

The refund and transfer policy is based on the following terms and conditions

**REFUNDS AND TRANSFER**

The British Council will give a credit or refund only under the following circumstances

- Serious illness – hospital admission or serious injury (medical documents required)
- Unexpected relocation to a different town, city or country (written evidence required)
- Change in academic timetable (a letter from the respective institute needs to be attached)
- Compassionate reasons such as bereavement or serious illness of a family member (a copy of the death certificate or documentation from the hospital/doctor is required)

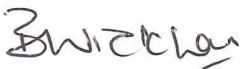
**GENERAL TERMS AND CONDITIONS**

- Any refund or transfer is subject to the terms and conditions above. The completed application must be submitted to the British Council within the first 7 days of the course, along with any supporting evidence
- If classes are cancelled by the British Council, refunds will be provided except where classes were cancelled due to unavoidable circumstances
- The British Council does not offer replacement classes for absent students
- An administrative fee of BDT2,000 applies to any transfer or refund, except where the application is received before the start of the course. In the case of refunds, the course fee returned will be made according to the number of classes attended
- Approved credits are valid for 90 days. Approved refunds take a minimum of 4 weeks to process
- Uncollected customer certificates will be destroyed 90 days after the course ends. If a customer requires a certificate after this point, a fee of BDT3,000 applies
- If a customer loses their certificate, a fee of BDT3,000 applies and the certificate will need to be collected from our Dhaka University centre
- Student ID cards must be returned at the time of receiving the certificate. If a customer loses their student ID card, a fee of BDT500 applies.

The British Council reserves the right to change, amend, add or delete any of the terms and conditions without prior notice to our existing customers. Any changes made in the terms and conditions will be updated on our website

<http://www.britishcouncil.org.bd/en/english/register>

Approved by



Barbara Wickham  
Director

