

# DEFERRAL AND CANCELLATION POLICY - JANUARY 2022

**VALID FROM:** 26 October 2021

We have revised our cancellation policy for courses starting in January 2022 to allow greater flexibility, and to ensure students can book with confidence during these unprecedented times. Our policy means that booking with us is risk free.

New students who have to change their plans for January 2022 as a result of COVID-19 can defer the start date to an equivalent course in September 2022 intake. Colleges and Student Recruitment Team will be happy to provide information on the alternatives for students who need to start in September 2022.

This policy covers the following:

- A travel ban put in place 4 weeks prior to the start of the programme
- Failure to obtain a relevant UK visa due to the restrictions in a student's home country (including failure to obtain academic or other relevant documentation for visa purposes)
- Illness (students would need to provide a copy of the COVID-19 results confirmed by a medical professional)
- Course cancellation (by college)
- General concerns over COVID-19

Students who decide not to defer their studies to the next enrolment date can apply to receive a full refund of all fees paid, including the deposit and registration fee.

Please note that students who choose to cancel after the 1st December 2021 will be subject to our normal terms and conditions. Please see our school websites for more details.

## REFUNDS

To apply for a refund for a CSVPA course contact [refunds@catsglobalschools.com](mailto:refunds@catsglobalschools.com)

In the meantime, the schools are continuing to deliver courses face-to-face in the UK. To see the latest update on the reopening of the UK schools, please visit the school website.

We are reviewing and adapting our policies as the situation regarding COVID-19 develops. We understand that this is a very difficult time for everyone. Our goal is to be clear and transparent with the information being released. We are a strong community, our students' and staff safety and wellbeing remain of the highest importance to us. Please check our websites to stay up to date with the latest information.