

PRE-COURSE COMMENCEMENT CANCELLATION AND REFUND POLICY

Cancellations must be made by email to UKadmissions@intoglobal.com

* Please note, refunds not covered in the below table will be considered at INTO's discretion.

	INITIAL PAYMENTS			FURTHER PAYMENTS
	Uniplan Insurance Premium (if applicable)	Accommodation Fee Initial Payment (if applicable)	Tuition Fee Initial Payment(s)* *Includes tuition amounts paid prior to a CAS being issued	Remaining balance of tuition fees and any applicable accommodation fees that are not covered as part of the Initial Payments

WITHIN 14-DAYS OF ACCEPTING AN OFFER (THE "COOLING-OFF PERIOD")

Cancellation within the 14-day Cooling-Off Period ¹	Refunded (less any applicable Uniplan insurance Cancellation charges – see table below)	Refunded	Refunded	Refunded
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CANCELLATION AFTER COOLING-OFF PERIOD AND MORE THAN 8 WEEKS PRIOR TO THE COURSE COMMENCEMENT DATE

Student Cancels: After Cooling-Off Period has ended and more than 8 weeks prior to Course commencement date.	Refunded (less any applicable Uniplan insurance Cancellation charges – see table below)	Refunded (less any applicable accommodation Cancellation charges – see table below)	Refunded	Refunded
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¹ Pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

CANCELLATION AFTER COOLING-OFF PERIOD AND LESS THAN 8 WEEKS PRIOR TO THE COURSE COMMENCEMENT DATE

Student Cancels: After Cooling-Off Period and less than 8 weeks of the Course commencement date	Refunded (less any applicable Uniplan insurance Cancellation charges – see table below)	Refunded (less any applicable accommodation Cancellation charges – see table below)	Refunded, less £3000 Cancellation charge	Refunded
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CANCELLATION DUE TO FAILING TO MEET THE ENTRY REQUIREMENTS

Student fails to meet the entry requirements.	Refunded (less any applicable Uniplan insurance Cancellation charges)	Refunded (less any applicable accommodation Cancellation charges)	Refunded	Refunded
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TERMINATION FOR SUSPECTED MISUSE OF CAS/VISA

Student is suspected of misuse of a CAS or visa²	Not Refunded	Not Refunded	Not Refunded	Not Refunded
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CANCELLATION OR TERMINATION DUE TO VISA REFUSAL

Visa refusal, subject to the student:	Refunded (less any applicable	Refunded	Refunded	Refunded
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² Misuse of your CAS or Student visa may include, but is not limited to, failing to enrol at the INTO centre or commence your Course within the required timeframe, engaging in unauthorised employment, or engaging in any activity which violates the terms of your Student visa and/or breaches the conditions of your immigration permission.

- Providing notice to INTO of the refusal within 2 weeks of the date written on their refusal decision letter; and - Providing requested evidence (i.e. the visa refusal notification)³	Uniplan insurance Cancellation charges)			
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Visa refusal due to suspected fraudulent activity or deliberate omission by or on behalf of the student or agent, or with the knowledge of the student or agent to commit fraud	Not refunded	Not refunded	Not refunded	Not refunded
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Notes:

- A breakdown of fees payable by the student are set out on the Invoice and must be paid to the INTO Centre at least 8 weeks prior to the start date of the Course.
- Any refunds paid to the student will exclude any local or international bank transaction charges applied. Only fees will be refundable; any incurred associated processing or credit card charges are not refundable. In addition, refunds may, to the extent permitted by law, also incur processing and credit card charges.

ACCOMMODATION PRE-COURSE COMMENCEMENT CANCELLATION CHARGES

Cancellation occurs four (4) weeks or more before the Course commencement date	£500.00
Cancellation occurs less than four (4) weeks before the Course commencement date	£1000.00

UNIPLAN INSURANCE PRE-COURSE COMMENCEMENT CANCELLATION CHARGES

³ Student did not meet visa entry requirements and student complies with the notice requirements; the student is required to provide an official visa rejection letter. The student **must notify INTO no later than 2 weeks** after the date the visa refusal decision was made, as indicated on the refusal notification document.

Cancellation occurs at any time before the Course commencement date	i) A charge equal to a pro-rated portion of the full insurance premium fee for the period the student has been insured*; and ii) A £25 administration fee <i>*Unless the student has travelled, made a claim, or suffered an incident that is likely to give rise to a claim, in which case no refund is due.</i>
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