



# **WARM WELCOME**

## **English Language Course Cancellation & Refunds Policy**

**Policy Updated:** March 2020

**Next Update:** March 2021

## English Language Course Cancellation and Refund Policy

All applications for cancellations and refunds should be emailed Warm Welcome. We will issue a full refund if you cancel your course at least 3 weeks before the start date.

If you cancel your course between your start date and 3 weeks before your start date we will charge the cost of 1 weeks tuition and a registration fee of £55.

Warm Welcome is not obliged to make a refund once the course has started.

If you booked your course through an Agent, you must contact the Agent to give you your refund.

In very special circumstances, it may be possible to cancel your course after the course has started. If you were given documents by us or the School to support your Visa application, the Home Office must be informed that you have cancelled your course.

Warm Welcome has the right to ask for evidence before issuing a refund – visa refusal letter, medical reports or other relevant documentation resulting in the need for cancellation.

Refunds of payments will only be made by the same method and to the same account as the original payment was made.

The School reserves the right to cancel courses without notice and will offer students a full refund or alternative course at no extra cost. The School and Homestay provider reserve the right to cancel the courses of students whose conduct and behaviour is unacceptable.

If a visa application is rejected and we receive written evidence at least 14 days prior to arrival, we will refund the fees received in full, minus an administrative fee of £200. Where we receive this evidence, the refund will be paid within 4 weeks of you providing us with bank details and signed authorisation that the refund should be paid to that account. If written evidence of a visa refusal is received less than 7 days prior to arrival, the refund will be paid minus the administrative fee of £200 and the following non-refundable fee of £200.

No refund will be given for missed classes. 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 school due to disciplinary issues.

Refunds will not be given for any holidays taken but the end date of courses can be extended. This will only be allowed for full weeks taken from Monday to Friday.

Refunds are not issued for illness, but course end dates can be extended. This will be allowed for full weeks taken from Monday to Friday.