

Cancellation and Refund Policy

Effective Date: 09/07/2025

This policy outlines the terms under which payments made through the **MACAULAY School** website can be **cancelled or refunded**. By accessing or using our online services, you agree to comply with the terms below.

1. Scope of the Policy

This policy applies to online transactions made via the school website, including but not limited to:

- ❖ Application/Admission fees
- ❖ Tuition and academic fees
- ❖ Online course or content access
- ❖ Event registrations (workshops, excursions, competitions)
- ❖ Hostel or transport charges
- ❖ Voluntary donations

2. Cancellation Policy

a. Admission/Application Fee:

- Application fees for new admissions **are non-refundable** once paid, regardless of admission outcome.
- Cancellation of admission after confirmation may follow a separate withdrawal policy as per school management discretion.

b. Tuition Fees:

- Fees once paid are **non-cancellable** for the current academic term/month.
- For advance payments (e.g., yearly fees), cancellation may be permitted **if a written request is submitted before the session begins**, subject to management approval.

c. Online Course or Digital Content:

- Access to digital learning content is provided instantly; therefore, no cancellation is allowed once content is accessed/downloaded.

d. Events/Workshops:

- Cancellation is allowed up to **48 hours before the event**, subject to written request.
- Late cancellations will not be eligible for refunds.

e. Donations:

- Donations are voluntary and **non-refundable** under any circumstances.

3. 💰 Refund Policy

Refunds are allowed **only under specific, justified circumstances** and must be approved by the school authorities.

a. Valid Reasons for Refunds:

- Duplicate payment or transaction error
- Technical failure (e.g., payment deducted but service not rendered)
- Cancelled school programs/events initiated by the institution

b. Process to Request Refund:

- Submit a written request to mnptest1913@gmail.com with:
 - Transaction ID
 - Payment proof
 - Reason for refund
 - Bank/account details for refund transfer (if applicable)
- The request must be made within **7 days** of payment or event occurrence.

c. Refund Approval Timeline:

- All refund requests are reviewed within **7–10 business days**.
- Approved refunds will be processed within **10–15 working days** via the original mode of payment or direct bank transfer.

4. ⚠️ Non-Refundable Scenarios

- Change of mind after payment
- Incomplete attendance of classes/events
- Suspension or expulsion of student due to disciplinary reasons
- Delay in parent/student accessing online resources

5. 🛡️ Transaction Security


All online payments are processed through secure, PCI-compliant gateways. **MACAULAY School** does not store sensitive card or banking information.


6. 📄 Policy Updates


We reserve the right to amend this policy at any time. Changes will be posted on the website with the latest revision date.

7. Contact for Support

For queries related to payment, cancellation, or refund:

 Email: mnptest1913@gmail.com

 Phone: +916383871757 & +916379767694

 Office: No.8, Munusamy Garden street, 3rd lane, Old Washermenpet, Chennai 600 021.