



# CANCELLATION POLICY

EFFECTIVE DATE: 20 FEBRUARY 2025

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Softkings Academy understands that circumstances may change. This Cancellation Policy outlines the terms under which learners may cancel their enrollment, withdraw from a course, request transfers, or discontinue studies. This policy is aligned with fair administrative practice and relevant South African education and consumer protection principles.

## 1. Scope of this Policy

- **1.1** This policy applies to all learners enrolled in online or in-person courses and programmes offered by Softkings Academy.
- **1.2** It governs cancellations before course commencement, withdrawals during training, and course transfer requests.
- **1.3** This policy must be read together with the Refund Policy and Terms and Conditions.

## 2. Cancellation Before Course Start

- **2.1** Learners may cancel their enrollment before the start of the course by submitting a written request via email.
- **2.2** Where cancellation occurs before commencement and no learning materials have been accessed, a refund may be considered in line with the Refund Policy.
- **2.3** The enrollment deposit remains non-refundable except where required by law or where the course is cancelled by Softkings Academy.

## 3. Cooling-Off Period

- **3.1** Learners may withdraw within **7 days** of enrollment for a partial refund (excluding the deposit), provided no classes have been attended.
- **3.2** Withdrawals within this period must be communicated in writing to Softkings Academy administration.
- **3.3** Refunds issued during the cooling-off period are processed in line with the Refund Policy.

## 4. Withdrawal After Course Start

- **4.1** Withdrawals after the cooling-off period will not be eligible for refunds, except under exceptional circumstances approved by management.
- **4.2** Learners withdrawing after accessing materials or attending sessions may forfeit all fees paid.
- **4.3** Requests for cancellation after commencement must be submitted in writing and will be evaluated on a case-by-case basis.

## **5. Course Transfers**

- **5.1** Learners may request to transfer to another course or cohort, subject to availability and approval.
- **5.2** Transfer requests must be made in writing and must include reasons for the request.
- **5.3** A transfer may require a fee adjustment if the new course is of higher value.
- **5.4** Course transfers are not automatically granted and are dependent on capacity and scheduling.

## **6. Cancellation by Softkings Academy**

- **6.1** Softkings Academy reserves the right to cancel or postpone a course due to insufficient enrollment, unforeseen circumstances, or operational requirements.
- **6.2** Where a course is cancelled by the Academy, learners will be offered: A full refund of fees paid (including deposit), OR a transfer to another course or intake at no additional cost.
- **6.3** Learners will be informed as early as possible via email or SMS.

## **7. Disciplinary Termination**

- **7.1** Softkings Academy may terminate enrollment for misconduct, academic dishonesty, or non-compliance with institutional rules.
- **7.2** In cases of termination, learners may forfeit fees paid and will not be eligible for a refund.
- **7.3** Such terminations will follow internal review and documented communication procedures.

## **8. How to Cancel**

- **8.1** All cancellation requests must be submitted in writing.
- **8.2** Send cancellation requests to: **info@softkingsacademy.co.za**
- **8.3** Your request must include full name, ID number, course name, and reason for cancellation.
- **8.4** Cancellations become effective from the date Softkings Academy receives the request.

## **9. Contact Information**

Email: [info@softkingsacademy.co.za](mailto:info@softkingsacademy.co.za)

Phone: +27 12 004 3732

Address: 58 Columbia Road, Clubview Forum, Clubview, Centurion, South Africa

For Attention: Mr Daniel Mahlaule