



# REFUND POLICY



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### Policy Information

<b>Policy Owner</b>	Director of Operations
<b>Approved On</b>	07/04/2017
<b>Review Date</b>	06/04/2018
<b>Version</b>	1
<b>Doc. Reference</b>	0002
<b>Applies to</b>	All customers of EFL, Cambridge Exam or CELTA services

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# Definitions

Term	Definition
Shall	a mandate or a compulsory action
May	an optional action
Should	a recommended action
Adult EFL Booking	tuition, accommodation, transfers or other related services for adults or young adults (16+) attending as individuals
Teen EFL Booking	Tuition, accommodation, transfers or other related services teens on the Teens Programmes (12-17) attending as individuals
Group EFL Booking	Students attending on a group EFL course which have an attending group leader and which have been offered group terms

## 1. Context

LILA Liverpool Ltd (LILA) is committed to providing an efficient and fair service in relation to refunds with a transparent decision-making process.

This policy aims to set out the terms under which a student is eligible for a refund in an easy to read format.

This policy applies equally to commencing and continuing students, unless otherwise specified, and is applicable to the following services:

- Adult EFL Bookings;
- Teens EFL Bookings;
- Group EFL Bookings;
- CELTA;
- Cambridge Examinations;

This policy is the responsibility of the Director of Operations and is reviewed annually by the Quality Manager.

## 2. Applying for a refund

Refund requests shall be made in writing using the **REFUND APPLICATION FORM**. The form must be completed in full by the applicant, or their nominated representative, and submitted to [accounts@lilalovetolearn.com](mailto:accounts@lilalovetolearn.com).

The applicant must provide any supporting documentation with their form, as appropriate.

### 3. How we handle a refund request

All applications are dealt with on a case by case basis by the Director of Operations.

All applications shall be processed within 30 days of receipt of the application form.

When considering a refund request, the Director of Operations shall assess:-

1. Whether the applicant falls within the “Cooling Off” period (see 4.Consumer Rights)
2. The terms of refunds offered based on the service type (see 5. *Service Types*);
3. The date the application is received in relation to the services booked;
4. The basis under which the student is applying for a refund.

Where fees are paid by a party on behalf of the applicant, LILA reserves the right to notify that party of the refund request.

If the Director of Operations is not satisfied that they have sufficient information to assess a refund application then they shall seek further information from the applicant and, when appropriate, colleagues in the LILA team.

If the Director of Operations is not satisfied that the applicant meets the eligibility criteria they shall notify the applicant of the reason for the rejection in writing.

If the Director of Operations is satisfied that the applicant meets the eligibility criteria they shall notify the applicant that their request has been accepted, the amount which has been authorised and the date on which the refund payment shall be made. (see also 6. *Making Payments*).

### 4. Consumer Rights: “Cooling Off” Period

LILA recognises and is compliant with the UK consumer right of a 14 day “cooling off” period.

Applicants are referred to the below site with information from Citizens Advice.

<https://www.citizensadvice.org.uk/consumer/changed-your-mind/cancelling-a-service-youve-arranged/>

## 5. Service Types

### EFL

Refund Reason	Time application received	Amount refunded	Supporting evidence required
<b>Visa refusal</b>	At any time	All payments less Registration Fee	Letter of Refusal from the Department of Immigration
<b>Visa refusal at port</b> (Non-Visa Nationals)		All payments less Registration Fee less Accommodation Booking Fee less 1 week accommodation less arrival transfer	Proof of travel and/or Letter of Refusal from the Department of Immigration
<b>Withdrawal by student</b>	Up to 28 days before start	All payments less Registration Fee	
	8-28 days before start	50% refunded less Registration Fee less Accommodation Booking Fee less 1 week accommodation less arrival transfer	
	0-7 days before start	No refund School credit or course change may be offered	
	During course	No refund School credit or course change may be offered	
<b>Special circumstances*</b>	At any time	Remainder of fees	Document evidence as appropriate
<b>Dissatisfaction with service</b>	At any time		Document evidence as appropriate

### CELTA

Refund Reason	Time application received	Amount refunded	Supporting evidence required
<b>Visa refusal</b>	At any time	All payments less deposit (deposit shall be transferrable to alternative course date)	Letter of Refusal from the Department of Immigration
<b>Visa refusal at port</b> (Non-Visa Nationals)		All payments less deposit less Accommodation Booking Fee less 1 week accommodation less arrival transfer	Proof of travel and/or Letter of Refusal from the Department of Immigration
<b>Withdrawal by student</b>	Before course start	All payments less deposit (deposit shall be transferrable to alternative course date)	
	During course	No refund.	
<b>Special Circumstances *</b>	At any time	Remainder of fees	Document evidence as appropriate
<b>Dissatisfaction with service</b>	At any time		Document evidence as appropriate

### Cambridge Exam

Refund Reason	Time application received	Amount refunded	Supporting evidence required
<b>Withdrawal by student</b>	Before deadline	All payments	
	After deadline	No refund	
<b>Withdrawal - medical</b>	At any time		Doctor's Certificate

### **Special Circumstances\***

Special circumstances are determined at the discretion of the Director of Operations, as preventing a student taking up the course where:

- 1) Illness or disability prevents a student from taking up the course;
- 2) There is a death of a close family member (parent, sibling, spouse or child);
- 3) Other special or extenuating circumstances, including political or natural events affecting the student.

## **6. Limitations to Accessing School Credit**

Applicants may access credit offered by LILA for up to 1 year after the original start date of their course. After this year the funds shall no longer be available.

Use of credit is subject to the terms of the **CREDIT POLICY**.

## **7. Making Payments**

LILA shall pay refunds within 7 days of authorisation.

If LILA is not able to process a payment then they shall seek further information from the applicant and then re-attempt the payment within 48 hours.

All debts to LILA must be paid before any refund can be made.

Refunds shall be made to the same person or body that made the payment(s). An alternative recipient may be nominated with written authorisation.

LILA shall provide remittance to confirm payment of a refund.

Cash refunds are limited to £50.00 (FIFTY pounds sterling).

Where payments to another currency are required, LILA shall bear the cost of bank fees.

## **8. Appeals**

All applicants have the right to appeal. If an applicant wants to appeal then they may write to the Director of Operations at [Victoria@lilalovetolearn.com](mailto:Victoria@lilalovetolearn.com).

## 9. See Also

CREDIT POLICY

## 10. External References

“Cancelling a service you’ve arranged”; Citizens Advice; <https://www.citizensadvice.org.uk/consumer/changed-your-mind/cancelling-a-service-youve-arranged/> (Accessed 17/03/2017)