

ENGLISH IN CHESTER

Policy on disruption to international travel

We always advise students travelling to the UK to take part in courses at English in Chester to take out good travel insurance. We would strongly recommend that you check the level of cover you have if your flight were delayed directly or indirectly due to poor weather, strike action, or for any other reason.

- English in Chester's terms and conditions are available in full on our website. We state that: **Cancellation from 28 days to 7 days before the start of the course – 50% of the total price may be refunded. Cancellation less than 7 days before the start of the course – no refund. The deposit is non-refundable at any time. The accommodation placement fee is non-refundable.**
- In the event of flight delays and/or subsequent course cancellation or postponement, English in Chester will therefore not normally refund fees. However, given exceptional circumstances, for example where a cancellation can be seen to be directly related to closure of airspace, we will look sympathetically at the individual circumstances and may issue a credit for the full amount of the course fees, and assist students to rebook their course at a later date. In these circumstances, the school will not charge cancellation fees, although host families may still charge for accommodation booked and not taken.
- In all cases, we would ask that students and agents keep in close touch with the school by email and phone in the lead up to a journey if it appears likely that external conditions may affect a student's flight. These situations are usually fast-changing, and it is imperative that the school is kept informed of any changes of likely late arrivals, so that our transfer company and host families are kept up to date. The school's 24-hour emergency number (+44 7971857841) can be called if vital information needs to be communicated, but please do not bombard the phone with unimportant information, as it is vital that the phone is kept free for genuine emergency situations.
- Where an individual student travelling as part of a group chooses to cancel a course, we would look at the individual circumstances surrounding the decision and deal with it on a case by case basis.
- The safety and welfare of every English in Chester student is very important to us. We will therefore do our best to limit the distress and inconvenience if a student is forced to make last-minute changes to his or her arrival or departure plans. If students are unable to leave Chester at the end of their course, the school will assist students in finding temporary accommodation. Where possible, accommodation with host families will be extended, and this will be charged at a pro rata daily rate.
- We have a special obligation to look after and ensure the safety of children under the age of 18. The school will offer all assistance in helping these students to investigate and book alternative ways of getting home.

Reviewed June 2018