



The Westwood Organisation
Clear and concise immigration advice



Refund Policy

At The Westwood Organisation we recognise that situations change and that it may occasionally be necessary to refund fees already paid to us. The refund policy for various elements of our service is set out below. Please note, this policy is in addition to any statutory rights. If you have cause to be unhappy with our service please contact us separately so we can discuss how we might reach a viable solution for all parties.

Immigration Advice – Fee for a Consultation or Application Check.

Fees are charged in advance for a consultation and are refundable up to the point we start work on your case. Should you wish us to stop work, please inform us immediately and a refund will be due for the portion of work which has not been completed.

Immigration Advice – Casework.

Where you have instructed us to represent you by preparing and submitting an application on your behalf, we require full fees to be on account before the application is submitted. This includes all government fees. If you wish us to stop representing, you should inform us immediately and we will stop work on your application. If the application has not been submitted, all government fees will be refunded. Our fees will be refunded less any charges for work already completed. Once an application has been submitted (i.e. the bulk of our work has been completed), fees cannot be refunded.

In Person Training Courses

Fees paid for attendance at one of our training courses can be refunded for cancellation, in full, up to a month prior to the course. If the cancellation occurs within the month before the course, there is a sliding scale for refunds (75% refund for cancellations during week 4; 50 % for cancellations during week 3 and 25% during week 2). Any course cancelled in the week before the course will not be refunded. You can switch the delegate attending at any time, and we will always work with you to switch your attendance to an alternative course at no penalty.

Online Training Course

Once the online training platform has been accessed by a delegate, no refund is offered. If a course is paid for, but then not accessed we will consider a refund on a case by case basis

Retainer Work (including subscriptions to information services)

Refunds for these services vary according to the payment model. Clients paying monthly can cancel at any time and access to the service will be suspended from the end of the month. Clients paying annually can also cancel at any time and access will cease at a date agreed by both parties. A refund will be offered for the unused portion of the service.