



Background

At Birchwater Education (BWE) we understand that circumstances may arise that require a student to cancel their enrollment or request a refund. We strive to provide a fair and transparent refund policy that is designed to ensure the best possible outcome for our students. This policy is intended to provide clear guidelines for refunds and cancellations, and to ensure that our students are aware of their rights and responsibilities in this regard. We encourage all students to read this policy carefully and to contact us with any questions or concerns they may have.

Eligibility

Our refund policy applies to students who have enrolled in BWE's courses, programs or placements. In order to be eligible for a refund, students must have paid the full course fee and must meet the following criteria:

1. The student has officially withdrawn from the course or program before the withdrawal deadline specified in the academic calendar.
2. The student is unable to attend the course or program due to extenuating circumstances, such as serious illness, injury, or a family emergency.
3. The course or program has been cancelled by BWE due to low enrolment, unforeseen circumstances, or other reasons.

Please note that refunds may not be available in all circumstances, and that some courses or programs may be subject to additional eligibility criteria. If you have any questions or concerns regarding your eligibility for a refund, please contact BWE by email, info@bwe.ie, for assistance.

Refund Amount

The refund amount for eligible students will depend on the circumstances of the refund request. In general, the following guidelines apply:

1. For students who officially withdraw from a course or program before the withdrawal deadline specified in the academic calendar, a full refund of the course fee will be provided.
2. For students who are unable to attend a course or program due to extenuating circumstances, such as serious illness, injury, or a family emergency, a partial refund may be provided. The amount of the refund will be determined on a case-by-case basis, and will depend on factors such as the timing of the withdrawal, the amount of course material completed, and the student's overall performance in the course or program.

Birchwater Education Refund Policy



3. For courses or programs that are cancelled by BWE a full refund of the course fee will be provided.
4. In all other circumstances, the refund amount will be determined based on the policies and procedures of BWE and may be subject to deductions or fees, such as administrative fees or other charges.

Please note that the refund amount may vary depending on the specific course or program, and that some courses or programs may be subject to additional refund policies or guidelines. If you have any questions or concerns regarding the refund amount, please contact BWE by email, info@bwe.ie, for assistance.

Refund Process

To request a refund, eligible students must follow the refund process outlined below

1. Submit a written request for a refund to info@bwe.ie.
2. Provide all relevant documentation, such as medical certificates or other evidence of extenuating circumstances.
3. Wait for confirmation from BWE regarding the refund amount and timeline.

Please note that the refund process may vary depending on the specific circumstances of the refund request, and that BWE reserves the right to request additional information or documentation as needed.

Refund Timelines

BWE is committed to processing refunds in a timely and efficient manner. In general, the following timelines apply:

1. For refunds requested before the withdrawal deadline specified in the academic calendar, refunds will be processed within 30 days of receipt of the refund request.
2. For refunds requested due to extenuating circumstances, refunds will be processed within 45 days of receipt of all relevant documentation.
3. For refunds requested due to course or program cancellation, refunds will be processed within 30 Days of the cancellation date.

Please note that the refund timelines may vary depending on the specific circumstances of the refund request, and that some refunds may take longer to process than others.



Secondary School Placements Refund Policy

Deposit

To secure enrollment in a course or program, a deposit of €1000 is required. Payment should be made within 14 days after receiving the invoice. The deposit is non-refundable.

Payment Schedule

In order to complete the payment for a course or program, the following payment schedule applies:

1. 50% of the full payment should be made within 30 days of receiving the acceptance letter.
2. Full payment should be received by June 1st, prior to programme commencement.

Cancellation Policy

If a student wishes to cancel their enrolment in a course, program or school placement, the following cancellation policy applies:

1. The cancellation deadline is July 31st.
2. If the cancellation request is received before the cancellation deadline, a penalty of the deposit of €1000 will apply, but no further fees will be taken.
3. If a student cancels their enrolment after July 31st, no refund will be available for term 1 fees.
4. If a student cancels their enrolment for term 2 before the deadline of November 1st, academic year fees minus term 1 fees will be refunded.
5. If a student cancels their enrolment for term 2 after the deadline of November 1st, a penalty of 25% of the refunded amount due will apply.
6. If a student cancels their enrolment after January 1st, no fees will be refunded.

Exceptions and Limitations

BWE's refund policy is designed to be fair and transparent, but there may be exceptions and limitations that apply in certain circumstances. The following are examples of some of the exceptions and limitations that may apply:

1. Refunds will not be available for courses or programs that have already been completed or partially completed (as per guidelines above).

Birchwater Education Refund Policy



2. Refunds may not be available for courses or programs that are subject to specific refund policies or guidelines, such as non-refundable deposits or administrative fees.
3. Refunds may not be available for courses or programs that are offered in partnership with other institutions or organizations, and that are subject to their own refund policies or guidelines.

Please note that this list is not exhaustive, and that BWE reserves the right to apply additional exceptions and limitations as necessary. If you have any questions or concerns regarding the exceptions and limitations of the refund policy, please contact info@bwe.ie for assistance.

By signing the BWE application form, you are stating you have read and understood the terms outlined above and accept in full.