

## Western Hospitality Institute (WHI) Course Payment & Access Policy



**Effective Date:** January 1, 2025

Western Hospitality Institute (WHI) through its learning management system partners is committed to providing high-quality educational programs through our Learning Management System (LMS). By purchasing access to any course on our LMS platform, students acknowledge and agree to the following **No-Refund Policy**:

### **1. No Refunds After Purchase**

All purchases made on the WHI LMS platform are **final and non-refundable**. Once a course is purchased, no refunds, transfers, or exchanges will be granted under any circumstances, including but not limited to:

- Failure to access or complete the course
- Accidental or duplicate purchases
- Change of mind or personal reasons
- Dissatisfaction with course content
- Technical issues not directly caused by WHI

### **2. Course Access and Expiry**

- Upon successful payment, students will receive access to the course materials for the specified duration outlined at the time of purchase.
- Course access may expire after a predetermined period, and no extensions or refunds will be granted for unused portions of the course.

### **3. Technical Issues**

- WHI ensures that the LMS platform is maintained for an optimal learning experience. However, students are responsible for ensuring they meet the minimum system requirements to access the course.
- In the event of technical difficulties, students must contact WHI's LMS support team for assistance. Refunds will not be provided for personal device incompatibilities, internet connectivity issues, or failure to meet system requirements.

#### **4. Unauthorized Sharing and Violations**

- Any attempt to share, resell, or distribute course access is strictly prohibited and may result in the termination of access without refund.
- WHI and its Learning Management System Partner reserves the right to revoke access to any user found in violation of the institution's academic integrity policies.

#### **5. Exceptional Circumstances**

- WHI may consider refund requests only in the case of verified duplicate transactions or platform errors preventing access to purchased courses. In such cases, students must submit a formal request within **7 days** of purchase along with proof of the issue.
- WHI reserves the right to review and make the final determination on any refund request, with no obligation to approve exceptions.

#### **6. Acknowledgment and Acceptance**

By purchasing a course on the WHI LMS platform, students acknowledge and agree to abide by this No-Refund Policy. It is the responsibility of the student to review course details before making a purchase.

For any inquiries regarding this policy, please contact [info@edurecruitsolution.com](mailto:info@edurecruitsolution.com)