Refund Policy

Taken from BLS English Terms & Conditions – please read in full:

www.burylanguageschool.co.uk/terms

5. Visas
5.1. BLS will only issue a Visa letter to You or Your Students once full payment of the Fees has been received.
5.2. If You are refused a visa or denied entry to the UK, and BLS receives a copy of the original form given by the Embassy explaining why your visa has been rejected at least 7 days prior to the Start Date, BLS will refund your Fees less the Deposit. If You are an Organiser and one or more of Your Students are denied visas or refused entry, BLS will refund that part of the Fees relating to the relevant students.
5.3. If BLS receives the original form given by the Embassy less than 7 days before the Start Date, an additional cancellation charge equivalent to 7 days' Course Fees and Accommodation Fees will be deducted from the refund.

6. Cancellation of courses before You start
6.1. You must inform BLS in writing if You wish to cancel your booking, or a booking for one of Your Students.
6.2. If You cancel a booking more than 21 days before the Start Date, BLS will refund the Fees, minus the Deposit. If You are an Organiser and cancel a booking for one of Your Students, BLS will refund the Fees, minus the Deposit, relevant to that student.
6.3. If You cancel a booking 21 days or less before the Start Date, You will not be entitled to any refund and must (if You have not already done so) pay the full Fees.
6.4. If You have asked BLS to arrange accommodation for You or Your Students, your booking is conditional upon accommodation being available. BLS may cancel a booking by giving You at least 10 days' written notice prior to your accommodation start date if BLS is unable to secure, reserve or retain such host accommodation.
6.5. If BLS cancels your booking due to the unavailability of host accommodation, BLS will refund You the Fees and Deposit. BLS shall have no further liability to You or Your Students in respect of any cancellation of your booking in accordance with the terms of this clause 6.

7. Changing course dates before You start
7.1. Subject to clause 7.2, You may delay the start of your course or accommodation by up to 3 months. You must provide notice to BLS of the change at least 21 days before your Start Date, and if You do not, You will be charged an administration fee equivalent to 3 weeks of Course Fees and Accommodation Fees.
7.2. BLS may refuse any request to delay course dates if BLS cannot provide the course(s) or accommodation on the new dates that You request, and may charge increased Course Fees and/or Accommodation Fees if you delay the start of Your course or accommodation.

8. Changing course dates after You start

8.1. If You or one of Your Students needs to cancel or postpone a course after the start of the course you must give BLS 21 days' notice

8.2. You will be given a credit to pay for the Course Fees at a later date. The credit will be for an amount equal to the Course Fees in respect of any part of the relevant course remaining after the later of:

a. when You or Your Student leaves the course; or

b. when the 21 day notice period expires.

8.3. The credit will remain valid for courses taking place within 12 months after the date of issue of the credit. The credit is not transferable to any other person.

8.4. You will be refunded your Accommodation Fees, or the Accommodation Fees for Your Student that is leaving, in respect of the period commencing on the later of:

a. when You or Your Student leaves the course; or

b. when the 21 day notice period expires.

Behaviour Policy

No Refund on Expulsion

A student may be expelled if the student's behaviour (whether on or off the school premises or in or out of term time) has broken BLS English rules or has caused danger or distress to others (including bullying) or has caused damage to BLS English reputation.

You will also be expelled if you repeatedly break BLS English rules, guidance or requirements.

Any student expelled will not have a refund.

Reviewed January 2023

Next Review Date January 2024