



Harmony Refund and Rescheduling Policy

Harmony Solutions, reserves the right to postpone/cancel an event, or change the location of an event because of insufficient enrollments, instructor illness or force majeure events (like floods, earthquakes, political instability, etc.). The below T&C would not apply to registrants signing up by way of a Purchase Order or special pricing offers availed by customers.

All cancellations and reschedules must be notified over email.

- In case Harmony Solutions cancels an event, 100% of course fees will be refunded to the delegate if the refund request is within 14 days of purchase of course. However, travel, logistics or any personal expense incurred by learners/participants will not be refunded.
- In case Harmony Solutions cancels/postpones an event, the participants who are ahead of 14 days of purchase, of course, will be rescheduled to any upcoming classroom batch without any extra charges and in case they don't prefer classroom training they will be rescheduled to the upcoming live virtual class.
- If a cancellation is done by a delegate 14 days (or more) prior to the event, 10% of the total paid fee will be deducted and the remaining amount will be refunded to the delegate.
- If a cancellation is done by a delegate within 14 days (or less) of the event, no refunds will be made.
- No refunds or credits will be available for participants who fail to attend both days of the course.
- Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 14 days post intimation by the customer.

Refund request can be initiated in two ways

- Cancellation request received within 24 hours of registration would be offered a full refund (minus payment gateway charges), please reach out to our support team through drop a refund request to customercare@harmony.co.ke

Note: If the reasons mentioned above do not cover your scenario, drop an email to the support team. We will review your request and revert.

Harmony Solutions reserves the right to revise the terms & conditions of this policy without any prior notice.