

## **CANCELLATION POLICY**

### **Procedures**

- Cancellation of a course *by an individual* will result in the loss of their £100 non-refundable deposit.
- Cancellation of a student within a group is accepted if notification is given at least 7 days prior to arrival. In this case the fees for the cancelled student will be refunded less the £50 non-refundable deposit.
- No refund will be given for the cancellation of a student within a group where less than 7 days' notice is given. Where exceptional circumstances are evident a refund may be given at the school's discretion.
- Cancellation of a whole group more than 2 weeks before arrival will result in the loss of the group deposit (£50 per student)
- Cancellation of a whole group less than two weeks before arrival will result in a 25% cancellation fee.
- Once a course has commenced no refund can be made for leaving before the end of the course. Where exceptional circumstances are evident a refund may be given at the school's discretion.

*Reviewed: August 2016*