

## DISRUPTION TO INTERNATIONAL TRAVEL OR FORCE MAJEURE

LanguageUK strongly advises students travelling to the UK to take out travel insurance. The policy should cover flight delays for any reason.

LanguageUK cancellation and postponement policies apply in all cases.

In the event of flight delays or force majeure and subsequent course cancellation or postponement, LanguageUK will not normally refund fees. However, given exceptional circumstances, where a cancellation can be seen to be directly because of force majeure, we will look sympathetically at the individual circumstances and may issue a credit for the full amount of the course fees, and assist with re-booking the course later.

In these circumstances, LanguageUK will not charge cancellation fees, although accommodation charges may still apply.

In all cases it is the student's responsibility to keep LanguageUK informed by email and phone of any changes to travel plans. LanguageUK takes the safety and welfare of every student very seriously. LanguageUK will therefore do its best to limit the distress and inconvenience if a student is forced to make last-minute changes to his or her arrival or departure plans.

Students who are unable to leave the UK at the end of their course, LanguageUK will assist students in finding temporary accommodation. Where possible, accommodation will be extended.

**Date: September 2017**

**Reviewed October 2018**

**Next review October 2019**