



## EBI Cancellation and Refund Policy

### For In-class and Virtual Courses:

1. Free studies are entitled to full refund in case of cancellation prior to the course start date.
2. Free studies are entitled to full refund in case of no show.
3. In case a free-study student drops or withdraws, the refund due is calculated using the Last Date of Attendance.

### For eLearning Courses:

1. Free studies are eligible for a complete refund in case of cancellation before course starts.
  2. In case free studies wish to withdraw after they have started the course, the refund will be calculated on the last day of login compared to the remaining portion of e-Learning course.
- Refunds are fully settled within 45 days of receiving the documents from the participant.
  - If free studies must pay any pre-assessment fees, those fees are non-refundable.

