

## 1. Policy Statement

The Cordoba Refund and Cancellation Policy describe the guidelines on cancellation and refund to a registration made to its programmes by a learner and/or stakeholder. Cordoba commits to provide appropriate handling of the processes undertaking the objective of this policy.

## 2. Scope

This policy covers all fees payable for training services provided within Cordoba Training Center's scope of registration. This policy applies to all learners, stakeholders, staff, and management of Cordoba.

## 3. Cancellation by Learner and Refund Policy

In order to cancel or reschedule a confirmed training, a learner (without sponsor i.e. Tamkeen or others) and/or stakeholder must submit an email request to **Contact@cordoba.center** 20 days prior to the scheduled course date. If and only if the trainer is outsourced, refund will be determined based on his/her refund and cancellation policy. Otherwise, full refund will be given to the learner/stakeholder.

No shows and cancellations not made within the specified cancellation period (see above) will incur 50% cost of administration costs. There will be no refund on any awarding body registration fees, exam fee, and/or other related costs.

## 4. Cancellation by Cordoba Training Center and Refund Policy

Cordoba Training Center reserves the right to cancel any training course due to insufficient registration at least 5 working days in advance of the scheduled course date. Notice will be provided with the option to reschedule for a future course schedule or to receive a full refund of registration fees (when applicable).

Cordoba is not responsible for any expenses incurred by the learner if the training course is cancelled and learner received appropriate notice within the specified period above.

If a training session is cancelled due to any unforeseen circumstances such as weather or natural disaster, the learner is entitled to reschedule for a future training course.

## Refunds

- 100% of tuition fees will be refunded if Cordoba Training Center cancels the course.
- 100% of tuition fees will be refunded if Cordoba Training Center receives written notification 20 working days prior to the start of the course considering, however, that in an event where the trainer is outsourced, refunds will be conditional to the trainer's refund and cancellation policy.
- For Tamkeen funded courses, there will be no refund of the course amount.
- In all other cases, fees are not refundable.

## 5. External Requirements

This policy helps the Cordoba Training Center meet the following external requirements of:

- a. Education and Training Quality Authority (BQA), Bahrain
- b. Directorate of Institutes Affairs, Bahrain Ministry of Labor