



## CANCELLATIONS POLICY

### Conditions for Cancelling or Changing a Course

After official notification of cancellation is received from the Agent / Client, the following fees apply in connection with any Cancellation Notice for all ProEd programmes.

- Any deposits paid are non-refundable (£995) – this is to recover any administrative costs associated with the booking.
- A 14-day cooling off period is allowable on every booking. If you decide to cancel during this period, you will be refunded the full amount, including any deposit paid.

### Total fees refunded before course start date

Period Before Start Date	Refund Amount
4 months (120 days)	100% (less deposit)
3 – 4 months (90 – 119 days)	50%
1.5 – 3 months (45– 89 days)	10%
0 –1.5 months (0 - 44 days)	0%

Clients may extend a programme before or after the Start Date. The Agent / Client must provide as much notice as possible, and any extension is subject to the availability of accommodation and teachers. ProEd must receive full fees for the extended programme before confirming that the Client is allowed to remain on the programme beyond the original departure date.

### Course Postponement

In some cases, we may permit students to defer the course booking to another programme / year. This is at the absolute discretion of the company and is not guaranteed.