

# REFUND POLICY



---

### Policy Information

|                       |  |
|-----------------------|--|
| <b>Policy Owner</b>   | College  |
| <b>Approved On</b>    |  |
| <b>Review Date</b>    | Sept 25  |
| <b>Version</b>        | 5  |
| <b>Doc. Reference</b> | 0002   |
| <b>Applies to</b>     | All customers of EFL, Cambridge Exam or CELTA services |

---

# Refund Policy

## 1. Context

LILA Liverpool Ltd (LILA) is committed to treating all customers fairly and transparently. This Refund Policy sets out the circumstances in which refunds or credits may be offered for our services, in line with UK consumer law and LILA's values of integrity and fairness. This policy applies equally to new and continuing students across all service types, unless otherwise specified.

## 2. Definitions

- 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 for teens (12–17) attending as individuals
- Group EFL Booking: Students attending on a group EFL course with a group leader, under group terms
- Registration Fee: Non-refundable administration charge applied to all bookings
- Accommodation Booking Fee: Fee to secure accommodation arrangements
- Credit: A non-cash balance applied to a student's account for use within 12 months of original booking end date
- Special Circumstances: Defined events including illness, disability, death of a close family member, or political/natural events affecting attendance

## 3. 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) together with any supporting documentation.

## 4. Handling a refund request

Refund applications are assessed by the Director of Operations, in liaison with the Finance Officer, within 30 days of receipt. Where approved, refunds are paid within 7 calendar days of authorisation.

## 5. Consumer Rights: Cooling Off Period

In accordance with UK consumer law, customers booking remotely (e.g. online or by phone) have the right to cancel within 14 days ('cooling off' period). This right does not apply where services have already commenced within this period.

## 6. Service Types

## EFL Courses

| <b>Refund Reason</b>                             | <b>Time Application Received</b> | <b>Amount Refunded</b>  | <b>Supporting Evidence Required</b>              |
|--|----------------------------------|---|--|
| <b>Visa refusal</b>                              | At any time                      | All payments less Registration Fee  | Letter of Refusal from Department of Immigration |
| <b>Visa refusal at port (Non-Visa Nationals)</b> | At any time                      | All payments less Registration Fee, Accommodation Booking Fee, 1 week accommodation, arrival transfer   | Proof of travel and/or Letter of Refusal         |
| <b>Withdrawal by student</b>                     | 14+ days before start            | All payments less Registration Fee  |  |
| <b>Withdrawal by student</b>                     | 8–13 days before start           | No refund unless COVID-19 restrictions prevent travel (evidence required). 100% less booking fees refunded. Credit or course change may be offered. | Proof of travel restriction                      |
| <b>Withdrawal by student</b>                     | 0–7 days before start            | No refund. Credit or course change may be offered.  |  |
| <b>Withdrawal during course</b>                  | After course start               | No refund. Credit or course change may be offered.  |  |
| <b>Special circumstances</b>                     | At any time                      | Remainder of fees at discretion   | Documented evidence                              |
| <b>Dissatisfaction with service</b>              | At any time                      | Handled under Complaints Policy; refund may be offered at discretion  | Documented evidence                              |

#### CELTA

| <b>Refund Reason</b> | <b>Time Application Received</b> | <b>Amount Refunded</b>  | <b>Supporting Evidence Required</b>              |
|----------------------|----------------------------------|---|--|
| <b>Visa refusal</b>  | At any time                      | All payments less deposit (deposit transferrable to alternative course) | Letter of Refusal from Department of Immigration |

|  |                     | date)  |  |
|--|---------------------|--|--|
| <b>Visa refusal at port (Non-Visa Nationals)</b> | At any time         | All payments less deposit, Accommodation Booking Fee, 1 week accommodation, arrival transfer | Proof of travel and/or Letter of Refusal |
| <b>Withdrawal by student</b>                     | Before course start | All payments less deposit (deposit transferrable to alternative course date)                 |  |
| <b>Withdrawal during course</b>                  | After course start  | No refund  |  |
| <b>Special circumstances</b>                     | At any time         | Remainder of fees at discretion  | Documented evidence                      |
| <b>Dissatisfaction with service</b>              | At any time         | Handled under Complaints Policy; refund may be offered at discretion                         | Documented evidence                      |

### Cambridge Exams

| Refund Reason                | Time Application Received | Amount Refunded      | Supporting Evidence Required |
|------------------------------|---------------------------|----------------------|------------------------------|
| <b>Withdrawal by student</b> | Before deadline           | All payments         |                              |
| <b>Withdrawal by student</b> | After deadline            | No refund            |                              |
| <b>Withdrawal – medical</b>  | At any time               | Refund at discretion | Doctor's certificate         |

### 7. Limitations to School Credit

Applicants may access credit offered by LILA for up to 1 year after the original end 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.

### 8. Making Payments

Refunds are normally made within 7 days of authorisation. All debts to LILA must be cleared before any refund is issued. Refunds shall be made to the same person or body that made the original payment(s), unless written authorisation is provided for an alternative recipient. Cash refunds are limited to £50. Where payments are made to another currency, LILA will bear the cost of bank fees.

## **9. Appeals**

All applicants have the right to appeal. Appeals should be made in writing to the Director of Operations at [victoria@lilalovetolearn.com](mailto:victoria@lilalovetolearn.com). Appeals will be acknowledged within 5 working days and responded to within 20 working days.

## **10. Associated & External References**

- CREDIT POLICY
- COMPLAINTS POLICY
- Citizens Advice: Cancelling a service you've arranged –  
<https://www.citizensadvice.org.uk/consumer/changed-your-mind/cancelling-a-service-youve-arranged/>