

Nyumbani Academy Refund Policy

Effective Date: June, 2024

Applies To: All educational, cultural, and reconnect programs offered by Nyumbani Academy under Afrika Sisi Nyumbani Ltd.

1. General Refund Principle

Nyumbani Academy is committed to delivering high-quality educational and cultural programs. We understand that plans may change, and we aim to handle refund requests fairly and transparently while safeguarding our ability to maintain program quality.

2. Eligibility for Refund

Refunds are available under the following conditions:

Request Timing	Refund Amount	Conditions
More than 60 days before program start	75% refund	Subject to a \$50 administrative fee
60–30 days before program start	50% refund	Administrative fee applies
Less than 30 days before start	No refund	Exceptions only in extreme cases (see section 5)

3. Non-Refundable Situations

No refund will be provided in the following cases:

- Failure to attend the program without notice.
- Voluntary withdrawal during the program.
- Removal from the program due to a violation of the Code of Conduct.
- Visa denial caused by participant’s inaction (e.g., late application).

4. Transfer of Registration

Participants may transfer their place to another individual (aged 18+) up to 7 days before the program begins. An administrative transfer fee of \$25 applies.

5. Special Circumstances

Partial or full refunds may be considered in extraordinary situations such as:

- Documented medical emergency.
- Death in the immediate family.
- Visa delays caused by external government actions (with proof).

Requests must be made in writing and accompanied by verifiable documentation.

6. Program Cancellation by Nyumbani Academy

If a program is canceled by Nyumbani Academy due to low enrollment, emergencies, or unforeseen circumstances, registered participants will be offered:

- A 100% refund, or
- A full credit for a future program within 12 months.

7. How to Request a Refund

To request a refund, please:

- Send an email to: finance@asn.co.tz
- Include: full name, ticket/reference number, reason for refund, and supporting documents.

Refunds are processed within 14 business days of approval and returned via the original payment method.

8. Currency and Fees

All refund amounts are made in USD and subject to transaction and processing fees as charged by banks or payment platforms.

9. Policy Agreement

By registering for any Nyumbani Academy program, participants agree to the terms outlined in this Refund Policy.