

# QUEEN ETHELBURGA'S COLLEGIATE

## INTERNATIONAL SUMMER SCHOOL

### SHORT COURSES CANCELLATION POLICY

#### 1 INTRODUCTION

This Cancellation Policy forms part of our contract with you. It should be read in conjunction with

- the completed Registration Form
- the <<[Terms and Conditions](#)>>
- the <<[Code of Conduct and Rules](#)>> and
- our formal offer of a place on the chosen Short Course.

#### 2 CANCELLATION BY YOU

##### 2.1 Your right to cancel within the first 14 days

You have the right to cancel your Short Course booking at any time within 14 days of the date on which you enter into a legally binding contract with us.

This date is normally the date on which you pay a deposit or in accordance with clause 3 of the <<[Terms and Conditions](#)>>. The cancellation period will expire after 14 days of that date.

If the Short Course commences during the 14-day cancellation period, you will not have the right to cancel after the date on which the Short Course commences.

If you wish to exercise your right to cancel during the 14-day cancellation period, you must send an email to [shortcourses@qe.org](mailto:shortcourses@qe.org). Your email should have the subject "Cancellation" and should state clearly that you wish to cancel your Short Course booking.

If you cancel your Short Course booking during the 14-day cancellation period, we will reimburse to you all payments received from you. We will make the reimbursement within no later than 14 days after the day on which we receive your cancellation email.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

We will not charge you any bank or transaction fees in relation to the reimbursement.

## **2.2 Cancellation after the first 14 days but before the last eight weeks**

We will permit you to cancel your Short Course booking after the 14-day cancellation period, provided that you do so no later than eight weeks before the date on which the Short Course is due to commence.

If you wish to cancel during this period, you must send an email to [shortcourses@qe.org](mailto:shortcourses@qe.org). Your email should have the subject "Cancellation" and should state clearly that you wish to cancel your Short Course booking.

If you cancel your Short Course booking during this later period we will reimburse to you all payments received from you with the exception of your initial deposit, which we shall retain. We reserve the right to deduct our bank or transaction charges from the amount reimbursed.

## **2.3 Cancellation during the last eight weeks**

If you cancel your Short Course booking within the eight weeks immediately before the date on which the Short Course is due to commence, we will not make any reimbursement to you.

# **3 CANCELLATION BY US**

## **3.1 Our general right to cancel**

We may cancel your Short Course booking at any time where we have a good reason for doing so. For example, we may do so if we are unable to fill all the places on the Short Course or where circumstances beyond our reasonable control (such as war, disease outbreak, natural disaster or terrorist attack) prevent us from delivering the Short Course you have booked.

We will make every reasonable effort to give you as much notice of cancellation as possible.

If we cancel your Short Course booking in these circumstances, we will reimburse to you all payments received from you. We will not charge you any bank or transaction fees in relation to the reimbursement.

We may, as an alternative to cancellation, offer to defer or delay the Short Course you have booked or offer you a place on a different Short Course. You may reject such an offer and insist on cancellation and reimbursement.

## **3.2 Cancellation on medical grounds**

Paragraph 7 of the [Terms and Conditions](#) sets out the circumstances in which we may terminate your Short Course booking for medical reasons and explains the extent to which we will refund the payments you have made to us.

## **3.3 Cancellation upon removal**

Paragraph 9 of the [Terms and Conditions](#) sets out the circumstances in which we may terminate your Short Course booking following a removal of the Student and explains the extent to which we will refund the payments you have made to us.

### **3.4 Our liability to you**

Whenever we cancel a Short Course, our liability to you will be limited to a reimbursement of the payments you have made to us for the Short Course.

We advise that you take out a comprehensive travel insurance policy which covers your additional costs and expenses in the event of a Short Course cancellation.