

# Refund Policy

Effective date: 3 April 2026

Governing law: Kenya

Britam Tower, 24th Floor, Upperhill, Nairobi, Kenya

info@alkebulaschool.com | +254 728 866 097

How cancellations, rescheduling, credits, and refunds are handled.

## 1. Purpose

This Refund Policy explains how cancellations, rescheduling, missed lessons, refunds, credits, and payment reversals are handled for services offered or facilitated by The Alkebula School.

This Policy forms part of the Terms and Conditions and should be read together with the Terms, Privacy Policy, and Code of Conduct.

## 2. Standard Cancellation Rule

Unless otherwise agreed in writing before lessons begin, a minimum of 24 hours' notice is required to cancel or reschedule a lesson.

Cancellation or rescheduling requests should be made through the Platform or through official The Alkebula School communication channels so that there is a clear record.

## 3. Late Cancellations by Students

Where a Student, Parent, or Client cancels or requests rescheduling with less than 24 hours' notice, the Student may be charged 50% of the lesson fee, or up to 100% at the Tutor's discretion.

Any agreed expenses already incurred in preparation for the lesson may also be payable.

Repeated late cancellations may lead to restricted booking privileges, upfront payment requirements, or suspension of services.

## 4. Tutor Cancellation, Absence, or Non-Delivery

Where a Tutor cancels with reasonable notice, the parties may agree to reschedule the lesson.

Where a Tutor fails to attend, materially fails to deliver an agreed lesson, or cancels without reasonable notice, the Student may request a replacement lesson, credit, or refund review.

Refunds in cases of unethical practice, safeguarding concerns, or clear non-delivery may be considered by The Alkebula School even where a Tutor disputes the refund request.

## 5. Refund Method

Approved refunds will normally be returned to the original payment method used for the transaction.

Refunds cannot normally be made to a different card, phone number, bank account, or third-party account unless required because the original payment method is unavailable and appropriate verification has been completed.

Where a refund to the original method is not possible, The Alkebula School may request further information to process a bank transfer, mobile money reversal, payment gateway reversal, or other lawful refund method. Any transfer, bank, currency conversion, or payment provider charges may be deducted where applicable.

## 6. Platform Fees and Administrative Costs

Where a lesson charge is amended or withdrawn, any associated platform fee may also be amended or withdrawn where appropriate.

Payment gateway charges, bank charges, currency conversion costs, and administrative costs may be non-refundable where they have already been incurred, unless applicable law requires otherwise.

## **7. Prepaid Packages, Credits, and Bulk Bookings**

Prepaid lesson packages or account credits may be used for future lessons within the validity period stated at purchase or in the booking confirmation.

Unused prepaid lessons may be refundable at our discretion, subject to deductions for lessons already delivered, late cancellations, administrative costs, payment processing fees, promotional discounts, and any agreed non-refundable components.

Credits are not transferable to another person unless The Alkebula School agrees in writing.

## **8. Educational Consultancy and Assessment Services**

Fees for consultancy, placement support, assessment preparation, document review, learning plans, academic advisory work, or similar professional services may become non-refundable once work has begun.

Where only part of the service has been delivered, The Alkebula School may consider a partial refund or credit based on the work already completed, time reserved, resources prepared, and any third-party costs incurred.

## **9. Technology Issues**

Students are responsible for having a stable internet connection, suitable device, working microphone/camera where needed, and access to any required learning tools.

Where a lesson cannot proceed because of a Student-side technical issue, it may be treated as a late cancellation or missed lesson.

Where a lesson cannot proceed because of a Platform-wide failure or Tutor-side technical failure, The Alkebula School may help arrange a rescheduled lesson, credit, or refund review.

## **10. How to Request a Refund**

Refund requests should be made in writing to [info@alkebulaschool.com](mailto:info@alkebulaschool.com) or [accounts@alkebulaschool.com](mailto:accounts@alkebulaschool.com).

Requests should include the Student name, Tutor name, lesson date and time, payment reference, reason for the request, and any supporting evidence.

We aim to review refund requests fairly and may ask for further information from the Student, Parent, Tutor, payment provider, or relevant staff member.

## **11. Processing Timelines**

Approved refunds are processed through the applicable payment provider or bank. Timelines depend on the payment method, provider rules, banking system, and currency involved.

The Alkebula School is not responsible for delays caused by banks, mobile money providers, payment processors, card networks, or incorrect payment details supplied by the user.

## **12. Abuse of Refund Process**

We may decline refund requests that are dishonest, abusive, excessive, unsupported, or inconsistent with attendance records, platform records, or communications.

Any attempt to obtain a refund through false information, chargeback abuse, impersonation, or concealment may lead to suspension, termination, debt recovery, or legal action.

Contact: [info@alkebulaschool.com](mailto:info@alkebulaschool.com) | Accounts: [accounts@alkebulaschool.com](mailto:accounts@alkebulaschool.com) | WhatsApp/Call: +254 728 866 097  
Facebook: <https://www.facebook.com/AlkebulaSchool/> | LinkedIn: <https://www.linkedin.com/company/alkebulaschool>