
Travel Disruption Policy

POLICY INTENDED FOR:	Staff, Students, Parents, Agents
CATEGORY:	Governance and Compliance
POLICY IMPLEMENTED BY:	Managing Director
POLICY MONITORED BY:	Operations Team
REVIEWED BY:	Managing Director
EFFECTIVE DATE:	20/03/2026
REVIEW DATE:	01/09/2026 or as required

This policy applies to situations where travel to the UK may be affected by disruption related to the situation in the Middle East. We continue to monitor the situation in the Middle East and will update this policy if required to reflect any material changes.

This policy sets out the circumstances under which refunds may be considered where travel is materially disrupted. It operates alongside our standard booking terms, which continue to apply in all cases where travel is not materially disrupted.

Definition of “Unable to Travel”

A student will be considered unable to travel where flights from their country of departure are cancelled without a reasonable alternative, where airspace or airports are closed, or where government restrictions prevent travel. In assessing this, we consider whether travel is realistically achievable rather than whether it is convenient or preferred.

Definition of “Operating Normally”

Flights will be considered to be operating normally where commercial services continue to run on the relevant route, tickets remain available for purchase, and there are no widespread cancellations or closures affecting travel. The underlying assumption is that airlines continuously assess operational and safety conditions and would not operate routes where

risks are considered elevated. Therefore, where flights continue to operate, travel is considered safe.

Increases in ticket prices or reductions in flight frequency may occur in response to market conditions and do not, in themselves, constitute disruption, provided that travel remains reasonably accessible. However, where pricing or availability is such that travel becomes impracticable in real terms, this may be considered as part of a broader assessment of material disruption.

Definition of “Material Disruption”

Material disruption refers to situations where travel is not reasonably possible in practice, rather than simply less convenient or more expensive than usual. This includes, but is not limited to, widespread or repeated flight cancellations, closure of airspace or airports, government restrictions that prevent travel.

Material disruption may also arise where there are no viable alternative routes within a reasonable timeframe, or where available travel options are so limited, indirect, or delayed that they do not allow for reliable travel planning.

While increases in ticket prices or reduced availability are not, in themselves, considered disruption, they may be taken into account where they reach a level that makes travel impracticable in real terms. This may include situations where flights are technically operating but are extremely limited in availability, involve substantially extended travel duration, or are priced significantly outside normal market conditions.

For example, the cancellation of flights travelling via a particular region, such as the Middle East, would not in itself constitute material disruption where direct flights or alternative routes remain available and reasonably accessible.

Reasonable Alternatives

Students and families are expected to consider reasonable alternative travel arrangements, including different airlines, indirect routes, or nearby departure or arrival airports. A refund will not normally be granted where such alternatives exist and would allow the student to travel.

Evidence Requirement

Any request for a refund under this policy must be supported by appropriate evidence, such as airline cancellation confirmations, official travel advisories, or documentation demonstrating the lack of reasonable travel options.

Discretion

ProEd et al Ltd reserves the right to determine, acting reasonably, whether the conditions for travel disruption have been met. In exceptional circumstances, alternative arrangements such as deferral or credit may be offered at the company's discretion.

Contact information

For any questions, please contact us on: info@pro-ed.com