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Eased T&Cs to Support Students During the Health Crisis

The following T&Cs have been designed to support agents and students during the health crisis. These are valid for all bookings to our UK and France schools created between the 7th October 2020 and the 31st December 2020 and starting in 2020 or 2021. These T&Cs override those listed on the website.

1. The Student **Has** to Cancel (Force Majeure)

If the student **has to cancel or change their course due to Force Majeure* reasons related to COVID-19** (e.g., travel bans, school closure, borders closed, flight cancellation or the student/their family is sick), then Eurocentres provides the following possibilities:

- The conversion of a part of the value (or the entire booking value) into an online course,
- The free postponement up to 18 months, or
- **The full refund of all fees.**

* The two weeks quarantine measures that the UK or French government might put in place for students coming from certain countries is not considered as "Force Majeure". Indeed, students are simply expected to travel, remain in their accommodation for the quarantining period and attend online classes provided by Eurocentres. If students do not wish to quarantine, they can simply cancel (see below T&Cs), postpone their stay or convert it into an online course.

2. The Student Wishes to Cancel

Situation	Updated T&Cs
Cancellation within 14 days after booking (cooling-off period)	All payments will be refunded
Cancellation after the 14 days cooling-off period and 7 days before starting the course	All payments already made to us will be refunded except for: - The enrolment fee**
Cancellation within the last 7 days and before the last Thursday at 5pm UK time before starting the course	All payments already made to us will be refunded except for: - The enrolment fee - 1 week of tuition and accommodation fees**
No-show, cancellation or change after the course starts	All payments already made to us will be refunded except for: - The enrolment fee - my.Eurocentres fee - 2 weeks of tuition and accommodation fees**

** Alternatively, students can postpone or convert their booking value into an online course.

3. The Student Has to Quarantine

If the student has to quarantine for a period of time upon arrival or at any other time for any reason during their stay, Eurocentres offers:

- 2 weeks of English/French Live Balanced course, or
- 30% off 2 weeks of English/French Live Intensive course, and
- 2 weeks of residence accommodation for bookings of a minimum of 6 weeks (subject to availability)

4. Other cases

In other cases, usual T&Cs will apply (e.g., in case of VISA refusal, we will refund all fees).