

## **Terms & policies**

Please read our terms, conditions and policies carefully. Your booking at Bell - whether direct or through an Educational Tour Operator (ETO) - is conditional on you reading, agreeing with and accepting these terms.

- Updated 22 September 2020

### **1. Visa late deposit payments**

1.1 If a student is unable to arrange a visa appointment with an embassy because of closures or delays – due to the new coronavirus outbreak – we will accept a deferred deposit payment until the student is able to make a visa appointment with an embassy.

1.2 If a student has paid a deposit and is then unable to obtain a visa due to the new coronavirus related policy changes, we will refund the student the course deposit, less our standard booking registration fee.

### **2. Zero change or deferred payment bookings**

2.1 For all individual adult 16+ bookings at Bell Cambridge or Bell London and individual university pathway bookings made from Monday 1 June to Saturday 31 October 2020, students will be able to postpone or cancel their bookings up to a week before their course start date. In the case of postponement, we will retain the funds as credit for 18 months. In the case of cancellation, we will refund full fees with no questions asked.

PLEASE NOTE: This does not apply to third-party accommodation booked on your behalf. If a booking is cancelled which includes accommodation provided by a third-party (i.e. homestay or residential accommodation which is not directly managed by Bell) we will retain the value of the accommodation part of the booking in full in cases where we have paid the third-party in advance of your booking.

2.2 For all individual young learner bookings for Winter Explorer, Spring Explorer and Summer Explorer in 2021 – made from Monday 1 June to Saturday 31 October 2020 – bookings can be postponed or cancelled up to 6 weeks before their course start date. In the case of postponement, we will retain the funds as credit for 18 months. In the case of cancellation, we will refund full fees with no questions asked.

### **3. Cancellations and deferrals**

With the exception of clause 2.1,

3.1 If a student is coming from a country where the government has subsequently banned travel or advises individuals not to travel at the time of their course start date – due to the new coronavirus outbreak – they may postpone their booking to a later date with no cancellation charges. We will retain the funds (including deposit) as credit for 18 months for any Bell courses, subject to Bell being informed at least two weeks before the course start date.

3.2 If a group is coming from a country where the government has subsequently banned travel or advises individuals or groups not to travel at the time of their course start date – due to the new coronavirus outbreak – they may postpone their booking to a later date. We will retain the funds (including deposit) as credit for 18 months, subject to Bell being informed at least two weeks before the course start date.

3.3 If a student is travelling from outside a country where government bans travel due to the new coronavirus outbreak, or where there is no explicit travel advice for individuals not to travel, they can postpone or cancel their booking at any time, subject to our usual terms & conditions..

#### **4. Forced closure of schools**

With the exception of clause 2 and 3,

4.1 Students who are booked to start their course at Bell during the period of forced closure of schools, will be supported to postpone their booking to a later date with no cancellation charges. We will retain the funds as credit for 18 months for any adult 16+ Bell courses.

4.2 Students who are currently at Bell and are booked to continue their course during the period of forced closure of schools, will be supported through online learning (approx 20 hours) and/or be able to postpone any remaining weeks of their studies to a later date with no cancellation charges. We will retain the funds as credit for 18 months for any adult 16+ courses. Unused accommodation payments will be refunded

Please note: Where credit is retained for 18 months, expiry will be calculated based on 18 months from the original course start date of booking.

The aforementioned booking terms and conditions are subject to change without notice.