

Refund Policy

Wavelink Maritime Institute Pte Ltd (WMI) is committed towards maintaining a high-level of good business practice and transparency in dealing with our customers (Students). To this end, we have adopted the following Refund Policy.

Important Point To Take Note

Course Fees referred to in this “**REFUND POLICY**” refers specifically ONLY to the “**Course Fees**” as stipulated in Schedule 2.1 of the “**Standard Student Contract**” signed between WMI (the Private Education Institute (PEI)) and the Student.

In particular, Course Fees as stipulated in Schedule 2.1 of the “**Standard Student Contract**” signed between WMI and the Student does NOT include expenses related to Cost of Living in Singapore (such as Accommodation, Food, Transport, Medical, etc) as well as Air Fare.

Request for Refund of Course Fees

To expedite your request for refund of Course Fees, students are requested to write in to WMI with the following information:

- a) Student’s Name;
- b) Student’s Pass Number;
- c) Course enrolled into or applied for at WMI;
- d) Copy of official receipt issued by WMI for the Fees in question; and
- e) Reason(s) for requesting the refund.

We will respond and revert to your request as soon as practicable after receiving the student’s notice for withdrawal.

Conditions for Withdrawal from Course

Withdrawal From Course For Cause

We have put in place Service Guarantees to protect students. This shall come into effect after “Standard Student Contract” is signed between WMI and the Student. Students are entitled to immediately withdraw from the course in the event of any of the under-mentioned situations (such situations are termed as “**Withdrawal From Course for Cause**”):

- a) WMI fails, for any reason, to commence the Course on the Commencement Date;

- b) WMI fails, for any reason, to complete the Course by the Completion Date;
- c) WMI terminates the Course for any reason prior to the completion of the Course;
- d) WMI is unable to complete the Conduct of the Course owing to relevant authority's order to cease and/or terminate the operations of Wavelink Maritime Institute Pte Ltd;
- e) WMI is declared to be insolvent.

Withdrawal for Cause and Refunds

WMI shall, as soon as practicable after receiving the student's notice of withdrawal in writing under the Conditions for Withdrawal from Course For Cause (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student, 100% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") less any applicable bank administrative charges properly payable/paid under the Student Protection Scheme.

Withdrawal Without Cause and Refunds

Where the Student withdraws from the Course for any reason other than those set out in the conditions for "Withdrawal from Course for Cause", WMI shall after receiving the Student's written notice of withdrawal (and in any event no more than fourteen (14) working days after receiving such notice) refund to the Student the sum of :

- a) 50% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received more than thirty (30) days prior to the Course Commencement Date.
- b) 30% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received prior, but not more than thirty (30) days prior to the Course Commencement Date.
- c) 15% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") where the Student's written notice of withdrawal is received after, but not more than fourteen (14) days after the Course Commencement Date.

- d) No refund of the Course Fees (as stipulated in Schedule 2.1 of the “**Standard Student Contract**”) where the Student’s written notice of withdrawal is received more than fourteen (14) days after the Course Commencement Date.

The amount refunded will be less any applicable bank administrative charges properly payable/paid under the Student Protection Scheme.

Cooling-Off Period

The PEI shall provide the Student with a cooling-off period of 7 working days after signing this Agreement. Within these 7 days and regardless whether the Course Commencement Date has passed, the Student can submit written notice of withdrawal to the PEI and receive the Maximum Refund amount stipulated by the PEI (less any Course Fees consumed by the Student if the withdrawal date is later than the Course Commencement Date and the Student has started the Course, any PEI administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable). Any dispute in respect of how much Course Fees have been consumed pursuant to this clause shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

The PEI shall also bring to the Student’s notice **Schedule 3** by notifying the student of his rights under the cooling-off period, and receive written acknowledgement as provided therein by the Student that **Schedule 3** has been brought to his notice. In the event that the notice in **Schedule 3** has not been brought to the Student’s attention, the cooling-off period of 7 working days shall only commence from the date that **Schedule 3** has been brought to the Student’s notice, and the Student has acknowledged the same. The Student shall have the right to withdraw from the Course and receive a refund as stated in this Clause anytime before the notice in **Schedule 3** has been brought to the Student’s attention.

This Cooling-Off Period takes precedence over the PEI’s refund policy.

Deemed Withdrawal

A Student who transfers from the Course to another course within WMI shall, be deemed to have withdrawn from the Course and the provisions of Withdrawal

Without Cause shall apply unless otherwise agreed between WMI and the Student.

Deferment of Study

- a) In the event the Student after accepting an offer of a place in the course, gives at least two weeks written request before the Course's Commencement Date to defer to the next available course intake, all Course Fees paid will be transferred to the next available course intake. The 'next available course intake' may commence in the following term or in the following year. An offer of a place in a course may be deferred for up to twelve months only.
- b) In the event, the student has requested for a deferment and subsequently give notice to withdraw from the course, 30% of the Course Fees (as stipulated in Schedule 2.1 of the "**Standard Student Contract**") paid by the student is refundable within fourteen (14) working days after the receipt of the written request for refund of the Course Fees from the student.

No Refund of Course Fees Under the Following Circumstances

- a) A Student requests to withdraw from a course for whatever reasons, fourteen (14) days after the course's Commencement Date shall not be eligible for any refund.
- b) A student's enrolment in the course was cancelled and/or the student is expelled from the course or WMI, for breach of WMI and/or government agencies/authorities rules and regulations and/or laws of Singapore, shall not be eligible for any refund.

Appeal for Refund of Course Fees

All appeals for refund of Course Fees made to WMI are subject to consideration by WMI and any decision made by WMI is considered final.

Payment of Approved Refund of Course Fees

- a) Approved refund is paid in Singapore dollars.
- b) Approved refund is paid within fourteen (14) working days after receiving written notice for refund of the course from the student.

Final Settlement

The student, upon receipt of any refund from WMI, agrees that the refund amount is final, the student's request for refund of the Course Fees is fully settled and the student shall cease to pursue any further claims from WMI for any other refund of the said Course Fees.