



CANCELLATION POLICY

LAST UPDATED: 26 MAY 2020

PREVIOUSLY UPDATED: 27 MARCH 2020

We have revised our cancellation policy to allow greater flexibility, and to ensure you can book with confidence during these unprecedented times. Our revised policy means that booking with us is risk free.

STUDENTS WHO HAVE TO CANCEL DUE TO COVID-19

Students who are forced to cancel their place in September 2020 as a direct result of COVID-19 can either defer their studies to the next enrolment date or apply to receive a full refund of all fees paid, including the deposit. This policy covers the following:

- A travel ban put in place 4 weeks prior to the start of the programme
- Failure to obtain a relevant UK or US visa due to the restrictions in a student's home country (including failure to obtain academic or other relevant documentation for visa purposes)
- Illness (students would need to provide a copy of the COVID-19 results confirmed by a medical professional)
- Course cancellation (by college)

STUDENTS WHO WISH TO CANCEL DUE TO GENERAL CONCERNS

Cancellation for new students

New students who are concerned about starting their course in the UK or US in September 2020 intake if COVID-19 remains a threat will have the following options:

- Defer the start date to an equivalent course in January 2021 intake
- Start their studies online before joining the school to continue the course at half term or in January 2021
- Request a full refund (registration fee and deposit) up to four weeks before the start of term

Please note that students who choose to cancel less than 4 weeks before the start date will be subject to our normal terms and conditions.

Withdrawal for current students

For September 2020 intake we have reduced our notice period to 28 days before the start of term. If students contact us within the notice period, they can request a full refund (excluding registration fee). Other options include the following:

- Defer the start date to an equivalent course in January 2021 intake
- Start their studies online before joining the school to continue the course at half term or in January 2021

When a student's studies have already been deferred and then they subsequently choose to withdraw, this will be considered as less than 28 days' notice.

Please note that students who choose to cancel less than 4 weeks before the start date will be subject to our normal terms and conditions.

We will aim to process refunds within 28 days upon receipt of a completed refund form. Funds will be returned to the original sending account, as per the company's general refund policy. To apply for a refund contact refunds@catseducation.com.

We are expecting the September intake to commence as usual, and we look forward to welcoming new students in CATS Colleges in Boston, Cambridge, Canterbury and London, and to Cambridge School of Visual and Performing Arts.

In the meantime, the schools are continuing to deliver courses online via our online learning environment, to make sure that our current students have all the necessary academic support to finish their academic year. The excellent online teaching provision we have created might also be applied to the upcoming intakes if there are any delays in 2020/21 academic year due to COVID-19.

We are reviewing and adapting our policies as the situation regarding COVID-19 develops. We understand that this is a very difficult time for everyone. Our goal is to be clear and transparent with the information being released. We are a strong community, our students' and staff safety and wellbeing remain of the highest importance to us.