EduOrbia Zimbabwe

REFUND POLICY

Cancellation, Credit and Refund Policy

What happens to your money when a lesson is cancelled, missed or not delivered.

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This policy explains what happens to money when a lesson is cancelled, missed, or not delivered on EduConnect Zimbabwe. It forms part of the Terms and Conditions. All amounts are in USD ($). The numbers below are the current settings; each booking also shows the exact amounts before you pay.

1. The basic principles

- You pay for a booking before it goes ahead. The money for the lesson is released to the provider only after the lesson is confirmed complete and the payout waiting time has passed (48 hours).
- We do not give cash refunds for bookings that fail. When a booking fails, the amount paid becomes **credit** on your account, and you can use it for later booking fees and lessons.
- Credit stays usable for 60 days, is used oldest first, cannot be withdrawn or transferred, and expires if it is not used in time.
- The learner is never penalised for a provider's failure, and never receives more than they paid.
- Our booking fee is kept when you cancel late or do not attend. Where a booking fails for a reason that is not the learner's fault, the fee is also returned as credit.

2. When a learner cancels

When you cancel	What happens
More than 24 hours before the lesson starts	Free. What you paid becomes credit.
Less than 24 hours but more than 2 hours before	25% of the lesson fee is paid to the provider (less commission). The rest of the lesson fee becomes credit.
Less than 2 hours before	50% of the lesson fee is paid to the provider (less commission). The rest becomes credit.

The booking fee is kept in the late cases. We may send a reminder before a charging window begins. Group lessons: leaving a group lesson that is still open is free; once it is confirmed, the same cancellation windows apply to your seat. Series of recurring lessons are charged by session, and the one-time booking fee for a series is not returned.

3. When a provider cancels or does not attend

- If a provider declines a booking, or cancels more than 48 hours before it starts, the learner is simply given credit for what they paid. Nothing is charged to the provider.
- If a provider cancels a confirmed lesson less than 48 hours before it starts, or does not attend, the provider is at fault. The learner receives credit for everything they paid. The provider is charged what we would have earned on that lesson (our booking fee and the commission), and receives a strike.
- If a whole group lesson is cancelled by the provider, every learner receives credit and the provider is charged the fixed penalty for a group of that size.

4. No-shows

- A no-show can be reported 15 minutes after a lesson starts, and for a limited time after it ends. The other side is told and can contest it.
- If the learner did not attend, the cancellation rule for a lesson that starts within 2 hours applies.
- If the provider did not attend, section 3 applies.
- Our team decides each report on the evidence, including booking records, messages and call records.

5. Problems with a lesson

After a provider marks a lesson as done, the learner has 48 hours to confirm it or report a problem. If you say nothing, the lesson counts as confirmed and the provider is paid. A report stops the provider's payout until it is decided. If the lesson was only partly delivered, the learner receives credit for the missed share and the provider is paid for what was delivered. Where the fault is ours, for example a platform failure, the learner receives credit and we bear the difference. Any credit beyond the missed share of the lesson fee (for example tax or a venue fee) is decided case by case.

6. Strikes

Penalties for failed lessons count as strikes. Reaching 3 strikes within 30 days can lead to a 7-day restriction. You can ask for a strike to be reviewed within 7 days. If a strike is excused, it stops counting and, where it cost money, Finance adjusts what was paid.

7. Deposits

If we ask for a deposit, it is security rather than a wallet or prepayment. It is returned when you leave the service, less anything you owe. Debt on your account can stop you booking or being booked until it is cleared.

8. Other fees

- Teacher and institution signup fees are not refunded if an application is rejected; a rejected applicant can correct and resubmit without paying again.
- Advertising packages are covered by the Advertising Terms.
- Purchases of ebooks and other digital materials are delivered immediately and are not refundable unless the file is faulty or not as described. Contact us and we will fix or replace it, or give credit.

9. Your rights

This policy does not remove any right you have under consumer protection law. If you think we got something wrong, write to support@educonnect.ac.zw.