



MASTERCLASS REFUND AND WITHDRAWAL POLICY

Purpose

This policy outlines the principles for refunds and withdrawals for students studying a Masterclass Course with AIB. The associated Masterclass Student Refund and Withdrawal Procedure details operationalising this policy.

Scope

This policy applies to all students who are studying a Masterclass Course with AIB.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Masterclass Course is a non-award short Course offered by AIB.

Policy

1. Principles

- 1.1. AIB will be explicit and transparent about the process of and requirements for refunds for and withdrawal from Masterclass Courses.
- 1.2. Reasonable timeframes for withdrawal will be applied to allow students to make informed decisions to withdraw from Masterclass Courses.
- 1.3. The procedure will be exercised in a fair and equitable manner.
- 1.4. AIB does not wish students to incur any liability to pay for Courses into which they have not deliberately and/or actively enrolled.
- 1.5. Once a student has enrolled into a Masterclass Course deliberately and/or actively and proceeded beyond the date on which refunds will be provided automatically if a student withdraws, AIB will not offer refunds other than as outlined in the procedure.
- 1.6. Any member of the Executive has authority and discretion to approve any refund in exceptional circumstances.

Related Policies and Procedures:

Masterclass Refund and Withdrawal Procedure

Responsibility:

Chief Operating Officer

Current Status:	Version 1
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