



Learning for Life

## BOOKING AND CANCELLATION POLICY - updated August 3rd, 2021

This Cancellation Policy supersedes all previous Cancellation Policies.

Below are some questions and answers to guide you as agents, parents and students on our cancellation and refund policies that reflect the nature of current COVID-19 circumstances.

### CANCELLING OR POSTPONING INDIVIDUAL BOOKINGS DUE TO COVID-19 RELATED ISSUES

#### If I cancel my booking 8 days or more before my course start date what are the cancellation fees?

##### Normal Terms & Conditions

€100 Administration Fee plus Registration Fee plus flight and Travel Insurance fees, if applicable

##### COVID-19 related Terms & Conditions

€100 Administration Fee plus Registration Fee plus flight and Travel Insurance fees, if applicable

#### If I cancel my booking between 2 and 7 days before my course start date what are the cancellation fees?

##### Normal Terms & Conditions

*For bookings between one (1) and seven (7) weeks:*  
€100 Administration Fee plus Registration Fee plus flight and Travel Insurance fees, if applicable, plus one (1) week tuition and accommodation fees.

*For bookings of eight (8) weeks or more:*  
€100 Administration Fee plus Registration Fee plus flight and Travel Insurance fees, if applicable, plus two (2) weeks tuition and accommodation fees.

##### COVID-19 related Terms & Conditions

*For bookings between one (1) and seven (7) weeks:*  
Either a voucher for the full amount less any flight / flight rebooking charges and Travel Insurance. Voucher to be redeemed within twelve (12) months from date of Course start date. Or €100 Administration Fee plus Registration Fee plus flight and Travel Insurance fees, if applicable.

*For bookings of eight (8) weeks or more:*  
*For bookings between one (1) and seven (7) weeks:*  
Either a voucher for the full amount less any flight / flight rebooking charges and Travel Insurance. Voucher to be redeemed within twelve (12) months from date of Course start date. Or €100 Administration Fee plus Registration Fee plus flight and Travel Insurance fees, if applicable.

*For Special Offer bookings which include a flight:* No Refund of any fees.

*For Special Offer bookings which include a flight:* Either a voucher for the full amount less non-refundable free flight offer deposit / flight rebooking charges and Travel Insurance. Voucher to be redeemed within twelve (12) months from date of Course start date. Or €100 Administration Fee plus Registration Fee plus non-refundable free flight offer deposit and Travel insurance fees, if applicable.

*For any other Special Offer booking:*  
Cancellation policy as per Special Offer.

*For any other Special Offer booking:*  
Cancellation policy as per Special Offer.

### **If I cancel my booking one (1) day before course start date or later what are the cancellation fees?**

Normal Terms & Conditions

COVID-19 related Terms & Conditions

No refund of any fees.

A voucher for the balance in whole weeks of unused course and accommodation only will be issued for use up to 12 months from Course start date. Any flight and Travel insurance charges are not included in the voucher for which there is no refund.

### **If I cannot use my voucher / credit note can I transfer it to anyone else?**

Normal Terms & Conditions

COVID-19 related Terms & Conditions

No.

Yes, excluding any flights and Travel insurance charges.

### **If ESE is closed due to COVID-19 (or other force majeure reasons) can I get a refund or can I postpone my booking without any charges?**

If ESE is closed due to force majeure no refund is given but a voucher is issued for course and accommodation only as booked. There is no refund for any flight and Travel Insurance fees. There are no charges for any postponement if postponed to the same season as initially booked and with the same booking details, otherwise Low / High Season Supplement fees apply. Prices may change according to any changes in booking details.

### **If ESE is closed due to COVID-19 (or other force majeure reasons) while I am attending classes at ESE can I get a refund for the balance of unused course and accommodation?**

If ESE is closed due to force majeure and you decide to return home earlier than your course end date no refund is given but a voucher is issued for course and accommodation only, in whole weeks, less one (1) week of course and accommodation. If you decide to stay in Malta during the closure online lessons will substitute your in-class lessons. If the number of online lessons offered are not the same number of in-class lessons booked then a voucher for the balance of lessons will be issued. There is no refund for any flight and Travel Insurance charges.

**If ESE is closed due to COVID-19 (or other force majeure reasons) while I am attending classes at ESE and I had booked a special offer including a free flight can I use my return ticket to return home earlier?**

As we have already experienced at the start of the COVID-19 pandemic travel may be dramatically disrupted. If the airline of your booked return flight is operational we will assist in changing your ticket but any charges by the airline will be your responsibility. If you must purchase a new ticket this also would be your responsibility.

**Can I carry on using the ESE online e-learning if I stop or suspend my course?**

All students can use our ESE e-learning portal as per normal Terms & Conditions. If you terminate or postpone your course after having commenced the course you will have free ESE e-learning for three months following the termination / suspension date.

**How can I protect myself better so that I minimise any potential charges?**

You should have adequate and appropriate Travel & Cancellation Insurance which will protect you as much as possible in the event of any disruptions. It is highly recommended that you purchase [guard.me](https://www.guard.me) insurance from ESE. Please ask us for further details.

*ESE reserves the right to cancel or amend this Cancellation Policy at any point.*