



# REFUND POLICY



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### Policy Information

<b>Policy Owner</b>	Director of Organisational Efficiency
<b>Approved On</b>	May 2026
<b>Review Date</b>	May 2027
<b>Version</b>	6
<b>Doc. Reference</b>	G-0003
<b>Applies to</b>	All customers of EFL, Exam, CELTA and Sixth Form services

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# 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

**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 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 Admissions Team in liaison with the Director of Organisational Efficiency, 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

Where students are enrolled on an EFL course, this policy should be read alongside the applicable Terms and Conditions. In the event of conflict, the Terms and Conditions shall take precedence.

<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 and Accommodation Booking Fee	
<b>Withdrawal by student</b>	8–13 days before start	50% of all payments less Registration Fee and Accommodation Booking Fee	
<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

Where students are enrolled on a CELTA programme, this policy should be read alongside the applicable Terms and Conditions. In the event of conflict, the Terms and Conditions shall take precedence.

<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 date)	Letter of Refusal from Department of Immigration
<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

## Sixth Form

Where students are enrolled on A Level, University Foundation Programme or BTEC provision, this policy should be read alongside the applicable Terms and Conditions. In the event of conflict, the Terms and Conditions shall take precedence.

<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 and Registration Fee (deposit transferrable to alternative course date)	Letter of Refusal from Department of Immigration
<b>Withdrawal by student/parent</b>	After Admission and before course start	All payments less deposit and Registration Fee (deposit transferrable to alternative course date)	Communication direct from parents stating reason for withdrawal
<b>Withdrawal by student/parent</b>	After course start	One term (12 weeks) notice required to be given at the start of a term. Where notice is received part-way through	Communication direct from parents stating reason for withdrawal

		a term, it will be deemed to take effect from the start of the following term.  Fees allocated to unused teaching from the end of the notice period will be refunded	
<b>Permanent exclusion or required withdrawal e.g. UKVI non-compliance</b>	After course commencement	No refund – all fees paid will be retained and all fees due will remain due.	
<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

## Exams

Where students are enrolled onto an Exam, this policy should be read alongside the applicable Terms and Conditions. In the event of conflict, the Terms and Conditions shall take precedence.

<b>Refund Reason</b>	<b>Time Application Received</b>	<b>Amount Refunded</b>	<b>Supporting Evidence Required</b>
<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. no refunds will be made in case of outstanding debt. In line with anti-money laundering obligations and internal controls, LILA\* will not normally make refunds to third parties or alternative accounts unless legally required to do so. 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 Managing Director at [stacey@lilalovetolearn.com](mailto:stacey@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/>