



## Refund and Cancellation Policy

### Refund Policy for On-going courses with 4-weekly Recurring Payments

1. You can cancel your contract at any time (except when there are a minimum number of weeks of study required to receive a special offer). You must cancel more than 3 working days before the next 4-weekly payment is due.
2. You have the right to cancel your contract within 7 days. Full refunds will be given, less the cost of any classes already taken. Course books may be refunded provided that they are in 'as new' condition.

### Refund and Cancellation Policy for Short Courses (shorter than 8 weeks)

When you make a booking with Alba English School, the contract is confirmed when you receive written confirmation. The Booking Fee is payable when you make a booking and balance is due 28 days before the start of your course (or immediately after in the case of a late booking less than 28 days before the start of your course). All payments must be in UK pounds sterling (GBP). You can pay by bank transfer or credit card.

### Cancellation Policy

Cancellation more than 28 days before the start of your course	We retain only the Booking Fee. All other moneys paid will be refunded, less any credit card fee or bank charges incurred.
Cancellation 28 – 7 days before the start of your course.	We retain the Booking Fee plus 50% of the total price.
Cancellation less than 7 days before the start of your course	We retain the Booking Fee plus 100% of the total price.

***Please ensure that you are adequately insured in case you need to cancel due to unforeseen circumstances.***

Please tell us as soon as possible, in writing, if you need to cancel. We will confirm in writing that we have received your cancellation. It may be possible to transfer your course to another date. However, this depends on availability and is entirely at our discretion.

Please put any requests for changes to your course in writing. Changes are subject to availability and are at the discretion of Alba English School.