

Cancelling a course and Refunds 2020/2021

Aim:

We strongly recommend that students take out insurance prior to travelling to the UK travel in case of cancellation due to travel disruption, medical issues or other emergencies. Student insurance policies may refund tuition fees if a student has to go home early for a medical or other serious reason.

Once a refund is approved, please note:

- Refunds may take up to one (1) month from the date when the requisite paperwork is complete.
- Registration fees are non-refundable and any third-party costs such as examination fees, accommodation booking fees and courier fees are also non-refundable.
- If a student appeals against a visa refusal LanguageUK can put on hold the enrolment until a final decision on the immigration status has been reached.
- We are unable to transfer a student's enrolment; credit note or course fees to a third party.
- If a student has requested a refund is declined and a student is not satisfied with the decision they can visit: www.englishuk.com/en/students/complaints.

Cancellation

- The following charge will apply in the event of a cancellation other than that caused by serious illness or bereavement:
- The school must be notified of cancellations at least 28 days or more before the course start date, full fees (excluding the registration, finder's fee, courier fee for visa if applicable) will be refunded by LanguageUK
- The amount of time given before course start date will be based on a percentage refund:
- cancellation from 27 days up to 7 days in advance = 50% of the course fees plus registration fee.
- cancellation less than 7 days in advance = 75% of the course fees, registration fee plus 2 weeks accommodation.
- Cancellation of a language course, accommodation or transportation less than 24 hours before arrival or after the course has started - 100%
- Please note LanguageUK registration fee and visa letters are non-refundable.
- LanguageUK will deduct the cost of any bank transfer charges incurred in the refund process.
- We strongly recommend that students take out insurance to cover fees and all costs in case of cancellation with less than 28 days' notice or in the event of leaving a course early. Student insurance policies will generally cover fees if a student has to go home early for a medical or other.
- In the event that a student is dissatisfied with his/her course, LanguageUK will do their utmost to rectify the situation. If the student remains dissatisfied and has a valid reason to feel this way, then LanguageUK will refund the remaining fees to the student.
- **Students with visa**
- Visa students who cancel a course because of a visa refusal must send documentary evidence from the relevant embassy before any refund can be considered. Once LanguageUK has received all the pages of the visa refusal letter including the last page with the signature of the ECO, the date and the reason for the refusal, all fees will be refunded, minus any outstanding accommodation or courier post fees.
- If a visa application is refused and a refund is requested, then the refusal notification must be submitted to LanguageUK within 7 calendar days from the refusal notification date in order for the refund request to be processed.
- Students are strongly advised to only book accommodation and flights after successfully obtaining a visa to enter the UK.

Postponement of your course

- In case of postponements, a credit note may be issued. The credit note will be valid for 12 months from the date of issue.
- If fees have increased during this time, the difference will become payable. Credited fees cannot be transferrable to another person.

Cancellations/changes to your course or accommodation after arrival.

All changes must be made in writing or by email to info@languageuk.com No refunds of course fees are payable after arrival.

- We are unable to offer credit notes to students who leave their course early.
- If you cancel your homestay, we will refund all accommodation fees less two weeks fees.
- If you cancel Student Residence with less than 28 days' notice, no refund is given.
- Periods of absence due to accident or sickness are non-refundable – we recommend taking out student insurance.

Refunds:**A refund will not be considered if:**

- If a student is refused entry at ports or if they are asked to leave the UK.
- It is found that a student has engaged in any fraudulent practice in order to obtain the necessary documentation from LanguageUK to apply for a visa. In such cases, LanguageUK will inform the appropriate authorities and the student will be asked to leave the course.
- If a student has to stop their course early. Tuition and materials fees are non-refundable under any circumstances.

Leaving a course early:

The school requires 2 weeks' notice (in advance) before considering a refund unless:

- A student receives an offer to go to a higher education Institute (a copy of the offer must be given to the school)
- A student receives a job offer (a copy of the offer or details must be given to the school)
- a student needs to return home due to a family emergency, illness etc. (flight tickets must be seen).
- Note we are unable to offer credits to students who leave early

Refunds will not be given if a student intends to stay in the UK without studying, move to another language school or is asked to leave the school due to disciplinary procedures.

If LanguageUK needs to cancel a course due to unforeseen circumstances a full refund will be given. If LanguageUK is unable to provide a course due to the special needs of a student, medical issue or disability that was not disclosed in advance then a refund will be issued minus registration, finder's fee and courier fee if applicable.

Students should ensure that they have read LanguageUK terms and conditions as shown on their booking form.

Please see our Pandemic deferral and cancellation policy 2020/2021 for the most recent updates.

Policy Written Sept 2017

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Next Review October 2021