

Refunds and Cancellations Policy

Edinburgh School of Language

Effective Date: January 1st, 2022

1. Introduction

At Edinburgh School of Language, we are committed to delivering a high-quality educational experience. To maintain the integrity of our course scheduling and administration, this Refunds and Cancellations Policy outlines the terms under which students may cancel their enrolment and the conditions under which refunds may or may not be issued.

2. Cancellations Before Course Commencement

2.1 Notification of Cancellation

Students must notify the school in writing (via email or letter) of their intent to cancel. The date the school receives the written notice will be considered the official cancellation date.

2.2 Refund Eligibility (Prior to Course Start Date)

- **30 days or more** before the course start date: **90% refund**
- **15 to 29 days** before the course start date: **70% refund**
- **7 to 14 days** before the course start date: **50% refund**
- **Less than 1 day** before the course start date: **No refund**

2.3 Administrative Fee

A **non-refundable administrative fee of £40** will be deducted from all approved refunds.

2.4 Refund Processing

Refunds will be processed within **14 business days** of receiving the official cancellation notice. Refunds will be issued to the original method of payment unless otherwise agreed.

3. Cancellations After Course Commencement

Once the course has commenced (i.e., on or after the first scheduled day as indicated in the enrolment confirmation), **no refunds** will be issued. This includes all tuition fees, administrative fees, and any other associated costs.

There will be **no partial refunds** for students who withdraw after the course has started, regardless of the reason.

4. Exceptional Circumstances

4.1 Medical Emergencies

In cases of serious medical emergencies, students may submit a written request for refund consideration. Valid medical documentation must be provided. Such cases will be reviewed at the school's discretion and are not guaranteed to result in a refund.

4.2 Visa Denials or Other Exceptional Cases

Refunds may be considered in cases such as visa denials, subject to valid supporting documentation and school approval.

4.3 Course Cancellation by the School

If a course is cancelled by the school due to unforeseen circumstances, affected students will receive a **full refund**, including any administrative fees.

5. Transfers and Deferrals

- **Course Transfers:** Students may request a transfer to a different course **before the course commencement date**. Transfers are not permitted after the course has started.
- **Deferrals:** Students may request to defer their course to a later start date **prior to the course start date**, subject to availability and administrative approval.

6. Agreement and Acknowledgment

By enrolling in a course at Edinburgh School of Language, students acknowledge and agree to abide by the terms of this Refunds and Cancellations Policy. This policy is considered accepted upon submission of enrolment.

7. Changes and Amendments

Edinburgh School of Language reserves the right to amend this policy at any time. Any changes will be communicated to students and will not affect those who have cancelled under previous terms.

8. Governing Law

This policy is governed by the laws applicable in Edinburgh, Scotland.

9. Contact Information


For any inquiries regarding this policy, please contact:

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