



Refund Policy

1. Scope

This Refund Policy applies to all online course purchases, enrollments, and remote service contracts made through Davilo's website. It is provided in compliance with the Consumer Protection Law and its Executive Regulations in the Sultanate of Oman, including the requirement to establish a clear exchange and return policy without prejudice to the statutory consumer rights.

2. General Principles

Davilo is committed to consumer transparency and fairness. All refunds will be processed in compliance with the relevant Omani laws and regulations governing remote electronic contracts and consumer rights. This policy does not limit any mandatory statutory consumer protections under Omani law.

3. Minimum Enrollment Requirement

Each course requires a **minimum of four (4) confirmed participants**.

If this minimum is **not reached by the official course start date**, Davilo reserves the right to cancel the course.

In such cases, all course fees paid will be **refunded in full minus 5% to cover applicable taxes and administrative costs**.

4. Cancellations Prior to Course Start

Participants may withdraw from a course **before the official start date** for any reason.

In this case, Davilo will issue a **refund of the paid course fee minus 5% (tax and administrative fees)**.

5. Cancellations After Course Start

If a participant withdraws **after the course has commenced**, the following refund terms apply:

- **Withdrawal after the first day of instruction: refund minus 15%**



- Withdrawal **after the second day of instruction: refund minus 25%**
- Withdrawal **after the third day of instruction: refund minus 30%**

No refunds will be granted if the withdrawal request is made **after the third day of instruction.**

6. Request Submission

All refund requests must be submitted **in writing via email** to:

 **Support@davilo.org**

The request must clearly state the participant's full name, course title, date of purchase, and proof of payment. Requests submitted through other channels will not be processed.

7. Refund Processing

Approved refunds will be processed using the **original method of payment**, unless otherwise mutually agreed. Processing times may vary depending on the payment service provider.

8. Consumer Rights and Legal Compliance

This refund policy is intended to be consistent with the Consumer Protection Law and its Executive Regulations in the Sultanate of Oman, which require online providers to maintain a transparent exchange and refund policy. Nothing in this policy shall limit rights granted to consumers under applicable Omani law. For example, consumers may have statutory rights to seek refunds or remedies if a service is defective or fails to meet contractual obligations. [The Arabian Stories News](#)

9. Governing Law

This Refund Policy is governed by and shall be interpreted in accordance with the laws of the **Sultanate of Oman**, and nothing in this policy shall prejudice any mandatory consumer protection provisions of Omani law.