



Leeds English Language School

Refund policy

Cancelling a course before arrival

The school must be notified of any cancellations at least 2 weeks before the start of the course before any refunds will be considered. If the school is not notified in the expected time period we deduct 2 weeks tuition from any agreed refunds and a £100 admin charge.

The school has the right to ask for documentary evidence before issuing a refund - Visa refusal, medical reports or other relevant documentation resulting in the need for cancellation

During the course

All holidays must be pre-booked at least 2 weeks in advance. Refunds will not be given for holiday periods but we will extend your course end date. This will only be allowed for full weeks taken (Monday to Friday).

Refunds are not issued for illness, but we will 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 the course early

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

- Students have an offer to go to a higher education institute (copy of offer must be given to the school)
- Students have a job offer (copy of offer or details given to the school)
- Need to go home due to family emergency, illness etc (flight tickets seen)

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

If the school needs to cancel a course due to unforeseen circumstances a full refund will be given.

If the school is unable to provide a course due to the special needs of a student, medical issue, disability that was not disclosed in advance then a refund will be issued less a £100 administrative charge.

Accommodation refunds

Carr Mills provide our students with student accommodation. If the student is leaving accommodation early or cancels before their arrival, refunds will only be given after a 2 week notice period.