

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"> • €75 administration fee • Additional €95 if accommodation is booked
1-7 days before course starts	50% of total fees refunded
After course start / late arrival / early departure	No refund available
No-show	No refund available

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.