

ISC and Bellerbys Cancellation and Refund Policy – Pre Arrival

Cancellations must be made in writing and the period of cancellation applies only from the date upon which Study Group receives the written notice of cancellation. If cancelling the course, students must also confirm if they are cancelling StudyCare insurance. Full refunds (less bank charges) will be given less the charges noted in this policy.

In line with the Consumer Credit Act 2006, any cancellation made within 14 days of initial confirmation is entitled to a full refund.

Visa rejection due to fraud or suspected fraud

Where a student has received a visa rejection due to fraud or suspected fraud on the student's or agent's part the [Full Pre-CAS payment + £200 non-refundable enrolment fee](#) is charged.

These charges are applied where the UKVI determine that the Student or Agent have submitted what they determine to be fraudulent or suspected fraudulent documentation as part of their application. This also includes where the UKVI conclude that supporting documents submitted are not genuine. This is based on the Refusal of Entry Clearance document provided by the UKVI.

The pre-CAS payment will be refunded or credited to an appropriate booking if an administrative appeal with UKVI is successful or a CAS is reapplied for successfully.

Exceptional circumstances

If there are exceptional circumstances for cancellation then a [full refund is granted less a charge of £200 non-refundable enrolment fee](#). Exceptional circumstances are:

- Where UKVI has made an error resulting in a visa rejection (administrative appeal with UKVI must be submitted for Study Group to consider this an exceptional circumstance).
- Cancellation due to personal or family illness or bereavement.
- Where no CAS has been issued or a CAS is not required and cancellation is made 6 weeks prior to the course start date.
- Where a student fails to meet entry requirements and Study Group are unable to offer an alternative study plan.
- Where Study Group have made an error resulting in a visa rejection.*
- Where a student cancels because Study Group has made a mistake relating to the offer, e.g. where Study Group has withdrawn a course, made an offer with incorrect conditions, or offered an incorrect course.*

* If the exceptional circumstance is caused by a Study Group error then [full refund is granted including the £200 non-refundable enrolment fee](#). On a case by case basis Study Group will also pay for a second visa application if a visa refusal has been due to a Study Group error.

All exceptional circumstances will only be accepted when supported by appropriate documentary evidence.

All other cancellations

For all cancellations which are not classed as visa fraud or exceptional circumstances a charge of [£500 + £200 non-refundable enrolment fee](#) is taken.

Examples of situations where these charges are applied include:

- Where a student has obtained a valid visa for the intended course of study and is cancelling with no exceptional circumstance listed above.
- The student fails to attend the visa interview.
- Any other case of visa refusal where there is no evidence of rejection due to fraud or suspected fraud.

Note: All charges taken (excluding the £200 non-refundable enrolment fee) can be applied against a future Study Group course if a future successful application is made and is not subsequently cancelled.

ISC and Bellerbys Cancellation and Refund Policy – Post Arrival

All cancellations that occur when the student has arrived at centre are classed as Post-arrival cancellations. Cancellations must be made in writing and the period of cancellation applies only from the date upon which the centre receives the written notice of cancellation. If cancelling the course, students must also confirm if they are cancelling StudyCare insurance.

For all cancellations, regardless of circumstance, there is no refund due on the £200 non-refundable enrolment fee.

Student cancellation

For student cancellation due to personal or family illness or bereavement, full tuition fees are payable up to the date the student leaves the centre. The refund due is a pro-rata calculation based on course dates and the student leave date.

For all other student cancellations, tuition fees are payable up to the end of the term/semester in which the cancellation notice is received.

For accommodation fees and refunds due upon cancellation, these are subject to individual tenancy agreements and the Accommodation Cancellation and Refund Policy.

Study Group cancellation due to academic performance

If a student booking is cancelled as a result of a decision taken based on academic performance then full tuition fees are payable up to the date the student leaves the centre. The refund due is a pro-rata calculation based on course dates and the student leave date.

For accommodation fees and refunds due upon cancellation, these are subject to individual tenancy agreements and the Accommodation Cancellation and Refund Policy.

Study Group cancellation due to student misconduct or attendance issues

If a student booking is cancelled as a result of a decision taken based on student misconduct or attendance issues then tuition fees are payable up to the end of the term/semester in which the cancellation decision is taken.

For accommodation fees and refunds due upon cancellation, these are subject to individual tenancy agreements and the Accommodation Cancellation and Refund Policy.

All other cancellations

For all other post-arrival cancellations that are not categorised above then full tuition fees are payable up to the date the student leaves the centre. The refund due is a pro-rata calculation based on course dates and the student leave date.