



REFUND POLICY

QMS-POL-REF
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Amendment Record



Africa NDTc
REFUND POLICY

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Contents

1. Introduction:	3
2. General Terms:	3
3. Refund Eligibility:	3
4. Refund Process:	3
5. Course Transfer:	4
6. No-Attendance Policy:	4
7. Contact Information:	4
8. Policy Updates:	4
ANNEXURE A : Customer Refund Request Form	5



1. Introduction:

The following refund policy applies to all participants enrolled in courses provided by Africa NDTc in South Africa. This policy outlines the terms and conditions under which refunds for course fees are granted.

2. General Terms:

- All participants must ensure they have reviewed and understood the refund policy before enrolling in any short course.
- The policy is applicable to all short courses offered by ANDTC, whether conducted in-person or online.

3. Refund Eligibility:

Refund requests will be considered under the following conditions:

3.1 Cancellation by the Participant:

- If the participant decides to cancel their registration more than 14 days before the course start date, they are eligible for a full refund of the course fees paid, minus a 10% administrative fee.
- If the cancellation occurs less than 14 days before the course start date, they are eligible for a full refund of the course fees paid, minus a 25% administrative fee. However, participants may transfer their registration to a future course at no extra charge, provided the transfer request is made within 7 days before the start of the original course.

3.2 Non-Attendance or Partial Attendance:

If a participant fails to attend the course without prior notice or does not complete the course, no refund will be provided. This includes instances where the participant starts the course but fails to complete it due to personal reasons.

3.3 Force Majeure:

In the event of a course cancellation or postponement by ANDTC due to unforeseen circumstances (e.g., natural disasters, strikes, pandemics), participants will receive a full refund or may choose to transfer to another available course at no additional charge.

4. Refund Process:

- To request a refund, participants must submit their request in writing to ANDTC's administration team via email at info@andtc.com at least 14 days before the course start date.
- Refunds will be processed within 15 to 30 working days from the date the refund request is approved.
- Refunds will be issued to the original payment method used during the registration process.
- A completed Refund Request Form (Annexure A) must be sent to info@andtc.com with confirmation of banking details.



5. Course Transfer:

- Participants who wish to transfer their registration to a different course (either at a later date or a different course offering) must notify ANDTC at least 7 days before the original course start date.
- If a transfer is requested less than 7 days before the course start date, an administrative fee may apply.

6. No-Attendance Policy:

- Participants who do not attend the course without informing ANDTC beforehand will not be eligible for a refund or course transfer.

7. Contact Information:

For any questions or concerns regarding this refund policy, please contact ANDTC's customer service team at:

ANDTC Constantia Kloof

Phone: 012 665 3248

Whatsapp: 069 122 9848

E-mail: reception@andtc.com

Address: 21 Constantia Boulevard, Constantia Kloof, Roodepoort

ANDTC Vaal:

Phone: 016 001 1000

Whatsapp: 073 223 1832

E-mail: info@andtc.com

Address: 8 Leeuwenhoek Str, Duncanville, Vereeniging

8. Policy Updates:

ANDTC reserves the right to update or modify this refund policy at any time. Any changes to the policy will be uploaded to the website www.andtc.com. Participants are encouraged to review the policy periodically.

ANNEXURE A :

Customer Refund Request Form

Please complete this form and send it to info@andtc.com

Date: _____ INVOICE REFERENCE: _____



Contact information

Name and Surname of student: _____

Address: _____

E-mail: _____

Tel nr: _____

Amount to be refunded : _____

Banking details where refund must be deposited to:

NAME OF ACCOUNT HOLDER : _____

BANK NAME : _____

BRANCH: _____

ACCOUNT NR : _____

Please note an admin Fee may be charged.

Please provide an explanation why refund is required:

Signature: _____ Place: _____ Date: ____/____/____