

Cancelling a course and Refunds

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 amount of time given before course start date will be based on a percentage refund:
- cancellation from 30 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.
- 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.
- 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.
- 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.

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.

Cancelling a course before arrival:

- The school must be notified of cancellations at least 2 weeks prior to the start of the course before any refunds will be considered. If the school is not notified within this expected time period, 2 weeks tuition and 2 weeks accommodation will be deducted from any agreed refunds
- Any special promotional offers will become null and void.
- The registration fee of £65 and any visa letter fees are non-refundable.
- Refunds are not issued for illness, but we can extend course end dates. This will only be allowed for full weeks taken (Monday to Friday)
- If you have a serious medical issue, have an accident or a sudden illness your insurance should cover this.

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.

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

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