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INTRODUCTION

The International Health Research Institute (IHRI) strives to provide exceptional educational experiences. This Refund Policy outlines the terms and conditions under which refunds may be issued for our courses and programs.

PURPOSE

This policy aims to ensure clarity and transparency regarding refunds, providing students with a clear understanding of their rights and obligations while protecting the Institute's interests.

DEFINITIONS

TERM OR ABBREVIATION	DEFINITION
Tuition Fees	The amount payable by a student for enrollment in a course or program.
Withdrawal	A student's voluntary decision to discontinue a course or program
Cancellation	The Institute's decision to terminate a course or program before its completion.
Force Majeure	An unforeseeable and uncontrollable event that prevents the Institute from fulfilling its obligations.

Policy

1. Tuition Fees

The IHRI website and the relevant course materials outline tuition fees for all courses and programs.

All fees are due upon enrollment unless otherwise specified in a payment plan.

Students who fail to comply with payment plans may be removed from the program, forfeiting all previous payments.

Tuition fees are non-refundable, except as outlined in this policy.

2. Withdrawal

Students may officially withdraw from a program by notifying their module tutor and Student Services in writing (email) and completing a withdrawal form.

Withdrawals do not automatically qualify for a refund.

- **Withdrawal on Medical Grounds:** A written statement from a medical doctor explicitly stating that the withdrawal is due to medical reasons must be provided to Student Services. Students may be eligible for a partial refund at the discretion of the Institute.
- **Withdrawal for Non-Medical Reasons:** Students withdrawing for reasons other than medical may not be eligible for a refund.

3. Cancellation by the Institute

In the unlikely event that the Institute cancels a course or program, students will receive a full refund of the tuition fees paid for that specific course or program.

4. IHRI Default Clauses

The institution is in default and hence obliged to refund the student with tuition fees which have been paid and any other expenses, such as travel and accommodation expenses, incurred for the purpose of studying in Malta, when:

- (i) The educational programme does not start on the agreed starting day.
- (ii) The educational programme ceases to be provided at any time after it starts but before it is completed.
- (iii) The educational programme is not provided in full to the student due to a condition or restriction imposed on the educational institution by the Authority in accordance with the regulations in S.L607.03 or due to the revocation, by the Authority, of the applicable license or accreditation in accordance with S.L.607.03.
- (iv) Provided that where the intending student or the student has withdrawn from the programme before the day on which such circumstances arise, the educational institution shall not be deemed to be so in default.
- (v) The educational institution fails to issue all examination and other assessment results to the student upon completing all the necessary assessment requirements of the programme or parts thereof.

5. Student's Default Clauses

The student is in default and hence not eligible for a refund of tuition fees and other expenses.

- (i) When the student withdraws from the programme before or after the agreed starting day.
- (ii) Where the student, not having previously withdrawn from the programme, fails to start the programme on the agreed starting day.

(iii) Where the student fails to pay an amount, they are directly or indirectly liable to pay to the educational institution to undertake the programme.

6. Force Majeure

In a Force Majeure event that prevents the Institute from delivering a course or program, the Institute will not be held liable for refunds or any student losses.

The Institute will reschedule or offer alternative arrangements where possible.

7. Exceptions

No exceptions will be made to this Refund Policy outside of the circumstances outlined above unless otherwise determined by the Institute's administration in extenuating circumstances.

PROCEDURE

1. Refund Request

All refund requests must be submitted in writing to Student Services within 30 days of the withdrawal or cancellation date.

The request must clearly state the reason for the refund and be accompanied by any supporting documentation as required by this policy.

2. Review and Assessment

Student Services will review the refund request and supporting documentation.

The request will be assessed based on the eligibility criteria outlined in this Refund Policy.

Student Services may contact the student in cases requiring additional information or clarification.

3. Decision and Notification

Student Services will decide on the refund request in consultation with the relevant department head and/or Academic Council as needed.

The student will be notified of the decision in writing within 14 days of receiving the refund request.

4. Refund Processing

If the refund request is approved, the refund will be processed within 30 days of the decision notification.

Refunds will be issued via the original payment method used by the student unless otherwise agreed upon.

5. Appeals

Students dissatisfied with the decision on their refund request may appeal the decision to the Academic Council within 14 days of the decision notification.

The appeal must be submitted in writing, and the grounds for the appeal must be stated.

The Academic Council will review the appeal and provide a final decision within 14 days of the receipt of the appeal.

APPENDIX / REFERENCES

[IHRI Terms and Conditions](#)

Student Agreement

Student Handbook

Privacy Policy