

COVID-19

TERMS AND CONDITIONS



ALL STUDENTS IN-HOUSE

Standard Terms and Conditions apply* **OR**
In the case of a temporary school closure:

- **Tuition**
Students will have the option to continue their studies online – a combination of
 - i) virtual learning,
 - ii) online collaboration with other students and
 - iii) self-study for the same period booked.
- **OR**
Students will be credited with a voucher for any complete, unused weeks to be used for the same course at the same centre that the student was studying at (subject to availability)
 - if the rebooking takes place in a new centre, the rates of the new centre will apply
 - once the credit voucher has been redeemed, there are no refunds or credits offered should the student shorten or reduce the number of lessons of their new course or choose a less expensive programme
 - any additional I20 or Courier charges will be added to the new booking
 - any seasonal “High Season” supplements will not be charged on the new booking

* Reduced lessons for courses under 3 students will be handled on a case by case basis. Any adjustments to the course would be reviewed with the enrolled students and any course cancellations due to the change in programming would not incur a cancellation penalty.

- **Accommodation**
 - **Homestay** Students will be credited with a voucher for any complete, unused weeks with at least one week’s notice of cancellation
 - **Residence** Students will be credited with a voucher for any complete, unused weeks with at least two week’s notice of cancellation. Certain accommodation options may be subject to alternative cancellation charges. Please refer to to the T&C’s for each residence, which are available on the relevant factsheets found on our Partners’ site, or check with your EC representative.
 - the voucher is for use in the same accommodation and same centre (subject to availability)
 - if the rebooking takes places in a new centre, the rates of the new centre will apply
 - once the credit voucher has been redeemed for equal or lesser value, there are no refunds or credits offered should the student shorten their stay or choose a less expensive accommodation option
- **Credit vouchers**
 - payments already settled will be refunded in the form of credit certificates until further notice
 - are transferrable only to immediate family members including siblings and parents may only be used for study periods completed by 31 December 2021

All students having to isolate/quarantine during their stay

If for any reason a student is directed by the local public health authorities to isolate/ quarantine due to possible contact with COVID positive tested individual, or being tested positive themselves, the following will apply:

- **Tuition**
Students will be provided with online lessons until they are cleared to return to face to face lessons
- **Accommodation**
Students may be asked and/or mandated to move to alternative accommodation to ensure they are able to follow the local guidelines for self-isolating/quarantining which could incur additional costs over and above original accommodation booking (costs). These costs will need to be met at student’s own expense.
There are no refunds or credit vouchers should a student miss any part of the original accommodation package.
If a student is required to self-isolate/quarantine for a period after their course has terminated, an additional accommodation booking will be required at the student’s own expense, including moving to a hotel which may be the only available option.
Other expenses may apply, such as the need to pay for food, private testing, transfers. Students may return to the originally booked accommodation type once the local public health authorities advise that they can do so.

ALL STUDENTS BEFORE ARRIVAL

Standard Terms and Conditions apply* **OR**

In the case of temporary school closure or where a local or regional outbreak of COVID-19 places a clear restriction on outbound or inbound travel:

- **Tuition**
no charges for changed or cancelled tuition, except for any non-refundable fees and charges (I20, insurance, and Courier charges).
- **Accommodation**
 - Homestay: no charges for changed or cancelled homestay accommodation
 - Residence: minimum 2 weeks’ notice is required to change or cancel residential accommodation. Certain accommodation options may be subject to alternative cancellation charges. Please refer to to the T&C’s for each residence, which are available on the relevant factsheets found on our Partners’ site, or check with your EC representative.

* Reduced lessons for courses under 3 students will be handled on a case by case basis. Any adjustments to the course would be reviewed with the enrolled students and any course cancellations due to the change in programming would not incur a cancellation penalty.