

## CANCELLATION AND REFUND POLICY

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This policy is reviewed periodically and any updates will be published on this website, effective upon posting. For significant changes, we may also notify you directly or highlight the update prominently. We understand that unforeseen circumstances may arise that lead to a learner's decision to cancel their application or enrollment. To ensure that this process is handled smoothly and fairly, we have established a clear set of guidelines and procedures for cancellations and refunds.

This policy outlines the terms, conditions, and procedures regarding the cancellation of a subscription and access to the platform. Through providing flexibility to learners while ensuring continuity and integrity in their learning experience.

The policy applies to all subscribers who have enrolled in and gained access to the platform under the all-access subscription model. Specifically, it includes:

- Monthly Subscribers: Individuals who pay a recurring monthly fee for access.
- Annual Subscribers: Individuals who pay an upfront annual fee for a full year's access.
- Deferred or Suspended Subscribers: Users who have temporarily suspended or deferred their access, as outlined in the policy.

The policy does not apply to:

- Users who have not yet subscribed or completed their registration.
- Individuals accessing free content or promotional access without a subscription.

### 1. Who we are

- 1.1. ALX Holdings Limited, a private company registered in Mauritius under licence number GB24203649 and with its registered office address at 5th Floor, The CORE Building, No. 62, ICT Avenue, Cybercity, Ebene, Mauritius ("ALX", "we" or "us"). Any reference to the Company includes its parent, subsidiaries, affiliates, and successors.
- 1.2. We act as a 'controller' of the personal data to all information collected through our website ([www.alxafrica.com](http://www.alxafrica.com)), "Website", "ALX Africa" or collected for the Services, as identified below.

### 2. Purpose and Scope

- 2.1. The purpose of this policy is to:

- 2.1.1. Provide Clarity: Establish clear terms and conditions for subscription management, including cancellations, withdrawals, deferrals, and refunds.
- 2.1.2. Ensure Transparency: Outline the rights and obligations of both the subscriber and the platform in managing access and payments.

- 2.1.3. Protect Interests: Safeguard the financial and operational integrity of the platform while maintaining fairness to subscribers.
- 2.1.4. Promote Accountability: Define the responsibilities of subscribers to ensure compliance with payment terms and proper notification procedures for withdrawals or deferrals.
- 2.1.5. Enhance User Experience: Facilitate a seamless and efficient process for managing subscriptions, reducing potential disputes or misunderstandings.
- 2.2. This policy applies to:
  - 2.2.1. Subscription Types: Monthly, annual, or other recurring payment plans under an all-access subscription model.
  - 2.2.2. Subscribers: Individual subscribers who pay for their access or corporate or sponsored accounts, if applicable, provided their contracts align with this policy.
- 2.3. Geographical Scope:
  - 2.3.1. Applies to all subscribers, regardless of location, but may accommodate region-specific consumer protection laws as required.
- 2.4. Exceptions:
  - 2.4.1. Free trials or promotional access not linked to paid subscriptions.
  - 2.4.2. Instances where external agreements (e.g., with sponsors or corporate entities) override standard subscription terms.

### 3. Principles

- 3.1. The process is guided by the following principles; clarity and transparency, fairness, flexibility, accountability, financial integrity, accessibility and support and non-discrimination.

### 4. Definitions

<b>Access Right (Holds)</b>	Refers to the temporary suspension or restriction of a learner's access to platform resources and learning content due to specific reasons. During this period, the learner retains their academic progress, but they cannot participate in active coursework or receive certificates until their account is reactivated or the program concludes. Access rights are restored once the hold is lifted and the learner resumes their studies.
<b>Active Subscribers</b>	An Active Subscriber is defined as any individual or entity that meets all the following conditions: <ul style="list-style-type: none"> <li>• Subscription Status: Has an ongoing, valid subscription plan (monthly, annual, or other payment frequency) that has not been canceled or terminated.</li> <li>• Access Rights: Actively holds access to the platform's</li> </ul>

	<ul style="list-style-type: none"> <li>services, content, or features.</li> <li>Payment Compliance: Has successfully made the required payment for the current billing period and has no outstanding or overdue payments.</li> </ul>
<b>Cancellation</b>	Refers to the termination of an active subscription by a subscriber, which results in the cessation of access to the subscribed services, resources, and content at the end of the current billing cycle.
<b>Geographic Coverage</b>	The policy applies globally, but certain consumer protections (e.g., refund periods) may vary based on local laws.
<b>Payment Responsibility</b>	The policy applies to whoever is responsible for paying the subscription fees (e.g., the subscriber, their employer, or a sponsor).
<b>Non-Suspended Accounts</b>	The account is not temporarily suspended or deferred due to payment failure, policy violations, or other reasons.

## 5. Cancellation

- 5.1. Subscribers may cancel their subscription at any time through the designated account management E-hub.
- 5.2. ALX may at its sole discretion cancel or reschedule any programme for any reason, including the occurrence of a Force Majeure event (which includes, but is not limited to any event that is not in ALX control that prevents any course or programme from being delivered or completed) and will attempt to provide at least seven (7) business days notice when cancelling or rescheduling. However, programmes may be cancelled or rescheduled without warning.
- 5.3. Upon cancellation:
  - 5.3.1. Access to the platform and its content will cease at the end of the current billing cycle.
  - 5.3.2. No further charges will be made unless the subscription is reactivated.
- 5.4. Learner-Initiated Cancellations:
  - 5.4.1. If a learner wishes to cancel their application or enrollment, they must complete the Cancellation Form and submit it to the Registration Office. The form is available on the learner eHub or can be requested directly from the office.
  - 5.4.2. Learners must provide the reason for cancellation, and additional supporting documentation (e.g., medical certificates or personal circumstances) may be requested.
  - 5.4.3. A learner giving notice of cancellation/reschedule more than seven (7) full business days prior to programme start date is eligible for a refund of the all-access fees that they have paid by that point or reschedule without penalty. However, once the programme has started, the fees are non-refundable.

- 5.4.4. A learner giving notice of cancellation/reschedule on or after the seventh (7th) full business day prior to programme start date is not eligible for refund. Deferrals will be considered, but will be subject to approval and a reschedule penalty may apply.
- 5.4.5. To request a reschedule within the qualifying period, a future date must be identified and coordinated with ALX immediately. In the event that the request is accepted, the rescheduled date is limited to one time and only for the same programme. The rescheduled programme must begin up to a maximum of twelve months from the original programme date.
- 5.4.6. Substitutions of one learner for another for a specific enrollment are NOT accepted.
- 5.4.7. Upon cancellation, the status of the subscriber's studies up to the end of the current billing cycle will be handled as follows:
  - 5.5. In-progress Work:
    - 5.5.1. Any coursework, assessments, or assignments not completed before the end of the billing cycle will not be accessible after the subscription expires. Subscribers will need to reactivate their account to continue from where they left off.
  - 5.6. Certificates or Completion Records:
    - 5.6.1. If the subscriber has completed sufficient coursework to earn a certificate or proof of completion and/or Statement of Results, these documents will remain available for download during the active subscription period.
    - 5.6.2. After cancellation, access to certificates or other completion records needs to go through the Learner Record department.
  - 5.7. Resource:
    - 5.7.1. Study materials, notes, or downloads stored locally by the subscriber will remain accessible, but any interactive or online components will no longer be available after cancellation.
  - 5.8. Impact on Long-term Studies:
    - 5.8.1. For long-term programs or courses, cancellation may disrupt the continuity of learning. Subscribers are encouraged to consider this impact before cancelling.

## **6. Support During Cancellation**

- 6.1. Support for Transition:
  - 6.1.1. If cancellation is due to unforeseen circumstances or financial constraints, subscribers are encouraged to contact the support team for potential alternatives, such as a temporary Access Rights(Hold)/deferral of subscription.
- 6.2. Advisory on Cancellations:
  - 6.2.1. For learners enrolled in structured or time-sensitive programs (e.g., certification or degree pathways), cancellation may delay completion.

- 6.2.2. Subscribers are encouraged to consult with an academic advisor or support staff to understand the implications and explore alternatives.
- 6.3. Reactivation Process for holds:
  - 6.3.1. To resume studies, learners must submit a reactivation request through the designated E-hub or support team. The reactivation will be subject to availability and compliance with updated program policies and fees.

  

- 7. Billing and Refunds**
- 7.1. Refund eligibility depends on the timing of the cancellation and the specific circumstances.
- 7.2. Monthly Subscriptions
  - 7.2.1. Subscription fees are non-refundable.
  - 7.2.2. Subscribers will retain access until the end of the paid billing period.
- 7.3. Annual Subscriptions
  - 7.3.1. For cancellations made within the first 7 days of course registration, a full refund will be issued, as required by applicable consumer protection laws.
  - 7.3.2. After 7 days, the subscription is non-refundable, and access will continue until the end of the paid subscription month.
- 7.4. Payment Terms
  - 7.4.1. Subscribers are responsible for maintaining valid payment methods to avoid interruptions in access.
  - 7.4.2. Failure to process payments may result in immediate suspension of access until payment is resolved.

## **8. How to Contact us**

5th Floor, The CORE Building,  
No. 62, ICT Avenue,  
Cybercity, Ebene,  
Mauritius

Email: support@alxafrica.com

You agree that the only way to provide us legal notice is at the above email and physical address.