

Credit Policy

Definitions	
Booking	When a student completes an application form including personal details and requests to book a course, accommodation and/or sundry items.
Enrolment	A reservation of course, accommodation, transfer and/or sundry items.
Continuous Enrolment	2 separate enrolments; one course completes on a Friday, the next starts the following Monday.
Rolling Discount	Available to a selection of EFL courses and calculated based on the total length of an enrolment. They are not applicable to continuous enrolments. It can be applied to 2+ courses within the same enrolment.
Curtailement	A shortening of either the course period or the enrolment period
Extension	A request for a longer course/more time in accommodation than the original booking. This is administered as a new (usually continuous) enrolment.
Downgrade	A change of price item which has a lower weekly rate e.g. General English Plus (General English & Plus Six) to General English (cancelling Plus Six) Cambridge FCE Plus to General English Plus
Upgrade	A change of price item which has a higher weekly rate e.g. General English to General English Plus (addition of Plus Six) General English Plus to Cambridge FCE Plus
Service Group	Products/services provided by LILA* which are of a similar nature

Credit can be transferred between services in **the same service group**, subject to availability/charges incurred, but not between them.

Group EFL	Individual EFL	Teacher Training	Accommodation	Sundry
General English Plus Six IELTS Preparation Cambridge FCE/CAE Business English Single General English	One – to One Live In Language	CELTA	Homestay Residences Studio	Transfer Services Activities Insurance

Group EFL Service

Students are permitted to change between **Group EFL** service courses when they have begun their enrolment. This can be for a course upgrade or downgrade and can happen multiple times (subject to booking fees).

Changes between courses within the **Group EFL** service group can be funded with course credit.

When calculating new course fees the weekly rates must be adjusted to reflect the appropriate rolling discount. Rolling discounts are applied based on the total length of an enrolment. i.e. if an enrolment is curtailed from 20+ week to 12+ week, the rolling discount will be 12+ rate and a credit balance will remain.

e.g.

$$21 \text{ weeks General English} = 21 \times \text{£}160 \text{ (20 Weeks + rate)} = \text{£}3,360$$

Change to 12 weeks

$$12 \text{ week General English} = 12 \times \text{£}170 \text{ (11-19 rate)} = \text{£}2,040$$

$$\text{Credit Remaining} = \text{£}3,360 - \text{£}2,040 = \text{£}1,320$$

If an enrolment is changed to have 2 courses (a course change not a curtailment) then the rolling discount will be applied based on the total length of the enrolment. This may mean there is a balance to pay or that the student has credit which remains on account.

e.g.

$$21 \text{ weeks General English} = 21 \times \text{£}160 \text{ (20+ rate)} = \text{£}3,360$$

Change to 16 weeks with a course change

$$4 \text{ week General English} = 4 \times \text{£}165 \text{ (11-19 rate)} = \text{£}660$$

$$12 \text{ week General English Plus} = 12 \times \text{£}190 \text{ (11-19 rate)} = \text{£}2,280$$

$$\text{Total Course fees} = \text{£}3,540$$

$$\text{Balance to pay} = \text{£}3,580 - \text{£}3,540 = \text{£}40$$

If an enrolment is changed to have 2 courses and the 2nd course is extended resulting in an end date later than the original the enrolment would not be split into two bookings it would remain in the one enrolment. The 1st course would be kept at the original weekly rate and then the 2nd course will be charged as the overall total weekly rate.

e.g.

$$12 \text{ weeks General English Plus} = 12 \times \text{£}190 \text{ (11-19 rate)} = \text{£}2,280$$

Change to 20 weeks with a course change

$$4 \text{ week General English Plus} = 4 \times \text{£}190 \text{ (11-19 rate)} = \text{£}760$$

$$\text{Credit Remaining} = \text{£}1,520$$

$$16 \text{ week General English} = 16 \times \text{£}160 \text{ (20+ rate)} = \text{£}2,560$$

$$\text{Balance to pay} = \text{£}2,560 - \text{£}1,520 = \text{£}1,040$$

If money paid exceeds the fees charged for the course change a refund will not be given (except per the terms of the Refund Policy).

Accommodation

Students are permitted to make changes within the **Accommodation Group** service group when they have begun their enrolment. This can be for an accommodation change and can happen multiple times (subject to accommodation booking fees).

Changes between accommodations within the **Accommodation Group** service group can be funded with accommodation credit.

When calculating new accommodation fees, extra night fees may apply depending on the accommodation booking. If money paid exceeds the fees charged for the accommodation change a refund may be given. LILA* will always act in the best interest of the student. Please refer to LILA* Refund Policy for guidance.

Teacher Training

Students are not permitted to make changes within the Teacher Training service group when they have begun their enrolment.

If any change is requested prior the start date of the enrolment, students must refer to LILA* Refund Policy for guidance.

Sundry

Students are permitted to make changes within the **Sundry Group** service group when they have begun their enrolment. This can be for a transfer change and can happen multiple times (subject to availability).

Changes between sundry items within the **Sundry Group** service group can be funded with sundry credit.

If money paid exceeds the fees charged for the sundry change a refund may be given. LILA* will always act in the best interest of the student. Please refer to LILA* Refund Policy for guidance.

Transferring Credit

LILA* will not normally permit the transfer of credit to a third party. Credit is for the sole use of the student. In extenuating circumstances, LILA* may permit credit transfer to a third party but this is entirely at the discretion of the Directors.