



REFUND POLICY – EXECUTIVE EDUCATION PROGRAMMES

Dhirubhai Ambani University – School of Law [DAU SoL] September 19, 2025

1. Objective

This Policy establishes a structured, transparent, and consistent framework governing withdrawals, refunds, postponements, cancellations, and exceptional circumstances in relation to all Executive Education Programmes offered by the School of Law, DAU SoL.

It is intended to ensure clarity, predictability, and equitable treatment for all participants and stakeholders, while simultaneously safeguarding the integrity of academic planning, operational commitments, and the financial sustainability of DAU SoL. The Policy further seeks to minimize ambiguity in decision-making and provide a fair and accountable basis for addressing contingencies arising in the administration of such programmes.

2. Applicability

This policy applies to all Executive Education Programmes, including Domestic, International, Partnered Programmes, On-Campus, Online, and Hybrid formats.

The policy is divided into:

Part A – General Refund Policy (Voluntary Withdrawal)

Part B – Exceptional Scenarios

Unless a case explicitly qualifies under Part B, all withdrawal requests shall be governed by Part A.

PART A: GENERAL REFUND POLICY (VOLUNTARY WITHDRAWAL)

3. Domestic Programmes

Participants voluntarily withdrawing from India-based programmes shall be eligible for refunds based on the following timelines calculated from the official programme commencement date:



Timeline Before Programme Start Refund Eligibility

30 days or more	100% refund
15–29 days	50% refund
Less than 15 days	No refund

4. International Programmes

Due to advance commitments involving international faculty, venues, travel arrangements, and logistical coordination, the following timelines apply:

Timeline Before Programme Start Refund Eligibility

60 days or more	100% refund
31–59 days	50% refund
Less than 30 days	No refund

5. Standard Conditions Applicable to Part A

The following conditions apply to all voluntary withdrawals:

- A fixed administrative charge of INR 10,000 shall be deducted from all eligible refunds.
- Withdrawal requests must be submitted via official registered email to the programme office.
- The date of receipt of the email request will be considered the official withdrawal date.
- No refund shall be applicable in cases of no-show, abandonment of the programme, or failure to attend sessions after commencement.
- Refunds shall be processed within 30 working days from approval of the request.
- Programme fees are inclusive of applicable GST, and refunds shall be processed in accordance with prevailing tax regulations.

PART B: EXCEPTIONAL SCENARIOS

This section applies to circumstances beyond ordinary voluntary withdrawal, where programme delivery or participation is affected by institutional or external factors.

Participants must submit a formal request within 10 calendar days of the triggering event to be eligible for consideration under Part B.

6. Programme Postponement

In the event that DAU SoL postpones the programme after enrolment, the following provisions shall apply:

6.1 Postponement due to Force Majeure

Where the postponement arises due to circumstances beyond the reasonable control of DAU SoL, including but not limited to natural disasters, war public health emergencies, government restrictions, or other force majeure events, the provisions of the **Force Majeure Clause [13 of this document]** shall take precedence.

Participants will be notified and required to choose one of the following options within **10 calendar days** of such notification:

Option 1 – Continue

The participant's enrolment will be transferred to the revised programme schedule. In such cases, DAU SoL, acting in good faith, shall cover differential costs of up to 10% of the total programme fee, provided these arise solely from the rescheduling. This includes incremental expenses related to accommodation, local arrangements, or visa reprocessing, where applicable. However, this support shall not extend to base travel expenses or any other costs already incurred, unless expressly agreed otherwise.

Option 2 – Withdraw

Participants may opt to withdraw and shall be eligible for a full refund of the programme fee. However, DAU SoL shall not be liable for any additional costs incurred by the participant, including but not limited to airfare, accommodation, visa fees, or any other incidental or consequential expenses.

6.2 Postponement due to Institutional Reasons

Where the postponement is necessitated due to institutional or administrative reasons, participants will be notified and required to choose one of the following options within **10 calendar days** of such notification:

Option 1 – Continue

The participant's enrolment shall automatically transfer to the revised programme schedule. In such cases, DAU SoL, acting in good faith, shall reasonably bear differential costs of up to 20% of the total programme fee, provided such costs arise solely due to the rescheduling. This may include incremental expenses relating to accommodation, local arrangements, or visa reprocessing, where applicable. However, this support shall not extend to base travel expenses or any other costs already incurred, unless expressly agreed otherwise.

Option 2 – Withdraw

Participants may opt to withdraw and shall be eligible for a full refund on the programme fee, subject to deduction of any taxes and administrative costs.

7. Programme Cancellation

If the DAU SoL cancels a programme:

Participants shall receive a 100% refund of programme fees paid.

8. External Restrictions Affecting Participation

Where a participant is unable to attend due to unforeseen and verifiable external circumstances, including but not limited to:

- Medical emergencies
- Government travel restrictions
- Employer-mandated travel restrictions
- Natural disasters affecting mobility
- Regulatory restrictions

Participants must notify the DAU SoL before programme commencement or within 5 days of occurrence.



The following options may be provided:

- Deferral to a future batch, subject to availability
- Withdrawal with deduction up to 20% of the programme fee or actual costs incurred, whichever is higher

Illustration:

A participant unable to travel due to sudden government travel restrictions may opt for deferment without additional tuition charges.

9. Visa Rejection (Applicable to International Programmes)

Participants who are unable to attend due to visa rejection must notify the DAU SoL within 5 days of receiving the rejection decision and provide documentary evidence.

Available options include:

- Reapplication for visa for a future batch
- Deferral to a later programme offering
- Withdrawal with refund after deduction of committed costs, including visa documentation support or administrative processing fees.

10. Change in Delivery Mode

- In circumstances requiring operational, logistical, regulatory, or safety-related adjustments, DAU SoL reserves the right to modify the mode of programme delivery, including transitioning from in-person delivery to an online or hybrid format, or adopting any other appropriate format necessary to ensure continuity of the programme.
- Any such modification in delivery mode shall not be construed as a cancellation of the programme. Accordingly, participants shall not be entitled to claim a refund solely on the basis of a change in the delivery format.
- Where the programme delivery is changed from in-person to an online or hybrid format, DAU SoL shall make reasonable efforts to ensure that the academic content, learning outcomes, and overall programme objectives are substantially maintained.
- At the discretion of DAU SoL, participants may be offered the option to defer their enrolment to a future in-person batch, subject to seat availability, programme scheduling, and any applicable administrative requirements. In such cases, any

difference in the programme fee between the original batch and the future batch may be adjusted, and participants may be required to pay the applicable differential fee or may receive an adjustment or credit, as determined by DAU SoL.

11. Substitution of Participant

Participants may nominate a replacement participant from the same organisation subject to the following conditions:

- Request must be submitted at least one week before programme commencement
- The substitute must meet programme eligibility criteria
- Administrative approval by the programme office is required

Substitution requests made within one week before commencement may not be accommodated.

12. Payment and Enrolment Conditions

- The full programme fee shall be paid prior to the commencement of the programme, in accordance with the timelines and payment instructions prescribed by DAU SoL, unless otherwise expressly permitted under an approved instalment plan.
- Confirmation of admission shall be subject to seat availability and receipt of the requisite payment. DAU SoL reserves the right to withhold or revoke admission in the event of non-availability of seats or non-fulfilment of payment requirements.
- Where a candidate is permitted to pay the programme fee in instalments, any applicable deductions, charges, or forfeitures under this Policy shall be calculated on and deducted from the total amount paid by the candidate, irrespective of the number or timing of instalments.
- Failure to fulfil payment obligations, including adherence to instalment schedules where applicable, may result in suspension or cancellation of enrolment, without prejudice to DAU SoL's right to recover any outstanding dues.
- DAU SoL reserves the absolute right to decline or cancel enrolment in cases of non-compliance with the prescribed payment terms or any other conditions set out in this Policy.

13. Force Majeure

For the purposes of this Policy, a “Force Majeure Event” shall mean any event or circumstance beyond the reasonable control of DAU SoL, which prevents, hinders, delays, or renders impracticable the performance of its obligations. Such events shall include, without limitation:

- (a) acts of God, including flood, drought, earthquake, or other natural disasters;
- (b) any epidemic or pandemic, including public health emergencies;
- (c) terrorist attacks, civil war, civil commotion, riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or severance of diplomatic relations;
- (d) nuclear, chemical, or biological contamination, or sonic boom;
- (e) any law, regulation, or action taken by a government or public authority, including the imposition of export/import restrictions, quotas, prohibitions, lockdowns, or travel restrictions;
- (f) collapse of buildings, fire, explosion, or accidents;
- (g) labour disputes, strikes, industrial action, or lockouts;
- (h) interruption or failure of utilities, transport systems, or essential infrastructure; and
- (i) any event or circumstance that materially and adversely affects the safety, feasibility, or reputation of DAU SoL, or may expose participants, faculty, or stakeholders to risk, harm, or disrepute.

Upon the occurrence of a Force Majeure Event, DAU SoL shall be entitled, at its sole discretion and without incurring any liability, to suspend, cancel, postpone, reschedule, relocate, or modify the mode and structure of programme delivery, including transitioning to an online or hybrid format, as may be considered appropriate under the circumstances.

DAU SoL shall make reasonable efforts to notify participants of such changes at the earliest practicable time. However, failure or delay in providing such notice shall not invalidate the exercise of its rights under this clause.

In such circumstances, DAU SoL shall not be liable for any indirect, incidental, special, or consequential losses or damages, including but not limited to travel costs, accommodation expenses, loss of opportunity, or any other costs incurred by participants or sponsoring organisations.

Where feasible and at the discretion of DAU SoL, participants may be offered the option to defer their enrolment to a subsequent batch or programme. Any such deferral shall be

subject to applicable terms, including availability, validity periods, and administrative requirements.

The invocation of this clause shall not entitle participants to any automatic refund unless expressly provided under this Policy or otherwise determined by DAU SoL. This clause shall be interpreted in a manner consistent with applicable laws, policies and shall survive the suspension, cancellation, or termination of the programme.

14. Refund Processing

- Refunds, where approved, shall be processed strictly in favour of the original payer or the duly registered sponsoring organisation, as per the payment records maintained by DAU SoL. No requests for transfer of refunds to third parties shall be entertained unless expressly approved in writing and supported by valid documentation.
- All approved refunds shall be processed within a period of up to 30 (thirty) working days from the date of formal approval of the refund request. The timelines are indicative and may be subject to reasonable delays arising from banking processes, statutory requirements, or force majeure events.
- DAU SoL reserves the right to deduct any applicable banking charges, payment gateway fees, currency conversion charges, or other transaction-related costs incurred in the processing of the original payment or the refund.
- Further, all refunds shall be subject to deduction of applicable taxes, duties, or statutory levies in accordance with prevailing laws and regulations. Any tax liabilities arising in connection with the refund shall be borne by the participant or sponsoring organisation, as applicable.
- Refunds shall be processed through the same mode of payment used for the original transaction, unless otherwise determined by DAU SoL in compliance with applicable financial and regulatory requirements.

15. Dispute Resolution, Governing Law, and Jurisdiction

This Policy shall be governed by and construed in accordance with the laws of India.

In the event of any dispute, controversy, or claim arising out of or in connection with this Policy, including its interpretation, implementation, or the rights and obligations of the parties, the parties shall first attempt to resolve the matter amicably through good-faith negotiations. Failing such resolution, the parties agree to submit the dispute to mediation, to be conducted in accordance with mutually agreed procedures.



If the dispute remains unresolved following mediation, it shall be referred to and finally resolved by the competent courts located in Gandhinagar, Gujarat. The courts at Gandhinagar shall have exclusive jurisdiction in respect of all such matters.

This clause shall survive the termination or completion of the Policy.

16. Applicability, Publication, and Deemed Acceptance

This Policy shall apply to and govern all Executive Development Programmes (EDPs) offered by DAU SoL, and shall be binding on all participants, applicants, and other relevant stakeholders.

The Policy shall be duly published and made accessible on the official website of DAU SoL for the benefit of all stakeholders. It shall be the responsibility of each stakeholder, including prospective and enrolled participants, to review, understand, and remain informed of the terms and conditions set out herein, as may be updated from time to time.

By applying to, enrolling in, or participating in any EDP offered by DAU SoL, an individual shall be deemed to have read, understood, and unconditionally accepted this Policy in its entirety. Such application and/or participation shall constitute a binding acknowledgement of, and agreement to, be governed by the provisions of this Policy.

No claim of lack of knowledge, misunderstanding, or non-review of this Policy shall be entertained as a ground for exemption from its applicability or enforcement. This Policy shall, at all times, remain enforceable and binding on all stakeholders in relation to the EDPs.

17. Institutional Discretion

The DAU SoL reserves the right to interpret and apply this policy on a case-by-case basis, particularly in circumstances not explicitly covered herein. The decision of the DAU SoL shall be final and binding.
