



# **Cancellation and Refund Policy British Education Consultancy (BEC)**

Note: Throughout this document, the term 'BEC' will be used to refer to the British Education Consultancy in regards to all terms and conditions.

## **Cancellations and Refund Policy**

### ***Course Cancellation Fee***

#### ***Before Arrival:***

1. Notice of cancellation must be made in writing. Failure to provide written notification will lead to charges being made.
2. If a course is cancelled more than 6 weeks before arrival, a £100 administration fee plus the £60 enrolment fees.
3. If a course is cancelled less than 6 weeks before arrival, 50% of the course fee will be charged.
4. If a course is cancelled less than 2 weeks before arrival, no refund will be offered.

#### ***After arrival:***

5. When a student commences a course they are expected to complete that course as stipulated in their offer letter. In the event that a student withdraws from a course, no refunds will be made in the following cases:
6. A student decides to withdraw or leave early from their course programme.
7. A student withdraws from course due to poor attendance or academic progress.
8. A student breaches the code of conduct resulting in expulsion.
9. In exceptional circumstances refunds of the remaining tuition fees can be agreed at the discretion of the Operations Director, please read policy on exceptional circumstances.
10. Students who wish to claim a refund must submit a request together with all official evidence (e.g. visa refusal letter) supporting their claim. Note: Refunds are subject to a £160 administration fee for English Language courses (£100 admin fees + £60 enrolment fees)

### ***Accommodation Cancellation Fee***

#### ***Before Arrival:***

11. If accommodation is cancelled more than 4 weeks before arrival, a £60 administration fee will be charged.
- 10.13 If accommodation is cancelled less than 4 weeks before arrival, depending on the student's choice of residence, 4 weeks of Residential accommodation and 2 weeks of host-family accommodation will be charged.
12. If an accommodation is cancelled less than 1 week before arrival, 6 weeks of residential accommodation and 2 weeks of host family accommodation will be charged.

#### ***After Arrival:***

13. Homestay Accommodation Students leaving homestay accommodation must give at least two weeks notice in writing on the first Monday of the two week period. Students will be refunded for any additional accommodation fees paid that exceed the two-week period.
14. Residential Accommodation Residential accommodation will not be refunded for students who wish to leave earlier than their booked dates.

#### ***Refunds:***

15. The completed refund request must be handed to a finance officer or submitted by post or via email, along with all supporting documents. Address details: Posted refund form can be sent to the following address:

BEC, 2nd Floor, Royal Buildings, 2 Mosley Street, Manchester, M2 3AN  
Email to: imad@britishec.com

***No refunds will be made in the following circumstances:***

16. Visa nationals who successfully obtain a visa based on our sponsorship.
17. The visa application is withdrawn by the student. In exceptional circumstances, refunds of the tuition fees/deposit can be agreed at the discretion of the Managing Director.
18. The student is asked to leave the country by the UK Border Agency.
19. If the visa refusal was due to the applicant providing misleading, or false documents to the embassy.
20. No refund will be given after issuing the required visa letter unless combined with the visa refusal letter

Note: Tuition and accommodation fees, will be refunded if a student's visa application is rejected minus a non-refundable admin fee of £100 for English Language courses plus any enrolment fees. This is subject to the original visa refusal letter being received by our Admissions Centre at least 2 days before the course is due to start. BEC does not take any responsibility for visa applications that are refused due to inaccurate information or false documents provided by the student. If refunds are made overseas there will be a £25 bank charge applied.

***Refund Policy***

21. Requests for tuition refunds can take up to 3 weeks procession time and longer during peak periods due to approval processes.
22. Once a refund is approved, we will ensure that refunds are issued to the student within 14 days of a decision.
23. In line with UK financial regulations, refunds will only be issued to the person or body who paid the fee. This could mean that the refund is paid to a third party sponsor who made the payment.
24. The student can be ensured that the refund will be processed as quickly as possible and unnecessary correspondence only delays the process.

***Refunds in Exceptional Circumstances***

BEC may consider a refund in the event of student withdrawal

(Before or during a course programme) only in the following exceptional circumstances:

25. Serious personal accident, injury or critical illness requiring long term medical care of student or close family member. Close family members are regarded as a parent, spouse/partner, child, brother or sister.
26. Bereavement of close family member.

***Non-Exceptional Circumstances***

BEC is fully committed to supporting students experiencing exceptional circumstances beyond their control which prevents them from studying. If possible we always try our best to offer course deferment. Please note that the following are not considered as exceptional circumstances:

27. Changes in general circumstances.
28. Changes in the student financial circumstances.
29. Academic difficulties.
30. Transferring to another educational institute.

Applying for a refund in exceptional circumstances.

A refund request for exceptional circumstances requires submitting of an Exceptional Circumstances Refund and must be supported by documentary evidence from an official source. Documentary evidence includes:

31. An official death certificate.
32. A doctor's medical note.

33. Any other supporting documents or evidence which will help us to reach a decision such as a copy of the flight ticket and a scanned copy of the passport page with entry stamp to the home country.

34. The refund application form must be submitted within 28 calendar days from the date of the exceptional circumstance occurring.

35. All refunds approved are given in good faith and BEC reserves the right to refuse any request. The Operational Directors decision is final.

*Payment of refunds in exceptional circumstances*

36. If approved, the remaining fees for the course will be refunded less two weeks tuition fees and an administration charge of £100 plus any enrolment fees, two weeks accommodation fees (if applicable) and deductions of any other miscellaneous costs incurred by BEC.

Please note, any prior discounts on tuition fees will become null and void and the student will be charged the full price for the weeks studied.