



# ACTIVE LANGUAGE LEARNING

## CANCELLATION POLICY

### 2025

January 2025

This is a live document with continuous necessary updating where required.

## CANCELLATION AND REFUND POLICY

### 1. Global Restrictions

In the event of cancellations caused by any global disruptions, Active Language Learning aims to offer flexible and compassionate solutions on a **case-by-case basis**. Students affected by such events may choose from the following options:

#### Course Fees:

- **Rescheduling** the course to a later date
- Receiving a **course voucher valid for six months**

#### Accommodation Fees:

- If a student **has not yet arrived**, the accommodation fee is **fully refundable with below conditions in place**.
- If the student **has already arrived**, the accommodation refund is **prorated**, based on usage and a one week levy in place.

### 2. Cancellation Requirements:

- All cancellations **must be made in writing** and sent to the **Director**.
- Once approved, any due refund will be **processed within 10 working days**

### 3. Cancellation Fees and Conditions

WHEN CANCELLED	REFUND TERMS
More than 2 weeks before course starts	Refund minus: <ul style="list-style-type: none"> <li>• €75 administration fee</li> <li>• Additional €95 if accommodation is booked</li> </ul>
1-7 days before course starts	50% of total fees refunded
After course start / late arrival / early departure	<b>No refund available</b>
No-show	<b>No refund available</b>

#### 4. Individual Lessons

- Cancellations require **at least 24 hours' notice**.
- **Less than 24 hours' notice** results in the **full lesson fee being charged**.

#### 5. Visa Refusals

If a student's visa is refused:

- A **€300 administration fee** will be retained
- All other paid fees will be **refunded**
- **Official documentation** of the visa refusal must be provided to qualify for the refund

#### 6. Post-Arrival Accommodation Cancellation

Once a student has **checked into** their accommodation:

- The **accommodation fee is non-refundable**, regardless of the reason for leaving early unless a family bereavement or ill-health issue is established.