



**DOCTORS
ACADEMY**
BETTER EDUCATION. BETTER HEALTH.



REFUND POLICY FOR
DOCTORS ACADEMY
EDUCATIONAL & TRAINING COURSES/EVENTS,
PUBLISHING HOUSE AND MEMBERSHIPS



OVERVIEW AND CONSIDERATIONS:

We are fully aware of the educational, training and work pressures of doctors and medical students, and understand the various time constraints and pressures of the profession. We acknowledge that every delegate registers for an educational or training course/event in good faith and with every intention of attending it. However, we also appreciate that one may not be able to attend the course/event due to mitigating circumstances including changes in work schedule, rota, change in exam date, illness, personal reasons or refusal of entry visa to the UK. We will endeavour to refund the fees paid based on a tiered refund structure if the request is received with sufficient notice in writing (by email).

Delivering a high quality educational or training course/event requires diligent planning and meticulous preparation that usually is put in place months in advance. Certain courses/events may also be planned a year or two in advance. In order to secure the best possible rates for our delegates, many of the advanced planning such as booking a venue are made on a non-refundable rate. An administrative and organisational team needs to be in place, and the information technology team has to set-up the web-page and online registration pages. Likewise, arranging catering, educational material, course manual, course material, printing of lists, name badges and course certificates are done in advance. Consequently, it becomes harder for us to provide refunds if the request for cancellation is received closer to the date of the course/event. In addition, it will not be possible for us to offer the place to another candidate if the time is short, thus resulting in a wasted slot. We, nonetheless, are still liable to pay for all advanced bookings.

Hence, we strongly suggest that the delegate informs us as soon as possible (email: cancellation@doctorsacademy.org.uk) if he/she is unable to attend the course/event once it becomes apparent that attendance is not possible. We will endeavour to help as much as possible.

Please be informed that the refund calculation is made from the date and time in GMT we receive the request in writing (email) and not from the time of any phone call the delegate might have made to our offices in relation to discussing a refund. We indeed encourage discussion over phone about the refund options but the request has to be made in writing to ensure records are maintained for purposes of transparency and auditing.

Kindly note that, aside from refunds, the delegate has the option of transferring his/her place to a colleague or friend, or a future course. All details and charges are noted in this document.

Thank you for your time and attention.

With very best wishes,

Administrative Directorate
Doctors Academy



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Cancellation and Refund Policy for National (UK) Medical Student Revision Courses, Medical Student Workshops and Medical Student Events

I. Cancellation

If Doctors Academy is forced to cancel the course in its entirety due to unforeseen circumstances, an emergency or for any reason relating to the venue or faculty, we will provide you with a 100% refund of the fee. If a course has to be cancelled mid-way, then a 50% of the fee will be refunded. However, please note that no refund of travel, accommodation or sustenance costs that you may have incurred to attend the course will be provided.

Since processing registrations and refunds require administrative time, there is a minimum charge of 10% of the event fee or £10, whichever is greatest, for any cancellation. This applies from the moment your booking is confirmed to the date of the event, regardless of the notice period provided.

- Request for cancellation received 56 days (eight weeks) or more before the commencement of the course/event: Full refund minus 10% administration and registration charges plus any bank/postage charges (see below).
- Request for cancellation received between 55 - 42 days (six weeks) before the commencement of the course/event: Seventy five percent refund plus bank/postage charges (see below).
- Request for cancellation received between 41 - 28 days (four weeks) before the commencement of the course/event: Fifty percent refund plus bank/postage charges (see below).
- Request for cancellation received between 27 - 14 days (two weeks) before the commencement of the course/event: Twenty-five percent refund plus bank/postage charges (see below).
- Request for cancellation received less than 14 days of commencement of the course/event: You will forfeit the fee.

Cancellation soon after booking:

- If the course is to be held 5 working days away: Request for cancellation received within 48 hours of registering for a course due to work/mitigating/unforeseen circumstances: Full refund minus 10% administrative charge
- If the course is to be held within 5 working days: Request for cancellation received within 12 hours of registering for a course due to work/mitigating/unforeseen circumstances: Full refund minus 10% administrative charge

****All requests for refund should be made only in writing (email).***

1. Bank charges:

- Bank transfers within the UK (and to a UK based bank): FREE. No transfer fee
- Bank transfers outside the UK (International money transfers): We complete this payment through Barclays Bank, United Kingdom. The commission charged by the bank will be passed on to you. Currently the bank charges £25 as commission and £5 for International money transfers. All our refunds will be in Great British Pound (GBP) and you may be required to bear any commission by your bank or a lower exchange rate offered to you by your bank.

2. Postal charges:

We can provide you refund by cheque if you prefer. Standard postal charge for sending by UK Royal Mail will be passed on to you. You will be required to send us your postal address.

3. Refund through PayPal:

Refunded can be provided through PayPal within 60 days of receipt of your payment. You can receive a refund through PayPal even if you have used another method of payment. Standard PayPal commission will apply.

II. Cancellation of a Free Course/Event (Refundable Deposit)

If you have registered for a free course/event for which a refundable deposit is required to secure your place, your deposit will be returned to you within 10 days after you have attended. If you request to cancel your place at the course/event less than 14 days (two weeks) before the commencement of the course, you will forfeit the deposit.

III. Transfer of Place to a Colleague

If you are unable to attend the course but wish to have your place transferred to one of your friends or colleagues, we may agree to this arrangement if the request is received four weeks in advance of the start of the course/event. This incurs a standard 10% administrative charge. However, if this request is received within four weeks but not less than two weeks of commencement of the course/event, then a 30% administration charge will apply to cover the cost of registration pack, name badges and certificates that would already have been prepared. We cannot transfer a place within two weeks of start of a course and you will forfeit the course fee. Please mail us at cancellation@doctorsacademy.org.uk if you require this arrangement.

IV. Transfer of Place to a Future Course

In certain instances, we may agree for you to transfer your place to a future similar course, if available. If the request is received 12 weeks in advance, then the transfer can be done with a standard 10% administrative charge. If the request is received within 12 weeks but not less than four weeks of commencement of the course, then a 30% administration charge will apply to cover the cost of registration pack, name badges and certificates that would already have been prepared. We cannot transfer a place within four weeks of start of a course and you will forfeit the course fee. If there is an increase in the course fee (from the one you have already paid and the future one), you will then be expected to pay the difference to secure your place. Please mail us at cancellation@doctorsacademy.org.uk if you wish to transfer your place to a future course. For other pertinent enquiries and general queries related to course fee, please contact us at: finances@doctorsacademy.org.uk

Cancellation and Refund Policy for Postgraduate events and courses (MRCS, FRCS, MRCP PACES, DOHNS, MRCS(ENT), MCEM, Laparoscopic Skills, Future Surgeons Key Skills, Clinical Anatomy) CCUMIC, Botulinum Toxin Course, Radiology for Surgeons, Basic Surgical Skills

I. Cancellation

If Doctors Academy is forced to cancel the course in its entirety due to unforeseen circumstances, an emergency or for any reason relating to the venue or faculty, we will provide you with a 100% refund of the fee. If a course has to be cancelled mid-way, then a 50% of the fee will be refunded. However, please note that no refund of travel, accommodation or sustenance costs that you may have incurred to attend the course will be provided.

Since processing registrations and refunds require administrative time, there is a minimum charge of 10% of the event fee or £10, whichever is greatest, for any cancellation. This applies from the moment your booking is confirmed to the date of the event, regardless of the notice period provided.

- Request for cancellation received 56 days (eight weeks) or more before the commencement of the course/event: Full refund minus 10% administration and registration charges plus any bank/postage charges (see below).
- Request for cancellation received between 55 - 42 days (six weeks) before the commencement of the course/event: Seventy five percent refund plus bank/postage charges (see below).
- Request for cancellation received between 41 - 28 days (four weeks) before the commencement of the course/event: Fifty percent refund plus bank/postage charges (see below).
- Request for cancellation received between 27 - 14 days (two weeks) before the commencement of the course/event: Twenty-five percent refund plus bank/postage charges (see below).
- Request for cancellation received less than 14 days of commencement of the course/event: You will forfeit the fee.

Cancellation soon after booking:

- If the course is to be held 5 working days away: Request for cancellation received within 48 hours of registering for a course due to work/mitigating/unforeseen circumstances: Full refund minus 10% administrative charge
- If the course is to be held within 5 working days: Request for cancellation received within 12 hours of registering for a course due to work/mitigating/unforeseen circumstances: Full refund minus 10% administrative charge

****All requests for refund should be made only in writing (email).***

1. Bank charges:

- Bank transfers within the UK (and to a UK based bank): FREE. No transfer fee
- Bank transfers outside the UK (International money transfers): We complete this payment through Barclays Bank, United Kingdom. The commission charged by the bank will be passed on to you. Currently the bank charges £25 as commission and £5 for International money transfers. All our refunds will be in Great British Pound (GBP) and you may be required to bear any commission by your bank or a lower exchange rate offered to you by your bank.

2. Postal charges:

We can provide you refund by cheque if you prefer. Standard postal charge for sending by UK Royal Mail will be passed on to you. You will be required to send us your postal address.

3. Refund through PayPal:

Refunded can be provided through PayPal within 60 days of receipt of your payment. You can receive a refund through PayPal even if you have used another method of payment. Standard PayPal commission will apply.

II. Transfer of Place to a Colleague

If you are unable to attend the course but wish to have your place transferred to one of your friends or colleagues, we may agree to this arrangement if the request is received four weeks in advance of the start of the course/event. This incurs a standard 10% administrative charge. However, if this request is received within four weeks but not less than two weeks of commencement of the course/event, then a 30% administration charge will apply to cover the cost of registration pack, name badges and certificates that would already have been prepared. We cannot transfer a place within two weeks of start of a course and you will forfeit the course fee. Please mail us at cancellation@doctorsacademy.org.uk if you require this arrangement.

III. Transfer of Place to a Future Course

In certain instances, we may agree for you to transfer your place to a future similar course, if available. If the request is received 12 weeks in advance, then the transfer can be done with a standard 10% administrative charge. If the request is received within 12 weeks but not less than four weeks of commencement of the course, then a 30% administration charge will apply to cover the cost of registration pack, name badges and certificates that would already have been prepared. We cannot transfer a place within four weeks of start of a course and you will forfeit the course fee. If there is an increase in the course fee (from the one you have already paid and the future one), you will then be expected to pay the difference to secure your place. Please mail us at cancellation@doctorsacademy.org.uk if you wish to transfer your place to a future course. For other pertinent enquiries and general queries related to course fee, please contact us at: finances@doctorsacademy.org.uk

Cancellation and Refund Policy for International Medical Summer School, and International Academic and Research Conference

I. Cancellation

If Doctors Academy is forced to cancel the event(s) in its entirety due to unforeseen circumstances, an emergency or for any reason relating to the venue or faculty, we will provide you with a 100% refund of the fee. If the event has to be cancelled mid-way, then a 50% of the fee will be refunded. However, please note that no refund of travel, accommodation or sustenance costs that you may have incurred to attend the event(s) will be provided. Please appreciate that due to the complexity in the organization of the Summer School and the Conference as well the extensive administrative work required, cancellations received within 28 days (four weeks) of commencement of the course will result in you forfeiting the fee. This is due to the fact that advance or complete payments would have been done for the venue, catering and social events. In addition, all faculties would have been invited, workshops arranged, personalized registration packs completed, and Summer School/Conference manual, name badges and certificate printed. Since many delegates travel from outside the UK, they have to make appropriate travel arrangements and thus plenty of notice is required for them to take a place following a cancellation.

If you are requesting cancellation due to refusal of Entry Visa to the UK, then please refer to section on **'Cancellation request due to refusal of Entry Visa to the United Kingdom' on page 10.**

- Request for cancellation received 90 days (three months) before the commencement of the Summer School or the Conference: Full refund minus 10% administration and registration charges plus bank/postage charges (see below).
- Request for cancellation received 89 - 56 days (eight weeks) before the commencement of the Summer School or the Conference: Seventy-five percent refund plus bank/postage charges (see below).
- Request for cancellation received 55 - 42 days (six weeks) before the commencement of the Summer School or the Conference: Fifty percent refund plus bank/postage charges (see below).
- Request for cancellation received between 41 - 28 days (four weeks) before the commencement of the Summer School or the Conference: Twenty-five percent refund plus bank/postage charges (see below).
- Request for cancellation received within 28 days (four weeks) before the commencement of the Summer School or the Conference: You will forfeit the fee.

****All requests for refund should be made only in writing (email).***

1. Bank charges:

- Bank transfers within the UK (and to a UK based bank): FREE. No transfer fee
- Bank transfers outside the UK (International money transfers): We complete this payment through Barclays Bank, United Kingdom. The commission charged by the bank will be passed on to you. Currently the bank charges £25 as commission and £5 for International money transfers. All our refunds will be in Great British Pound (GBP) and you may be required to bear any commission by your bank or a lower exchange rate offered to you by your bank.

2. Postal charges:

We can provide you refund by cheque if you prefer. Standard postal charge for sending by UK Royal Mail will be passed on to you. You will be required to send us your postal address.

3. Refund through PayPal:

Refunded can be provided through PayPal within 60 days of receipt of your payment. You can receive a refund through PayPal even if you have used another method of payment. Standard PayPal commission will apply.

II. Transfer of Place to a Colleague

If you are unable to attend the Summer School or the Conference but wish to have your place transferred to one of your friends or colleagues, we may agree to this arrangement if the request is received 12 weeks in advance. This will incur a standard 10% administrative charge. If the request is received within 12 weeks but not less than 8 weeks of commencement of the Summer School or the Conference, then a 30% administration charge will apply to cover the cost of registration pack, name badges and certificates that would already have been prepared. We cannot transfer a place within 8 weeks of the start of the Summer School or the Conference and you will forfeit the fee. Please mail us at cancellation@doctorsacademy.org.uk if you require this arrangement.

III. Transfer of Place to a Future Course

If you are unable to attend the Summer School or the Conference but wish to have your place transferred to the event(s) within the following 3 years, we may agree to this arrangement if the request is received 12 weeks in advance. This will incur a standard 10% administrative charge. If the request is received within 12 weeks but not less than 8 weeks of commencement of the Summer School or the Conference, then a 30% administration charge will apply to cover the cost of registration pack, name badges and certificates that would already have been prepared. We cannot transfer a place within 8 weeks of the start of the Summer School or the Conference and you will forfeit the fee. If there is an increase in the event fee (from the one you have already paid and the future one), you will then be expected to pay the difference to secure your place. Please mail us at cancellation@doctorsacademy.org.uk if you wish to transfer your place to a future date (within the next 3 years).

For other pertinent enquiries and general queries related to course fee, please contact us at:
finances@doctorsacademy.org.uk

Cancellation Request due to Refusal of Entry Visa to the United Kingdom

We appreciate that some delegates may require a visa to enter the UK to attend the course/event and that, on occasions, entry to the UK may be refused by the UK Border Control, strictly due to their policy at any given time. Kindly note that Doctors Academy or any of our course providers do not have any influence on the visa process and it is exclusively the prerogative and discretion of the appropriate authorities.

We strongly suggest that you apply for an entry visa as soon as you have a confirmed place with us and have received the Letter of Support from ourselves. The time for processing an entry visa to the UK is variable depending upon the country in which you are residing, your nationality and various individual factors.

Although we appreciate that refusal of entry visa to the UK is an unforeseen set-back, the cancellation policy (as outlined below) will nonetheless have to be followed due to the complex logistical arrangements and faculty planning that is required for every event.

If you are requesting a cancellation due to refusal of Entry Visa to the UK, then you will be required to provide appropriate letter you received from the UK Border Control or Embassy that states the refusal.

- Request for cancellation received 56 days (eight weeks) or more before the commencement of the course/event: Full refund minus 10% administration and registration charges plus any bank/postage charges (see below).
- Request for cancellation received between 55 - 42 days (six weeks) before the commencement of the course/event: Seventy five percent refund plus bank/postage charges (see below).
- Request for cancellation received between 41 - 28 days (four weeks) before the commencement of the course/event: Fifty percent refund plus bank/postage charges (see below).
- Request for cancellation received between 27 - 14 days (two weeks) before the commencement of the course/event: Twenty-five percent refund plus bank/postage charges (see below).
- Request for cancellation received less than 14 days of commencement of the course/event: You will forfeit the fee.

1. Bank charges:

- Bank transfers within the UK (and to a UK based bank): FREE. No transfer fee
- Bank transfers outside the UK (International money transfers): We complete this payment through Barclays Bank, United Kingdom. The commission charged by the bank will be passed on to you. Currently the bank charges £25 as commission and £5 for International money transfers. All our refunds will be in Great British Pound (GBP) and you may be required to bear any commission by your bank or a lower

exchange rate offered to you by your bank.

2. Postal charges:

We can provide you refund by cheque if you prefer. Standard postal charge for sending by UK Royal Mail will be passed on to you. You will be required to send us your postal address.

3. Refund through PayPal:

Refunded can be provided through PayPal within 60 days of receipt of your payment. You can receive a refund through PayPal even if you have used another method of payment. Standard PayPal commission will apply.



Cancellation of Accommodation

All accommodation is booked en-bloc for individual events. A certain number of room bookings are made in advance to obtain the discounted and subsidised rates. Due to this, the rooms cannot be released easily as done by hotels. As such, we are required to adhere to the cancellation policy as outlined below.

Events held at the University of Manchester:

- Request for cancellation received 56 days (eight weeks) or more before the commencement of the course/event: Full refund minus 10% administration and registration charges plus any bank/postage charges (see below).
- Request for cancellation received between 55 - 42 days (six weeks) before the commencement of the course/event: Seventy five (75%) percent refund plus bank/postage charges (see below).
- Request for cancellation received between 41 - 28 days (four weeks) before the commencement of the course/event: Fifty (50%) percent refund plus bank/postage charges (see below).
- Request for cancellation received less than 28 days (four weeks) of commencement of the course/event: No refund.

Events held at the Doctors Academy International Institute for Medical Education:

- Request for cancellation received 56 days (eight weeks) or more before the commencement of the course/event: Full refund minus 10% administration and registration charges plus any bank/postage charges (see below).
- Request for cancellation received between 55 - 42 days (six weeks) before the commencement of the course/event: Eighty (80%) percent refund plus bank/postage charges (see below).
- Request for cancellation received between 41 - 28 days (four weeks) before the commencement of the course/event: Seventy (70%) percent refund plus bank/postage charges (see below).
- Request for cancellation received between 27 - 7 days (one week) before the commencement of the course/event: Fifty (50%) percent refund plus bank/postage charges (see below).
- Request for cancellation received less than 7 days of commencement of the course/event: No refund.

1. Bank charges:

- Bank transfers within the UK (and to a UK based bank): FREE. No transfer fee
- Bank transfers outside the UK (International money transfers): We complete this payment through Barclays Bank, United Kingdom. The commission charged by the bank will be passed on to you. Currently the bank charges £25 as commission and £5 for International money transfers. All our refunds will be in Great British Pound (GBP) and you may be required to bear any commission by your bank or a lower exchange rate offered to you by your bank.

2. Postal charges:

We can provide you refund by cheque if you prefer. Standard postal charge for sending by UK Royal Mail will be passed on to you. You will be required to send us your postal address.

3. Refund through PayPal:

Refunded can be provided through PayPal within 60 days of receipt of your payment. You can receive a refund through PayPal even if you have used another method of payment. Standard PayPal commission will apply.



Refund Policy for Books and DVDs purchased through Doctors Academy Publications

Refunds and Returns

Doctors Academy Publications website operates a 'no questions asked' returns policy in accordance with the UK Distance Selling Regulations if you return your book within seven days of receiving delivery of your order. Please note that any postage or delivery costs incurred when returning books will be at your own expense, unless the goods concerned are damaged or have been sent in error.

Standard Returns Policy

After the 'no questions asked' 7-day period, we will be happy to accept books for return in the following instances:

- The book was found to be damaged or in some other way faulty. In this case, we will either replace the book or give you a full refund (including postage costs, if postage was paid by you), depending on the case. If you opt for a replacement book/DVD, we will dispatch this to you as soon as we receive the faulty material from you.
- The book/DVD was not the one which you ordered. In this case, we will refund you in full (including postage costs, where applicable).
- The book/DVD does not meet with your needs. Returns on this ground will have to satisfy the following conditions:
 1. The book must be returned within 28 days of receipt in the UK, 48 days of receipt in Europe, and four months of receipt in any country outside the UK and Europe.
 2. The book must be in a condition to be resalable.
 3. It must be accompanied by a copy of the purchase or delivery note from Doctors Academy Publications.

Provided these conditions are met, we will give you a full refund for the book/DVD, and for any postage that has been paid by you.

Whatever the reason, all books/DVDs should be returned to the following address:

Doctors Academy Publications
189 Whitchurch Road
Cardiff
CF14 3JR
South Glamorgan
United Kingdom

If we have accepted a book/DVD for return, we will refund you the cost of returning it, on the condition that it was returned by the most economical method. The book/DVD remains your property until we have received it.

Refunds will be given through the payment method you used to purchase the product. For example, if you paid by cheque we will refund you by cheque; if you paid by credit card we will refund your credit card.

Please allow 14 days (in addition to delivery time) for the return to be processed.



Refund Policy for Privileged Membership, Standard Membership and Student Membership

You can cancel your membership anytime from the date of purchase to the date of expiry.

You are entitled to cancel your membership up to 14 days after purchase and we will refund you the full cost of your membership. The membership operates on a 'no questions asked' policy, which means you can cancel your membership and obtain a full refund within 14 days provided the following conditions are met:

- i) You have not used any of the discounts or privileges using the membership
- ii) You have not purchased any book or DVD from Doctors Academy Publications by using the discount code obtained by becoming a member
- iii) You have not subscribed to the online educational material at www.doctorexams.co.uk by using the discount code obtained by becoming a member
- iv) You have not attended a course or an event with Doctors Academy by using the discount code obtained by becoming a member

If you cancel your membership after 14 days of purchase and have not used any of the privileges or discounts, you will then be refunded a proportional cost calculated to the nearest calendar month plus 15% administrative charges. For example, if you purchased a membership for £12 on the 1st of July and wish to cancel your membership on the 20th of July, the nearest calendar month will be the 31st of July. A deduction of £1.20 will be made in this instance plus £1.80 (15% administrative charge of the overall amount).

If you cancel your membership after 14 days of purchase and used one or more of the privileges or discounts, you will then be refunded a proportional cost calculated to the nearest calendar month plus any discount offered in addition to the 15% administrative charges. For example, if you purchased a membership for £12 on the 1st of July and wish to cancel your membership on the 20th of July, the nearest calendar month will be the 31st of July. In this period if you purchased a book and obtained a 20% discount on the purchase, this discount will be deducted when the refund is provided. Refunds will be given through the payment method you used to purchase the membership. For example, if you paid by cheque we will refund you by cheque; if you paid by credit card we will refund to your credit card.

Notification of Pregnancy and Deferral:

A deferral may be permitted to any delegate supplying an appropriate medical report which satisfies our educational board indicating that:

1. The delegate has any pregnancy-related problems or illness; and/or
2. The delegate's confinement is due shortly before or around the date of the course; and/or
3. The delegate is in significant discomfort for her to consider that it will have a detrimental effect on her learning experience.

In such circumstances, a deferral will be permitted and no further course fee will be required. Any delegate who does not inform us of her pregnancy and is consequently unable to attend the course will not be allowed to defer the course without paying the additional fee.



Notification Regarding Mitigating Circumstances:

It is quite possible that a delegate is unable to attend a course due to mitigating circumstances.

We accept the following, on submission of relevant evidence and documents, as mitigating circumstances:

1. Death or unexpected severe disability of an immediate family member, which includes only a parent, spouse or equivalent, child, or sibling within 21 days of the course date.
2. Accident to the delegate within 4 months of the course date which resulted in serious disability or extended hospital admission.
3. Accident to the delegate on the day of the course that required a hospital visit, hospital admission, serious damage to the vehicle or injuries to the fellow passenger(s) that required a hospital visit or admission on the day.
3. Jury Service (only if attendance is compulsory and cannot be deferred) a day or after the course, or the day of the course.

We do not accept the following as mitigating circumstances:

1. Weather conditions (unless the delegate can demonstrate that severe weather was not forecasted)
2. Transport issues (unless the delegate can demonstrate that he/she had allowed sufficient time to compensate for transport delays)
3. Chronic illness (illness lasting more than 4 months)
4. Minor illness (that does not require GP visit, hospital visit or hospital admission)
5. Accident or illness affecting relatives or friends (unless resulting in severe disability of an immediate family member, as outlined above)
6. Family events, such as weddings or holidays
7. Child-care problems which could have been anticipated
8. Sporting or recreational commitments





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