

Refund Policy Akagera Rhein Center

Last updated on 01.06.2025

1. Introduction

This Refund Policy outlines the conditions under which tuition fees and service-related payments may be refunded to participants at **Akagera Rhein Center**. To prevent misuse, money laundering, or fraud, all refund claims must be supported with valid documentation and undergo internal authorization.

This policy applies to **voluntary withdrawal or suspension** of a participant's registration. Refunds due to **complaints** or **contractual breaches** are governed under the **Compensation and Refund Policy**.

2. Scope

This policy applies to all individuals registered through **Akagera Rhein Center's** online or in-person.

2. 14-Day Contract Withdrawal Clause

Each party — either the **participant** or **Akagera Rhein Center** — may **withdraw from the agreement or contract within 14 days** of signing, **without penalty** and with a right to a **full refund of eligible fees**, except for **non-refundable items** outlined in this policy.

3. Refund Liability for Course Fees

The amount of tuition fees refundable depends on the **week of withdrawal prior to the course or service start date**:

- **Withdrawal in Week 4 before the course or service start date:**
75% refund (25% fee charged)
 - **Withdrawal in Week 3 before the course or service start date:**
50% refund (50% fee charged)
 - **Withdrawal after Week 2 but before the course or service start date:**
No refund (100% fee charged)
 - **No refunds are possible once the course or service has started**, regardless of participation.
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4. Non-Refundable Services and Fees

The following services and fees are **strictly non-refundable**:

- **Paid consultations, advice, feedbacks, and information services**, whether delivered in person or online.
 - **Application processing fees**, even in cases where the process takes:
 - Less than 3 months, or
 - Between 3 to 12 months, depending on the complexity or external issuer.
 - **Translation, admission, registration, transportation, and postal fees** handled by **third-party providers**.
 - These must be paid **separately** from Akagera Rhein Center service fees.
 - Refunds for such third-party expenses depend **entirely on the provider's own refund policy**.
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5. Refund Request Procedure

- Refund requests must be submitted with the payments of 10.000 Frw as administration fees.
- All refund request have to be send to the E-Mail: pay@akagera-rhein-center.com and Copy to info@akagera-rhein-center.com other request which does use this way will be ignored.
- Only the person who paid the fees can apply for the refund. You can not apply for the refund if your name do not appear on payment statement/ Payment acknowledgement.
- No refund will be processed for requests submitted **without the payment proof**



- All refunds are processed in **Rwandan Francs (Frw)** using the **original payment method**.
 - Akagera Rhein Center is not liable for **exchange rate differences, third-party delays, or bank charges**.
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6. Payment-Specific Guidelines

a. Bank Transfer

Refunds possible within **1 months** from requesting date; proof of payment may be required.

b. Equity Bank Payments

Refunds are issued back to the original account used for the transaction.

c. Mobile Money Transactions

Transaction records or screenshots must be provided.

d. Cash or Cheque Payments

Acknowledged proof of payment is required.

e. Direct Debit

Refunds are returned to the **original account holder**.

8. Proof of Payment Requirement

If the original payment method cannot be verified, participants must submit one of the following:

- Bank slip or bank statement (data which are not related to claim may be obscured)
- Mobile money transaction history
- Acknowledged receipt for cash payments

If no verifiable proof is provided, **refunds may be denied**.



9. Course Materials

- **Course materials (e.g., books, tools) are non-refundable.**
 - If materials remain unused and unchanged, participants may **reuse them in a future intake if the course fees are paid.**
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10. Monitoring and Review

This policy is reviewed **annually** by the **Director of Finance** and may be amended upon approval by the **Management**.

11. Contact:

Akagera Rhein Center

Tel.: +250 790 139 821

E-Mail: pay@akagera-rhein-center.com

[Contact Form](#)

Website: www.akagera-rhein-center.com

