

NEW WEST COAST (Private) Limited

Course Withdrawal, Cancellation and Refund Policy

Terms & Conditions

1. New West Coast Pte Ltd (NWC) shall inform students immediately within 3 working days if:
 - NWC fails, for any reason, to commence course on commencement date
 - NWC terminates course for any reason prior to course commencement date
 - NWC Ltd fails, for any reason, to complete course by completion date
 - NWC terminates course for any reason prior to course completion date
2. NWC may cancel or postpone course if less than 5 students are enrolled on or prior to commencement date.
3. Within 7 working days of notifying cancellation or postponement of course, New West Coast Pte Ltd shall provide students with information to make timely and appropriate decision on alternative course arrangement.

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Absenteeism

Attendance is compulsory for all confirmed registration. In the event the participant failed to attend the course, the company or individual will be liable for the full course fee despite the absenteeism. As such, course fee will not be refunded.

Refunds for Course Cancellation

Should the course be cancelled due to reasons stated in the *Terms & Conditions* above by New West Coast Pte Ltd, students will be refunded the entire amount of course fees within 7 working days after notification of course cancellation.

Refunds for Withdrawal

Refunds will require students submit a written notice of withdrawal subject to the commencement of the course date:

- >14 calendar days – **Full refund** of course fee
- Between 3 - 13 calendar days – **70% refund** of course fee
- Less than 3 calendar days – **No refund**

For clarifications, please email nwcgroup@singnet.com.sg.