

Refund Policy

Effective Date: 01/04/2025

At **Dr. Vithalrao Vikhe Patil Foundations Medical College & Hospital**, we strive to provide the best training and event experience. We understand that sometimes plans change, and this policy outlines the conditions under which refunds may be issued. By enrolling in our programs or using our website <https://www.vimsmch.edu.in/>, you agree to the terms of this Refund Policy.

1. General Refund Conditions

- All payments made to **Dr. Vithalrao Vikhe Patil Foundations Medical College & Hospital** are **non-refundable** by default unless explicitly stated otherwise in this policy.
- Refunds, where applicable, will be issued to the original payment method used during registration.
- Processing of approved refunds may take **7 to 14 business days**.
- Convenience fees, gateway charges, or applicable taxes may be **non-refundable**.

2. Refund Eligibility

a. Program Cancellation by Academy

Full refund will be provided if:

- The program/class/session is cancelled by the academy.
- The event is postponed and you opt out.

b. Participant Cancellation

Refunds in this case depend on **notice period**:

- **7+ days before program start:** 80% refund (20% retained as admin fee)
- **3–6 days before:** 50% refund
- **Less than 3 days before:** No refund

Note: This does **not apply** to events with limited seats, tournaments, or workshops with material/preparation costs.

c. Medical Emergency

- A refund (up to 75%) may be granted if the participant is unable to attend due to a verified medical emergency.
- Valid documentation (doctor's certificate) must be submitted within 5 days of cancellation.

d. Duplicate Payment

- If you have been charged more than once due to technical error or gateway issue, a full refund of the duplicate transaction will be processed.

3. Non-Refundable Situations

Refunds will **not** be provided in the following cases:

- No-shows or late arrivals to sessions or events
- Voluntary withdrawal after program has started
- Misconduct, indiscipline, or breach of academy rules
- Customized packages or discounted special offers
- Registrations made under “No Refund” offers or flash sales

4. Refund Process

To request a refund, you must:

1. Email us at dean.vimsmch@gmail.com with:
 - Name
 - Contact Number
 - Program Name
 - Payment Receipt / Transaction ID
 - Reason for refund
2. Await confirmation and refund eligibility assessment
3. If approved, refund will be processed within **7–14 business days**

5. CCAvenue Gateway Terms

All payments are processed via **CCAVENUE**. Their terms may also apply:

- Refunds may be delayed due to gateway verification steps
- Gateway fees may be deducted depending on their policy

Refer to CCAvenue’s Refund Policy for additional details.

6. Rescheduling Instead of Refund

In certain cases, you may opt to:

- Reschedule to a future session
- Transfer your slot to another eligible participant (on request)

This is subject to availability and academy discretion.

7. Contact Information

For refund queries or to initiate a refund request, contact:

Dr. Vithalrao Vikhe Patil Foundation's Medical College & Hospital

Opposite to Government Milk Dairy, Vadgaon Gupta, MIDC, Ahilyanagar.

Phone : +91241-2778042, +91241-2777059

Email : dean.vimsmch@gmail.com

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