****

**Refund Policy & Transfer Policy**

**(Accredited Course).**

Urban Cake Republic (otherwise known as ‘*The UCR or UCR’*) Refunds and Transfer Policy.

The UCR reserves the right to amalgamate, change the location, tutor, date or duration of a course, or cancel a course in exceptional circumstances. We will find you a suitable alternative.

**No Refund Policy**

We operate a standard ‘no refunds’ policy for all our courses.

**Accredited Courses**

If you are on an accredited course however, and wish to withdraw from the course you must contact the Managing Director of the UCR in WRITING.

**Transfers**

The opportunity to transfer from the course that has been booked to another will not be offered if:

1. You cancel within 28 days of the course commencing (unless there is a waiting list and the place can be resold).
2. Students are unable to attend a course due to a change in circumstances, for example, personal or family member issues, illness or work commitments.
3. Students are unable to attend a course due to travel problems, bad weather, cancellations by travel operators or any other external factor outside of our control *(force majeure)*.
4. Students require a VISA to enter the UK and are unable to obtain one.
5. NO travel or accommodation expenses will be repaid should you or The UCR need to cancel a course. It is your responsibility to ensure you have adequate travel, hotel and course cancellation insurance cover.

**Lockdown, Covid 19 or any other related national emergencies**

Should the government recommend that educational facilitators are to lockdown or a national emergency is declared, remote education should remain the predominant mode of learning during this time to help reduce the coronavirus (COVID-19) or any other illness transmission risk. Therefore, UCR reserves the right to use alternative accessible modes of teaching such as online methods, including Zoom, UCR’s own YouTube Channel and any other medium it deems fit, to continue to give learners the benefit of education. Students will be encouraged to attend. There will be no refunds for those who choose not to, neither will there be an opportunity to transfer.

**Adverse Weather conditions**

The UCR will make the decision to cancel a class if we consider it unsafe during adverse weather conditions. If you are attending a regular weekly class or a multiple day workshop that has already begun, a 'catch up' date will be arranged. If you are booked onto a One Day workshop that has not yet started The UCR will offer students either a transfer to an alternative date, a transfer to a different course or the option to receive a full refund of the course fee that you have paid.

If our class locations are unaffected by bad weather but you are unable to attend a course because of the conditions local to you, unfortunately we will not be able to offer an alternative date or refund.

**Class cancelation insurance**

We strongly advise you to look into purchasing Class Cancellation Insurance.  There are a number of companies that offer such insurance policies.  One example of such a company is [http://www.cancelsure-insurance.co.uk](http://www.cancelsure-insurance.co.uk/).  We are not recommending this company, you need to do your own research and buy an appropriate insurance policy to protect your class booking fees.

**International students**

Please note that we cannot issue refunds if your visa application is not successful. We cannot help you to get a UK Visa, you need to make your own application to your nearest High Commission for this. Please allow plenty of time for visa procedures and make a class booking only when it is confirmed that you can travel to the UK.

**Student age**

The minimum age for students on an accredited course is 14 years. An adult will have to accompany and pay for their own place.

**Recording and Picture Taking**

Students are not permitted to take videos during a class.  You are more than welcome to take pictures, but please do so without disturbing the teacher. For instance, taking a close-up picture of a demonstration with an iPad or other handheld tablet can be disruptive for other students.  Equally, please refrain from using flash photography during the class.

During the course UCR will hire a photographer to take photos of students and their work. These pictures are the property of the UCR and may be used for promotional purposes.

**PLEASE NOTE**

The UCR reserves the right of refusal to refund any learner who has a current debt with us. If you are not entitled to a refund under this policy and have agreed to pay your fees with a monthly standing order arrangement, you must make all your payments even if you leave your course as agreed with you when you enrolled. Any refund agreed will be reimbursed back to the payment card used to enrol or will be in the form of a cheque issued by The UCR. A £25.00 admin fee will be charged.