Refund Policy
9 September 2023

We understand the importance of your commitment to professional development. This refund policy outlines our approach to refunds for courses offered by the Social Cyber Academy. Please review this policy carefully before enrolling in the course.

Withdrawal and Refund Eligibility:
1. Please send written withdrawal and refund requests to lisa.materano@socialcyber.co at least 30 days from the course commencement date. Participants who request withdrawal at least 30 days before the course start date are entitled to a full refund of the course fee.
2. Regrettably participants who withdraw after this 30 day period or after the course start date, will not qualify for a refund

Refund Process:
1. Upon receiving a withdrawal and refund request, our team will review the request within 5 business days.
2. If the request meets the eligibility criteria, the refund will be processed using the original payment method within 5 business days.

Non-Attendance or Incomplete Participation:
No refunds will be provided for participants who do not attend the course or who do not complete the course requirements.

Substitution:
If you are unable to attend the course, you may request a substitution by providing the details of the replacement participant at least 10 days before the course start date.

Course Changes or Cancellations:
If SCG cancels or reschedules the course, participants will be offered a full refund of the course fee or the option to enrol in the rescheduled course.

Exceptional Circumstances:
Requests for refunds due to exceptional circumstances (medical emergencies, etc.) will be reviewed on a case-by-case basis.

Please note that this refund policy is subject to change without notice, but changes will not be applied retrospectively. Participants are advised to review the policy periodically for any updates. By enrolling in our courses, you acknowledge that you have read, understood, and agreed to abide by the terms of this refund policy.

For any questions or assistance, please contact Lisa Materano via email at lisa.materano@socialcyber.co or phone +61 438 134 558