

## **Refund Policy for Online Courses**

All substitutions, transfers, and cancellations must be submitted in writing to [info@ccefinland.org](mailto:info@ccefinland.org)

### **Substitutions/Transfers**

All online courses may be transferred to anyone belonging to the same organization or to a friend within 14 days of course purchase. Written requests for transfer from an online program will be accepted till one week before the course begins. After this, no transfers will be allowed. Any online courses which have been accessed and/or opened **are no longer** eligible for transfers.

### **Deferred Admission / Unable to Join**

If you are unable to join the online course on the registered date (which you have selected at the time of registration of the course), you can write to CCE within 7 calendar days from the date of commencement of the online course and enroll for the next course date within 12 months. After 12 months of your first/original registration, this offer will not be available.

### **Cancellations**

We will provide a partial refund less an administration fee of 75€ for written cancellation requests received within 7 calendar days of purchase for any online course which has not been accessed and/or opened. It means that you should have not accepted the invitation to join the learning platform for the online course. If you have joined the learning platform then you are no longer eligible for a refund.

CCE reserves the right to cancel a course prior to the start date or delay the start date due to low enrollment, instructor availability or other uncontrollable circumstances. Enrollment will be limited to ensure ample opportunity for full participation of registrants.

### **Timeline for refund**

CCE will process the refund within 30 working days of the day on which you requested it.

\*Saturdays, Sundays or Finland public holidays are not counted as “working days”.

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