



## Refund Policy

### Atlas Star IT Centre

At Atlas Star IT Centre, we value transparency and clarity in all our policies, including those related to refunds. This document outlines the refund policy to ensure that all students and stakeholders understand the conditions under which refunds may or may not be provided.

#### 1. General Policy

Refunds for fees paid to Atlas Star IT Centre are **not available under any circumstances** unless explicitly stated in specific situations detailed below.

#### 2. Criteria for Refunds

Refunds will only be considered under the following exceptional conditions:

- **Course Cancellation by the Centre:**  
If a course is cancelled by Atlas Star IT Centre due to unforeseen circumstances, students will be eligible for a full refund of the fees paid for that course.
- **Withdrawal Before Course Commencement:**  
Students who withdraw from a course at least **7 days before the course start date** may be eligible for a partial refund of 50% of the fees. An administrative fee of **10% of the course fee** will be deducted.
- **Medical or Personal Emergencies:**  
Refunds may be considered on a case-by-case basis for students who cannot attend the course due to verified medical reasons or personal emergencies. Documentation will be required, and up to **50% of the fee** may be refunded.

#### 3. Non-Refundable Fees

The following fees are non-refundable under any circumstances:

- Registration fees
- Materials or resource fees (if applicable)
- Administrative fees



#### 4. How to Request a Refund

To request a refund, students must:

1. Submit a written request to the **Administration Office** at [admin@atlasstar.com.np](mailto:admin@atlasstar.com.np).
2. Include supporting documentation, such as proof of payment, identification, and any relevant documents (e.g., medical certificates, course cancellation notices).
3. Ensure the request is submitted within **14 days** of the qualifying event (e.g., course cancellation, withdrawal).

The administration will review all refund requests within **10 business days** and communicate the decision via email.

#### 5. Important Notes

- Refunds will only be processed through the original method of payment.
- Approved refunds may take up to **30 business days** to process.
- Atlas Star IT Centre reserves the right to update this policy at any time.

For questions or clarifications regarding this policy, please contact us at [admin@atlasstar.com.np](mailto:admin@atlasstar.com.np) or visit our Administration Office.

