

WKF E-Learning - Refund and Cancellation Policy

1. Nature of the Service

WKF E-Learning provides direct access to online training content upon registration and payment confirmation. Due to the immediate availability of digital content, purchases are considered final.

2. No Refund Policy

Once a course has been purchased, **no refunds will be granted** under any circumstances.

Participants are strongly advised to carefully review all course requirements, conditions, and considerations before completing their registration.

3. Course Cancellation by WKF

If WKF E-Learning is obliged to cancel a course for any reason, WKF will refund 100% of the amount paid by the purchaser.

4. Changes in Personal Circumstances

WKF shall not be held responsible for any changes in the participant's personal, professional, financial, or other circumstances. Such changes do not constitute grounds for refunds or extensions.

5. Course Completion Deadline

- The maximum period to complete any course is **six (6) months** from the date of registration.
- Extensions beyond this deadline are **not permitted under any circumstances**.

6. Change of Enrolment (Online to Onsite)

As an exception and in good faith, WKF may allow a change from online registration to on-site participation under the following conditions:

- The request must be made within **14 days after receipt of registration details**.
- The participant must not have logged into the E-learning platform after registration.
- The price difference of **50 EUR will not be refunded**, as it covers administrative and management costs.
- The request must be submitted **via email to wkf@wkf.net**.
- The request deadline is up to three (3) working days before the start date of the onsite activity.
- Requests received after this deadline will be automatically rejected.