

Last Update: 12.02.2021

## **New Flexible Booking Terms and Conditions - Coronavirus (COVID-19)**

Our standard Terms and Conditions offers free cancellation for cancellations made in writing more than 14-days before the course start date. 100% of tuition fees will be refunded. (Non-refundable: Registration Fee, Courier Fee, Accommodation Placement Fee, bank charges or credit card fees).

The following Flexible Booking T&Cs have been designed to support agents and students during the health crisis. This relates to cancellations and/ or changes to bookings due to Coronavirus (COVID-19) such as: Flights, Government Advice, Travel restrictions, Illness to student/ close relative.

Valid for all bookings to our UK, South Africa, Cyprus, and France, received from 12<sup>th</sup> February 2021, with a start date up until 30<sup>th</sup> September 2021.

### **Adults Postponements and Cancellations**

1. The Student **Requests** to Postpone or Cancel (relates to Flights, Government Advice, Travel restrictions, Illness to student/ close relative.)

<b>Situation</b>	<b>Updated T&amp;Cs</b>
Changes 14 days or less prior to the course start date:	Course Postponements:  1) Free of charge to freeze or postpone within 18 months from the original start date.  2) Free of charge to convert course to - Eurocentres Online (eurocentres.com/online), a

	<p>comprehensive interactive learning programme with virtual live classes, personal tutorials, and self-learning tools.</p> <p>Course Cancellations - Our standard terms and conditions apply.</p> <p>Accommodation Cancellations - Our standard terms and conditions apply</p>
No-show, cancellation or change after the course starts	Course & Accommodation - Our standard terms and conditions apply

For all postponements, all original course fees will be honoured for up to 18 months from the original arrival date and accommodation charges will be subject to availability.

Please note, for all accommodation postponements the same accommodation cannot be guaranteed, but students will be provided with the equivalent.

Cancellations and postponements require a formal letter confirming the reason for cancellation.

2. If the student must **quarantine for a period of time** upon arrival or at any other time, for any reason during their stay, we will offer:

- An Online Course of English/French Live Standard for the period of quarantine, subject to level and availability.

We will continue to monitor government advice and adapt our procedures and policies accordingly should advice change.

Thank you for your cooperation and continued support.

Bayswater-Eurocentres