**CTA PROGRAMME REFUND POLICY – CANCELLATION**

**Terms and Conditions.**

If a student wishes to withdraw from the CTA program on or before the **14th of August 2020**, the student will need to follow the steps below to apply for a refund from Chartered Accountants Academy. For a refund to be processed;

1. A written notification should be sent to Client Services by the **14th of August 2020**. If the fees are being paid by a company or sponsor, a written notification from the sponsor will also be required.
2. All withdrawals after the **14th of August 2020** will not be eligible for a refund.
3. In the written notification, the student will be required to provide reasons for their decisions to withdraw from the CTA program, as the information will be needed in order to deregister the student with CAA and the Institute of Chartered Accountants of Zimbabwe (ICAZ).
4. In the notification, the student should also provide Client Services with the bank details that they require CAA to transfer the refund.
5. Once Client services receives your notification by the stipulated date and the notification for a refund has been accepted/approved, your refund will be processed within 7 working days.
6. For all refunds we charge a fee of **30% of the full fees** payable for the semester.

**Example of how this works:**

If a student had enrolled for the CTA part-time program and had paid the initial US$450, the amount refundable will be US$210 (US$450 - (US$800 X 30%)).

**For any inquiries contact us on:**

Tel +263 864 4146 073; + 263 242 702 532/5

Email: studentsaffairs@caa.ac.zw

Or visit our offices at 2nd floor Strachans Building, 66Nelson Mandela Avenue, Harare.

**CTA PROGRAMME REFUND POLICY – OVERPAYMENTS,**

**REFUND AFTER FEES PAID FOR BY A COMPANY, FIRM OR THIRD PART INDIVIDUAL OR ORGANISATION**

**Terms and Conditions.**

For a refund to be approved the following terms and conditions should have been met;

1. The fees should have been paid up in full. If the fees were not paid up, the student shall only receive the remaining balance after the fees are covered in full;
2. The student should have paid an amount above the stipulated fees for the program;
3. If the student had paid fees and subsequently another payment of the same fees is received from his/her Company, firm or by any third part individual or organization, a refund will only be processed once the funds reflect in the Academy’s account;
4. The amount refunded shall be after deduction of ***10% admin fee*** on the refund amount applied for. This shall apply to both the US$ and ZWL refunds; and
5. The academy is not obliged to make refunds through cash.

**Example of how this works:**

If US$800 had been paid the amount refunded will be US$720 (US$800 less 10%).

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