
BRITISH COUNCIL- EGYPT**Refund and credit transfer policy**

This document explains the conditions under which students can request a credit transfer or refund for a course

- This policy applies to all teaching centre students
 - No refund will be given to students who are expelled for breaching the code of conduct
 - The applicant shall comply with all data and information contained in the submitted request, which should be filled by the Customer or his/her delegate.
- **Requests that do not comply with the conditions below will not be processed**
 - **Please use the credit and refund form available at the reception for all credit and refund requests. All requests must be signed, dated and returned to the Customer Service team**

1- Refund and credit transfer Policy for normal registration

Students can apply for refund requests before the term starts. Please check your booking confirmation for dates.

Requests submitted after the term starts shall not be accepted except in the following exceptional circumstances. The British Council has a discretion whether to accept or reject refund requests

Refund/Transfer terms and conditions.

- In the case of illness or accident that prevents the attendance of the course (original dated medical report should be provided and to be returned after checking).
- Death of first degree relative (original death certificate should be submitted and to be returned after checking).
- In case of mandatory military service (original military service document to be submitted and returned after checking).
- In case of travel (air tickets - visa - photocopy of passport).
- In the case of changes in working conditions (letter addressed by the employer to the British Council on the company's headed paper provided by the employer, with issuance date and stamp
- In the case of the academic examinations (stamped and dated exam's schedule should be submitted in case the date of issuance of the examination table was after the term start date).
- In all cases, the submitted documents must be Dated, Stamped and written on a (headed paper)

1.1- Refunds for single registration only:

- An admin fee of 220 EGP will be deducted in addition to the cost of the attended classes
- All refund requests will be paid through bank transfers only within 3-5 weeks
- The customer is responsible for the accuracy of the bank details written in the refund form.

1.2- Credit Transfer single registration only:

- An admin fee of 220 EGP will be deducted in addition to the cost of the attended classes
- The credit shall be kept for a maximum period of six months from the date of submitting the credit transfer request, credit cannot be used after this period.
- Students can transfer their credit to other students free of charge.
- The transferred credits cannot be re-transferred back to students.
- In credit saved cases, student should pay the difference in case of fee increment.

2- Placement Test fees

Placement test fee is non-refundable in case of attendance

3- Refund and Credit transfer policy for promotional offers

Refunds could only be approved according to the above refund/transfer terms and conditions. (refer to 1.1)

3.1- The offer is valid only if all courses are attended.

In case of cancellation, the offer will be cancelled in full along with the applicable discounts.

- Offers cannot be used in conjunction with any other promotion.
- The students will have the flexibility of transferring from the long bundle to the shorter one and refund the remaining balance applying the normal admin fees.
- Bundles could be upgraded from the shorter ones to the longer ones within the same academic year after paying the difference.
- The transfer will be free of charge and until **term 4 2021 (January 2021)**
- **In case of instalments**, refunds cannot be processed after one month from payment date.
- **In case of instalments**, refunds should be paid back to the same credit card only.
- In case of failing the level, the whole booked levels will be adjusted accordingly.
- Students cannot transfer any courses purchased within this promotion to family or friends, if so, this will result bundle cancellation and losing the benefit of the discounts given.
- In case of cancellation, the attended classes will be deducted from total amount paid according to the original prices of single registration fees upon registration.

3.2- Cancellation fees

220 L.E will be applied per each term in addition to Bank interest rate for installments

Disclaimer

Every effort has been made to ensure the availability of our courses. However, we cannot guarantee that places will be available for any particular course. External factors may impact the course's availability; such as low number of registrations, courses being modified, discontinued or replaced, as well as any death or departure of Teaching centre staff members that may make it impossible.

The British Council reserves the right not to provide any particular course, to make variations to the content or method of delivery of courses, to discontinue courses and to merge or combine courses if such action is reasonably considered to improve pedagogical content.

If the British Council discontinues any running course, we will use reasonable endeavours to provide a suitable alternative course and will take all reasonable steps to minimise any disruption which might result from such changes.