



Cancellation and Refunds - Policy and Procedures

If you have to stop your course early, please read these rules and then complete the Cancellation & Refunds form which you will find in your school file. Please give the completed form to the office in Pembroke or Abon House.

Please don't ask us to make an exception to the rules.

What we agree to for one person, we must agree to for everyone.

These terms and conditions apply to students who book directly with the school. If you book through an Educational Tour Operator, their terms and conditions may apply.

- If we accept your enrolment, your £300.00 (£400.00 from 2019) deposit is **non-refundable**; however, if you enrol online or by telephone, you are entitled to a 'cooling off' period of 14 days with the right to free cancellation. If you start your course within these 14 days, we can charge a reasonable sum for services based on the proportion of the course undertaken.
- If you wish to **postpone** your course for any reason, for example, if you **need a visa and are still waiting** for the visa to be issued, you must let us know **at least 1 week** before you are due to arrive, otherwise you will lose your deposit and will have to pay another deposit before we can confirm a new starting date.
- If you need a visa and you have your visa application refused, we will refund your fees, less the deposit, once we have received a copy of the visa rejection letter.
- If, for any reason, you have to stop your course early, **your tuition fees are non-refundable**.
- If you wish to change or leave your accommodation, the school will refund your accommodation fees in full provided you give at least **2 full weeks'** notice except during the first 4 weeks of your stay when only **1 week's** notice is necessary. Changes should always take place at weekends.
- If you have a General Student Visa, your accommodation fees will only be refunded if you show us documents proving that you are either enrolled or sponsored by another UK institution or you have booked and paid for a return flight home. If you plan to return home, your accommodation fees will be refunded to you in your own country.
- Refunds are only paid back to the issuing account (and not necessarily to the student).

INSURANCE: Students are **strongly advised** to take out travel and medical insurance and insurance to cover tuition fees in case of cancellation and loss of personal possessions. If you do not have your own insurance, we can provide you with insurance under our [Studentguard+ Student Travel Insurance Policy](#). You must ask for insurance at the time you book your course as cover is not available once you arrive in the UK.