

CANCELLATION POLICY 2018

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.

Procedure for Homestay

If an individual student wishes to leave the homestay provider before the end of their stay, one week's notice must be given. If this is not possible a penalty of £50 will be imposed for repayment of the homestay provider.

If a student wishes to remain with their home stay provider during the Christmas Period, the student will be charged as follows:

£35 per night (24th Dec – 2nd Jan)

£25 per night outside of these dates

£12.50 per night across the Christmas break, if the student is not in the home but wishes to retain their room

Reviewed: April 2018