

REFUND & CANCELLATION POLICY

Pro Expert Institute

Effective Date: June 2026

Pro Expert Institute is committed to providing quality learning experiences and professional services. This Refund & Cancellation Policy outlines the terms applicable to programme registrations, training services, workshops, coaching engagements, and corporate training interventions.

1. PURPOSE

This policy aims to provide clear guidelines regarding cancellations, withdrawals, transfers, and refunds for learners and clients engaging with Pro Expert Institute.

2. LEARNER CANCELLATIONS

Before Programme Commencement

A learner who cancels their registration before the official programme start date may be eligible for a refund as follows:

- More than 14 days before commencement: **100% refund**
- 7–14 days before commencement: **75% refund**
- Less than 7 days before commencement: **50% refund**

Administrative fees already incurred may be deducted where applicable.

3. CANCELLATIONS AFTER COMMENCEMENT

Once a programme has commenced:

- Registration fees are non-refundable.
- No refunds will be provided for non-attendance.
- No refunds will be provided for incomplete programmes.
- No refunds will be provided where a learner voluntarily withdraws from a programme.

Any exception will be considered at the sole discretion of Pro Expert Institute.

4. LEARNERSHIPS AND FUNDED PROGRAMMES

Where training is funded through:

- SETAs
- Employers
- Government initiatives
- Sponsoring organisations

refunds will generally not apply.

Any cancellation or withdrawal must comply with the applicable funding agreement and regulatory requirements.

5. CORPORATE TRAINING CANCELLATIONS

For corporate or customised training interventions:

Client Cancellation

- More than 14 days' notice: No cancellation fee.
- 7–14 days' notice: 50% of the agreed training fee may be charged.
- Less than 7 days' notice: 100% of the agreed training fee may be charged.

Any venue, travel, accommodation, material production, or third-party costs already incurred will remain payable by the client.

6. POSTPONEMENTS

Clients may request the postponement of training programmes subject to:

- Facilitator availability
- Venue availability
- Programme scheduling requirements

Any costs incurred as a result of postponement may be charged to the client.

7. COACHING AND MENTORING SERVICES

For individual coaching, mentoring, or consulting engagements:

- Appointments cancelled more than 24 hours before the scheduled session may be rescheduled without penalty.
- Appointments cancelled within 24 hours of the scheduled session may be forfeited.

- Failure to attend a scheduled session without prior notice will be considered a missed session and may not be refunded.
-

8. CANCELLATION BY PRO EXPERT INSTITUTE

Pro Expert Institute reserves the right to cancel or postpone a programme due to:

- Insufficient enrolment
- Facilitator unavailability
- Force majeure events
- Health and safety concerns
- Circumstances beyond our reasonable control

In such instances, learners or clients may choose:

- A full refund; or
 - Transfer to a future programme date.
-

9. REFUND PROCESS

Approved refunds will be:

- Processed within 14–30 business days.
- Paid to the original payer wherever possible.
- Subject to verification and approval procedures.

Pro Expert Institute reserves the right to request supporting documentation before processing a refund.

10. NON-REFUNDABLE ITEMS

The following are generally non-refundable:

- Registration fees
 - Learner materials already issued
 - Digital learning resources already accessed
 - Certification fees already incurred
 - Assessment fees already incurred
 - Travel and accommodation costs already committed
-

11. FORCE MAJEURE

Neither party shall be liable for delays or cancellations caused by circumstances beyond reasonable control, including but not limited to:

- Natural disasters
- Power outages
- Industrial action
- Government restrictions
- Public health emergencies
- Civil unrest

In such circumstances, Pro Expert Institute will make reasonable efforts to reschedule services.

12. CONTACT US

For refund or cancellation requests, please contact:

Pro Expert Institute

 Email: info@proexpert.co.za

 Website: www.proexpert.co.za

Policy Acceptance

By registering for any programme, service, workshop, coaching engagement, or corporate training intervention offered by Pro Expert Institute, you acknowledge that you have read, understood, and agree to this Refund & Cancellation Policy.