



Starliks Campus – Refund Policy

Version: 1.0 | Effective Date: 01.04.2024

1. Purpose

This policy outlines the terms and conditions under which tuition fees and other charges may be refunded by **Starliks Campus**, to ensure transparency and fairness for all learners and stakeholders.

2. Scope

This policy applies to:

- All registered students at Starliks Campus
- All programs, including online and blended learning
- All tuition, registration, and examination fees paid directly to Starliks Campus

This policy does **not** apply to fees paid directly to external awarding bodies (e.g., ABE, EduQual, Othm, Qulalifi).

3. General Principles

Starliks Campus adopts the following refund principles:

- Refunds will be processed fairly, consistently, and promptly
- Refunds will be considered only on written request
- Non-refundable administration or registration fees will be clearly communicated
- Refunds will be made to the original payer via the same payment method whenever possible
- All requests must comply with the deadlines and conditions outlined below

4. Refund Eligibility

Situation	Refund Entitlement
Withdrawal before course start date	75% refund (less any admin fee)
Withdrawal within first 7 days of course start	50% refund
Withdrawal after 7 days of course start	No refund
Course cancellation by Starliks Campus	100% refund
Duplicate or overpayments	100% refund upon verification

Note: Refunds do not include costs for materials already provided or third-party registration fees.

5. Refund Procedure

1. The student must submit a **written refund request** with clear reasons via email to: info@starliks.com
 2. Supporting documents must be attached where applicable (e.g., medical letters, transfer confirmation).
 3. The Finance Department will assess the request within **10 working days**.
 4. Approved refunds will be processed within **14 working days** of confirmation.
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6. Exceptional Circumstances

Refund requests due to exceptional or compassionate circumstances (e.g., serious illness, family emergency) will be reviewed by the **Campus Director** on a case-by-case basis. Documentary proof is required.

7. Appeals

Students who are dissatisfied with a refund decision can appeal in writing within **7 days** of receiving the outcome, addressed to the **Director of Operations**, referencing the **Appeals Policy**.

8. Policy Review

This policy will be reviewed **annually** or as required to comply with regulatory requirements and feedback from students.

Approved by:

Managing Director

Starliks Campus

 Managingdirector@starliks.com



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