

Cancellation Policy

Cancellation by you

Please refer to section 6 of the full Conditions of Sale. You may cancel within 14 days of receiving your Booking Confirmation. You will be liable to pay for any scheduled lessons that take place prior to you informing us of your desire to cancel.

You have no automatic right to cancel after attending any portion of the course or after the 14 day cancellation period and any refund or credit will be at the discretion of the centre manager. You must provide a medical certificate or a letter from an employer/university/school explaining why you/your child cannot attend the course.

Cancellation by us

Please refer to section 5 of the full Conditions of sale. The British Council may cancel if it is unable to provide the course due to reasons beyond its reasonable control. For example, if you must be transferred to another level that has no available spaces, or a course is cancelled and we are unable to accommodate you in another class.

Effect of cancellation

You shall be entitled to either a refund, to attend an alternative course or to receive a credit note.

Validity of credits

Credits are valid for use in another session within one year, after this period the credit expires. They are for the value of the course cancelled, not the future course taken. If the course fee in the session to which you transfer is higher then we will ask you to pay the difference. Credits can be transferred to an immediate family member but cannot be transferred to refunds.

Requesting cancellation

To cancel, you must inform the British Council of your decision by a clear statement (e.g. a letter or an email). You may use the model cancellation form available on our website or from customer service but this is not compulsory. The original receipt must be provided. Repayments will be made to the same payment card for online payments. All other repayments will normally be made by bank transfer.