

## CANCELLATIONS AND REFUNDS POLICY

### Cancellations and Reimbursements

If you cancel all or part of your homestay accommodation/booking, upon acknowledgement of written confirmation from an authorised person the following cancellation fee will apply to the final invoice:

- Administration Fee – non-refundable.
- More than 6 months' notice - loss of deposit only (transferable)
- Less than 28 days prior to arrival for the start of course/stay, a cancellation charge of 75% will be charged
- Less than 14 days before the start of the course/stay, a cancellation charge of 100% will be charged
- Some courses/stays booked will not be refundable at any stage of the booking due to deposits paid ahead of the arrival date.
- For Integration bookings a terms notice is required throughout the academic year on all placements or bookings.
- We have the right to alter or cancel any booking that it cannot keep for reasons beyond its control. If this happens, we will use all reasonable efforts to offer you an alternative booking but is not liable for any losses or damages arising directly or indirectly from such circumstances.

This contract shall be governed by the laws of England and Wales. No failure or delay by us in exercising any of our rights under this contract shall be deemed by a waiver of that right. The provisions of these terms and conditions are severable and distinct from one another, and, if at any time any provision is or becomes invalid, illegal, or unenforceable, the validity, legality or enforceability of the provisions shall not be in any way affected or impaired.

*More information on our refunds, payments, cancellations, and other related issues can be found in our terms and conditions, which can be found on our website.*