

Cancellation

If you have to stop your course early, please read these rules and then complete the Cancellation form.

- If you have to stop your course early, the school cannot refund your tuition fees whatever the circumstances, however, we will refund your accommodation fees in full provided you give 2 full weeks' notice if you are staying in homestay accommodation and 4 full weeks' notice if you are staying in self-catering accommodation.
- If you stop your course you will also have to leave your accommodation.
- At least **two** full weeks' notice must be given for changes in accommodation, except during the first 4 weeks of a stay when one full week's notice is OK. Changes should always take place at weekends.

We strongly recommend that you take out cancellation insurance in case you have to stop your course early.

Holidays

If you wish to take a holiday, please read these rules carefully and then complete the holiday request form.

- You are only entitled to take a holiday if you are enrolled on a course of **20+** weeks.
- You cannot take a holiday until you have been in the school for at least **10** weeks.
- You can only take **one** holiday every 3 months (**12** weeks).
- Holidays must always run from Monday to Friday. You cannot start a holiday in the middle of the week.
- You must give **2 full weeks' written notice** that you want to take a holiday. You should complete the holiday request form and hand it in to the office.
- **If you take a holiday, you are not entitled to a refund.** However, if it is convenient with the school, the holiday week(s) can be added to the end of your course. For example, if adding a week to your course means that you are then enrolled for just the first week of the next course, this would not be convenient. However, if you wish to take the last week(s) or the first week(s) of a course as a holiday, then this would be fine.
- If you are **away** from **self-catering** accommodation, there is **no refund** for your accommodation for the period you are away.
- If you are **away** from **homestay** accommodation and you have given 2 full weeks' notice to the school and the family, you will be refunded **50%** of the homestay rate, but this only applies if you are away for **7** full days, from one weekend to the next. There is no refund for parts of a week or for holidays mid-week to mid-week.
- If you take a holiday from school, you cannot usually stay in your **homestay** accommodation, especially if the holiday is for more than 2 weeks.
- If you would like to take a holiday between June and September, you must start your holiday on a main starting date. The main starting dates are indicated on the enrolment form.
- If you take a holiday for 4 weeks or longer, when you come back to school, you may need to take another test, so that we can decide which is the best class for you.
- Remember there is **NO REFUND for holidays** even if you later cancel the extended weeks.

Extensions

If you would like to extend your course, please complete the extension request form.

Please do not ask us to make exceptions to the rules! What we agree to for one person, we must agree to for everyone!