

## Cancellation and Refund Policy

Cancellation of an inlingua Leeds course must only take place if:

- There are not enough students for this course to take place.
- There is a serious problem\* that stops the students from coming to study at inlingua Leeds.

### Course cancellations

- Students must submit their course acceptance and pay 30% to secure their place on an inlingua Leeds course.
- Students have the right to cancel their acceptance on any inlingua Leeds course within 14 days of acceptance, provided they have not paid the deposit. Once the deposit is paid, it is only refundable if the cancellation is because of a serious problem\*.

### Cancellations for not enough students

- If not enough students apply and are accepted onto an inlingua Leeds course, it may not be possible to run the course that academic year. This decision will be made by the inlingua Leeds management team.
- In this situation, students may be offered either an alternative route for the same course, or another course if possible.
- If neither of these options is possible, the student is entitled to cancel their booking and receive a full refund on all payments made.
- The refund of the 30% deposit will only be made if inlingua Leeds management cannot offer an alternative to the student. For example, if that student cannot apply for any other courses or an alternative route would not allow them to progress onto their field at any university. If the student refuses a suitable alternative, the 30% deposit may not be refunded. This decision will be made by inlingua Leeds management and their decision is final. Please see the Payment Policy for full terms and conditions regarding payments.

### Cancellations for serious problems\*

inlingua Leeds understands that a student can have problems in joining their inlingua Leeds course.

\*A serious problem is:

- death/severe injury/major illness of the student that means that they are not physically or mentally able to complete their course. In this case, a full refund will be issued once official proof (such as a translated death certificate) has been approved.
- death/severe injury/major illness of a close family member (parent, step-parent, sibling, spouse or child only) of the student that means they are not able to complete their course. In this case,

Created: 18/02/2019

Last Reviewed: 21/12/2023

To be reviewed: 21/12/2024

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inlingua Leeds management will only refund any fees paid, but the 30% deposit will not be refunded. Official proof (such as a translated death certificate) must be provided and approved.

- an incident or situation in which travel to the UK is not permitted and/or forces inlingua Leeds to temporarily close. In this situation, the deposit will not be refunded but any remaining paid course fees will do.
- A student cannot receive any refunds for:
  - a visa refusal which is due to a student error or fraud.
  - not meeting the minimum requirements of the inlingua Leeds course.
  - falsifying enrolment information or deliberately withholding relevant information on their application.
  - minor illnesses or injuries of students that would allow them to still attend their inlingua Leeds course.
  - minor illness or injury of a family member or death/severe injury/major illness of a family member not on the list above.
  - cancelling their inlingua Leeds because of receiving acceptance on another course elsewhere.
  - changing their mind on joining their inlingua Leeds course for any reason.
  - not being able to complete payments once the course place has been secured.
  - not keeping a Payment Plan.
  - cancellation of any pre-agreed sponsorship.
  - cancellation of travel plans that have been against recommended travel advice from their home country.
- All students are advised to plan their course carefully.

### **Pausing of Enrolment**

- We understand that there may be situations when students will need to pause their enrolment. In this case, they must give inlingua Leeds 2 weeks' notice so that the remaining weeks could be carried forward. If less than 2 weeks' notice is given, inlingua Leeds will deduct two weeks from the remaining weeks.
- The student is required to give inlingua Leeds 2 weeks' notice before their intended return date. inlingua Leeds will then book a place for them in an available class. If there isn't an available class, inlingua Leeds will suggest possible start dates when the student can come and study their remaining weeks.

Created: 18/02/2019

Last Reviewed: 21/12/2023

To be reviewed: 21/12/2024

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- The student must use their remaining weeks within 6 months starting from the pause date.
- The paused weeks cannot be transferred to any other student.8

## Refunds

- Refunds are only given to students in extreme circumstances. To get a refund, a student must prove that inlingua Leeds has not provided a service that they have already paid for.
- For example, students must show that a module or service stated on their fully paid invoice has not been provided.
- Occasionally, it may be necessary for inlingua Leeds to cancel extra services/modules and so on due to lack of student numbers, inability to provide supervision/tuition or time and space constraints. In such cases, any students who have paid will be automatically issued with a full refund. If possible, inlingua Leeds will offer an alternative and allow students who choose if they would like to take that or the full refund.
- Individual refund requests must be made to inlingua Leeds management in writing.

inlingua Leeds understands that students may face unexpected difficulties in fulfilling their study plan. However, students who fail to give adequate notice are causing difficulties in planning and organisation for inlingua Leeds. Students who contact inlingua Leeds 30 days before the start of their course can be considered`

for a full refund in exceptional circumstances. For each day under the 30-day minimum a student waits to give notice of cancellation, a student loses the right to 4% of the total amount paid; for example, on day 30 they get 100% of non-admin fees refunded, 96% on day 29, 92% on day 28 and so on. When it reaches 5 days before their course, students are no longer entitled to any refund.

- **When the course cancellation period has ended, the student cannot request a refund. Also, they cannot request to pause the course.**
- **Any day that a student is absent cannot be refunded and they cannot ask for any absent time to be carried forward.**
- **We cannot give refunds for late arrival, early departure, absence during a course (including illness, COVID) or change of programme. If you are required to self-isolate during your course, please contact us with at least 24 hours' notice; you may be able to join the class remotely as a 'hybrid' lesson.**

### Failing an inlingua Leeds course

- inlingua Leeds aims for all students enrolled to pass their courses and progress onto university. inlingua Leeds has set requirements for students starting an inlingua Leeds course to ensure that all students do pass, but occasionally there may be students who fail.
- Students can request a refund if they fail their inlingua Leeds course if:
  - the student can prove that relevant modules were not provided by inlingua Leeds.

Created: 18/02/2019

Last Reviewed: 21/12/2023

To be reviewed: 21/12/2024

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- the student can prove that relevant exams were not provided by inlingua Leeds.9

- The students themselves are responsible for ensuring they attend all classes, complete all work and progress over the course. inlingua Leeds takes no responsibility if a student does not pass their inlingua Leeds course or for the grades they receive in classes, mock exams, on coursework or on exams.
- Students cannot request a refund if they fail a module on an inlingua Leeds course. inlingua Leeds takes no responsibility for students' failures on any part of a course.
- Students cannot request a refund if they do not receive any university offers or if they do not meet the requirements of a conditional offer given by a university. Students cannot get a refund if they do not receive a university offer from their chosen university. inlingua Leeds takes no responsibility if a student does not progress onto university after completing their inlingua Leeds course.
- inlingua Leeds has procedures and policies in place to ensure that students are adequately supported to pass all their modules. If a student feels that they were not adequately supported or that inlingua Leeds failed in their duty to educate, this complaint can be passed onto our accreditors, EnglishUK, with proof of how inlingua Leeds has failed. EnglishUK will investigate and they may decide that the student is due a refund.
- All course fee refund requests must be made in writing and submitted to inlingua Leeds management and to our accreditors, EnglishUK.

I agree and accept the conditions of this policy.

**Student's Name :**

**Signature :**

**Date :**

Created: 18/02/2019

Last Reviewed: 21/12/2023

To be reviewed: 21/12/2024

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