



Asanté Academy of Chinese Medicine

伦敦爱生德中医院

Terms and Conditions Refund Policy

Courses & Clinical Training:

1. All administration fees are non-refundable.
2. Any deposits or courses fees paid for teaching courses will be refunded in full if a student chooses to cancel their course more than 30 days before the course start date. Any cancellation within 30 days of the start date will be subject to a 50% refund.
3. If a student stops, interrupts, or defers their studies after their course has started, Asante Academy will not issue any refund on fees already paid. However, Asante Academy will hold any fees paid on account as credit. *This will apply for a maximum period of 12 months.* Once this 12-month period expires, all fees held on account will be forfeited by the student and cannot be applied to any future teaching. Under certain circumstances, at the discretion of Asante management, a refund of fees may be issued. This will be on a case-by-case basis.
4. **Purchases Made from Reed.co.uk ONLY:** Under this policy, you may cancel your purchase of the course within the period of 14 calendar days from the date on which the contract of purchase is concluded. This is called a "Cancellation Period". Note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials and you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it.

Herbal Medicine and Product Purchases:

1. Asante Academy will not issue any refunds to customers for any purchases of mixed raw herbs provided as part of treatment prescriptions.
2. Asante Academy will only accept returns and issue refunds for pre-packed herbal pills/tablets/teas etc. provided that the original wrapping, packaging and/or seals are in place and not damaged. All books must be returned in their original condition. Any returns must be made within the statutory 28-day period and with original proof of purchase.

Clinical Treatments – Cancellation Policy

1. Asante Academy requires a minimum of 24 hours' notice for cancellation of appointments.
2. If less than 24 hours' notice is given or if a patient does not attend (D.N.A.) their appointment without informing Asante Academy, a full fee will be applied to the next session.
3. In the case of block bookings for treatments, if less than 24 hours' notice is given, or if a patient does not attend without informing Asante Academy, then 1 session will be deducted from the block booking.
4. Asante Academy reserves the right to cancel appointments under circumstances whereby a patient is deemed to be under the influence of drugs or alcohol, or in cases where a patient behaves in an aggressive and/or violent manner towards Asante staff.