



## 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. An administrative charge of £100 will always be charged. If the school is not notified in the expected time period we deduct 2 weeks tuition from any agreed refunds and a £100 administrative 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 after seeing evidence of any illness or hospital stay. 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 letter must be given to the school)
- Students have a job offer (copy of letter or details given to the school)
- Need to go home due to a family emergency, illness etc (flight tickets seen)

Please note that a 25% charge will be deducted from any agreed refunds.

Refunds are not applicable 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, or disability that was not disclosed in advance then a refund will be issued less a £100 administrative charge.

**Visa refusals**

When a visa is refused then a refund of all tuition fees less £100 administrative charge will be given. A copy of the visa refusal letter must be submitted to the school before payment is made. Any refunds will only be paid to the bank account or debit card of the person who paid the original fee.

**Accommodation refunds**

Any accommodation cancellations will need to be discussed with the individual provider, and Leeds English Language School cannot be held responsible