**Cancellation Policy**

OSM recognises that the needs and circumstances of its students have the potential to change and as such OSM will need to be flexible in the way it offers courses. Therefore, this policy exists to provide students and potential students with clear guidance on how and when cancellations will be accepted, and how and when any refunds (when due) will be processed.

OSM’s Cancellation Policy provides an overview of the terms related to course cancellations.

OSM’s policy does not affect a student’s statutory rights.

1. Once a student’s application has been accepted for a course and Student Learning Contract duly completed and returned, then there are no cancellation rights available.
2. In respect of individuals in accordance with the Consumer Contracts (information Cancellation & Additional charges) Regulations 2013 and the Consumer Rights Act 2015, a student may cancel this contract by submitting to OSM’s registered address or by email to OSM Principal, the appropriate cancellation form. This form must be submitted within 14 days of the date of the Course Confirmation Letter (“Cooling-off Period”) and can be retrieved from the OSM website.
3. If a student cancels a course within the Cooling-off Period, the student will be entitled to a refund of any monies paid within 14 days of receipt by us of all the materials supplied to the student.
4. If the student cancels a course after the end of the Cooling-off Period, but at least 28 days prior to the commencement of a Course, then the student will be liable to pay a sum equal to the difference between the deposit paid and 50% of the total course fees.
5. If the student cancels a course within 28 days of the commencement date of the course then the student is liable to pay the course fees in full.
6. If the course commencement date is within 14 days of the date of a student’s booking, the student’s legal right to cancel this agreement under the Consumer Contracts (information Cancellation & Additional charges) Regulations 2013 will not apply.
7. If the student uses any of the services provided by OSM, the student waives their right to cancel this contract and the provisions of Clause 4 and 5 above shall apply.
8. If OSM has provided the student with course materials, the student must return these to OSM Principal within seven days of the cancellation date. All course materials must be returned before any refund will be paid to the student. If the student does not return the course materials, or they are returned damaged, the student will be liable for the cost of replacing them.
9. If the student is reserved a place on a course and fails to attend without formal cancellation pursuant to Clauses 3, 4, 5 or 6, the student will be liable for the entire course fee, irrespective of whether the student intended to complete the course at a later date or not. If a student wishes to complete their course, subject to availability, OSM may be able to permit the student to transfer their course in accordance with Clause 10. This clause is at the sole discretion of OSM and will only be applied if non-attendance is as a result of serious illness and a medical certificate will be required before OSM considers exercising discretion.
10. Unless made within the Cooling-off Period, course cancellations will not be accepted if the student has already transferred their course to a later date, as per Clause 9. The “Cooling-off Period” relates to the initial course and not to any course that the student has transferred to, or substituted for their initial course.

All learning materials pertaining to cancelled courses should be returned to OSM within seven days of a student’s request to cancel the course. We reserve the right not to process cancellation requests and issue any refunds to the student until these materials have been received by OSM. OSM recommends that students return these materials via recorded post to enable their return to be tracked/monitored.

Any students wanting to cancel their course should do so using the cancellation form on the OSM website.

February 2019