

# ImagineEnglish

Language Academy

## Accommodation Refund and Charges Policy

### Accommodation Refunds

Category	Time Application Received	Amount Refunded
Withdrawal by student	Up to 28 days before start	All payments less: Acc Booking Fee
	8 - 28 days before start	50% of fees less: Acc Booking Fee The remaining 50% in school or course credit
	0 - 7 days before start	No Refund. School credit or course change may be offered.
	During Course	No Refund. School credit or course change may be offered.

### Notes

In the case of exceptional circumstances (e.g. no heating/hot water etc) refunds may be permitted at the discretion of the Accommodation Officer and approval of the Business Manager

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### Accommodation Extensions

Extensions	Length	Fees Chargeable
Same accommodation	< 4 weeks	£45 Acc. Booking Fee & Fees
Change accommodation	< 4 weeks	£45 Acc. Booking Fee, £25 additional night & Fees
Same accommodation	>= 4 weeks	Fees only
Change accommodation	>= 4 weeks	£25 additional night & Fees

#### Notes

Availability is not guaranteed when long term students choose to do a series of extensions.

#### Accommodation Changes - mid booking

Students who choose to change accommodation during their stay will be charged a £45 Acc. Booking Fee.

Students who change accommodation mid-week will be charged a full week for both accommodations. For example a change from host family to premium will cost 1 week host, 1 week premium and Acc. Booking Fee.

Weekend changes are to be strongly advised to be avoided.

Wavering of the mid-booking changes are at the Accommodation Officer's discretion and with the approval of the Business Manager.