee
- Cancellation period of less than 14 business days prior to the start date will have no refund for the course fee, but a full refund for the kit fee
- All refunds will be made 30 days after the course LDA / cancellation date.

Please familiarize yourself with the full contents of the MUD School policies on our catalogue and website (www.mudsa.co.za/training).

We trust you find the above in order.

Yours Sincerely

Brenda Thambe
Director



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