

Refund and Cancellation Policy

PAYMENT CONFIRMATION: The customer shall receive an instant email confirmation of recurring payments. They shall receive a receipt if services are paid for in the centre as soon as the payment has been made. Once the payment is made, the confirmation notice will be sent to the client via email within 24 hours of receipt.

REFUND POLICY: Refunds will be done only through the Original Mode of Payment and will be processed within 10 to 45 days depends on the issuing bank of the credit card.

CANCELLATION POLICY: Customer can cancel their requested services within 24 hours; refunds will be made back to the payment solution used initially by the customer. Please allow for up to 45days for the refund transfer to be completed.

PRICING AND DESCRIPTION: In-center **80-minute session** is priced at **250AED**.

Kip McGrath - KM (Trading as Ali Kaddas IT Consultancy) Customer Terms and Conditions

The following are the Conditions of your KM Contract. This contract is between the KM company detailed in the Application Form ("KM") and you as detailed in the Application Form (the "Customer"). In order to receive the tuition services as detailed in the Application Form/welcome pack you agree to abide by the following Conditions. Reference in this Contract to "we" or "us" shall be read as reference to "KM".

Purchasing a package (group of sessions):

You are entitled to a full refund minus expenses within a cooling off period of 7 days from the original payment. Expenses could include any card transaction fees/sessions already attended/admin fees and will be at KM's discretion. Any refund will be completed using the original method of payment only.

Recurring payments option:

Terms and conditions will be outlined at the initial meeting that will include the cost per session and frequency of session, alongside educational goals. There will be a charge of the remainder of the calendar month upfront fee. You are entitled to a full refund minus expenses within a cooling off period of 7 days from the original payment. Expenses could include any card transaction fees/sessions already attended/admin fees and will be at KM's discretion. Any refund will be completed using the original method of payment only.

Automatic payments will then be charged to your card on the 1st of each month (or nearest working day after the 1st of each month). A full description will be sent to you via email of what these charges are for and they will reflect your agreement at the initial meeting. In order to cancel your subscription, you need to email us and give us 30 days' notice. We would then cancel the subscription 30 days after the notice was given.

Please allow for up to 45 days for the refund transfer to be completed. We require at least 24-hour notice to cancel a session, or the session will be charged at full value. If 24 hours' notice is given, we will rearrange the session to a suitable time within 7 days of the cancellation.