



Refund Policy

At White Oryx Sports Academy, we are committed to delivering high-quality sports programmes and ensuring transparency in our service terms. This Refund Policy outlines the conditions under which refunds may be granted.

1. General Policy

All registrations are considered final upon payment. Refunds will only be issued under the specific conditions outlined below and must be formally requested in writing to the White Oryx Academy team.

2. Eligibility for Refunds

Refunds may be considered under the following circumstances:

- **Medical Reasons:** A pro-rata refund will be issued if a participant is unable to continue due to a medical condition, supported by an official medical certificate.
- **Relocation:** If a participant permanently relocates outside of Qatar, a partial refund may be granted with proof of relocation.
- **Programme Cancellation by White Oryx:** In the unlikely event that a programme is cancelled by White Oryx Sports Academy, a full or pro-rata refund will be issued.

3. Force Majeure & Pandemic Clause

In the event of circumstances beyond our control such as pandemics (e.g., COVID-19), natural disasters, or government-imposed restrictions that result in the suspension of in-person sessions, White Oryx Sports Academy reserves the right to transition to online delivery. In such cases, no refunds will be offered, and participation in online sessions will be considered a continuation of service.

4. Non-Refundable Situations

Refunds will not be granted in the following situations:

- Changes in personal circumstances or scheduling conflicts.
- Missed sessions due to participant absence, including vacations, illness (without a medical certificate), or personal commitments.
- Removal from the programme due to breach of academy policies or code of conduct.



5. Process & Timeline

- Refund requests must be submitted in writing within 14 days of the qualifying event.
- Approved refunds will be processed within 14 business days of confirmation.
- Refunds will be made via the original payment method unless otherwise agreed.

6. Administrative Fees

A QAR 50 administrative fee may be deducted from any approved refund to cover processing costs.

7. Credits and Transfers

Where appropriate, White Oryx may offer a credit note for future use or allow the transfer of fees to another family member within the same household, subject to availability.