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1. Introduction and Scope

Westerfield College Learning and Education Centre ("Westerfield College" or "the College") is committed to providing clear, transparent, and fair administrative procedures for all enrolled students. This policy sets out the detailed terms and conditions regarding course enrolment, deposit requirements, fee schedules, cancellation protocols, visa refusal remedies, and refund procedures.

This policy applies to all language programmes, junior summer camps, short-term courses, and international student placements delivered by Westerfield College.

Definition of Total Programme Fee:

For the purposes of this policy, the "Total Programme Fee" means the total amount payable to Westerfield College for the student's booked programme, as stated in their offer or booking confirmation.

This may include tuition, accommodation, meals, scheduled activities, excursions, programme materials, transport and other services included within the agreed programme package.

Any optional services, additional purchases or separately charged items not included within the programme package are excluded from the Total Programme Fee unless specifically stated otherwise.

2. Course Enrolment & Payment Terms

- **Registration Deposit:** To secure a place on any Westerfield College programme, a non-refundable deposit equal to 25% of the total programme fee must be paid by the deadline stated on the offer letter.
 - The deposit secures the student's place and contributes towards administrative, staffing, accommodation, planning and other costs incurred by the College in preparation for the programme.
- **Balance Payment:** The remaining balance must be paid in full no later than **45 days before the scheduled arrival date**.
 - Bookings made within 45 days of the scheduled arrival date require payment of the full programme fee immediately upon confirmation.
- **Early Payment Discounts:** Where an early payment discount is offered, eligibility will be determined by the number of days before the scheduled arrival date rather than by a fixed calendar date. Any applicable discount and qualifying payment period will be stated in the student's offer or booking documentation.
- **Payment Methods:** Payments may be made in British Pounds Sterling (GBP) or other currencies accepted by the College via bank transfer. Any bank charges, exchange rate costs or transaction fees are the responsibility of the payer.



3. Cancellation Protocols & Refund Schedule

All cancellations must be submitted to Westerfield College in writing.

The **25% registration deposit is non-refundable** once a place has been confirmed.

Where a student, parent, guardian or Educational Tour Operator cancels a confirmed booking, any refund will be calculated according to the number of calendar days between the College receiving written notice of cancellation and the student's scheduled arrival date:

- **More than 90 days before arrival:** 75% of the total programme fee will be refunded.
- **61–90 days before arrival:** 50% of the total programme fee will be refunded.
- **46–60 days before arrival:** 25% of the total programme fee will be refunded.
- **45 days or fewer before arrival:** no refund will be payable.
- **After arrival or once the programme has commenced:** no refund will be payable for early departure, missed teaching, accommodation, meals, activities or other services not used.

Where Westerfield College has already incurred specific non-recoverable third-party costs on behalf of the student, such as flights, transport bookings, tickets, visa-related costs or external activity fees, these costs may also be deducted from any refund otherwise due, where permitted and clearly identified.

Exceptional circumstances, including serious illness or bereavement, may be considered at the College's discretion upon receipt of appropriate supporting documentation.

4. Visa Refusal Policy

Where a student requires a visa to attend their programme and the visa application is refused by the relevant immigration authority, the normal cancellation and refund schedule will not apply, provided that:

- A copy of the official visa refusal notice is supplied to Westerfield College.
- The visa application was submitted accurately, honestly and within sufficient time to allow a decision to be made before the scheduled arrival date.
- Westerfield College is notified in writing of the refusal as soon as reasonably practicable.

Where these conditions are met, fees paid will be refunded, including the registration deposit, less any reasonable and non-recoverable costs already incurred by Westerfield College in connection with the student's booking. These may include visa administration, accommodation commitments, transport, tickets, external activities, banking charges or other third-party costs.

No refund will be payable where a visa is refused as a result of fraudulent, misleading or materially incomplete information supplied by the applicant, or where the application was

submitted too late to reasonably obtain a decision before the scheduled arrival date.

Any refund due will be processed in accordance with the College's Refund Application & Processing Procedure.

5. Course Modifications & College Cancellations

Cancellation by Westerfield College:

If Westerfield College cancels a programme before its scheduled commencement, students will be offered either:

- a suitable alternative programme or alternative programme date; or
- a 100% refund of all programme fees paid to Westerfield College, including the registration deposit.

The cancellation and refund charges set out in Section 3 do not apply where the programme is cancelled by Westerfield College.

Programme Adjustments:

Westerfield College reserves the right to make reasonable changes to programme timetables, teaching locations, accommodation arrangements, excursions, activities or other elements of the programme where operationally necessary.

Where changes are made, the College will endeavour to provide a suitable alternative of a comparable standard and will ensure that the overall quality and principal educational purpose of the programme are maintained.

6. Refund Application & Processing Procedure

1. All refund requests must be submitted to Westerfield College in writing and should include any relevant supporting documentation where required, such as an official visa refusal notice or medical evidence.
2. Refunds will normally be made to the original source of payment. Westerfield College may request additional information or verification where necessary to meet financial, fraud prevention or Anti-Money Laundering requirements.
3. Where a refund is approved, Westerfield College will aim to process the refund within 28 calendar days of receiving all information and supporting documentation reasonably required to assess the request.
4. Westerfield College is not responsible for delays caused by banks, payment providers, international transfers or circumstances outside the College's reasonable control.

7. Special Circumstances & Disciplinary Withdrawal

- **Force Majeure (Events Beyond Our Reasonable Control):**



Westerfield College will not normally provide refunds where a student is unable to attend, or is required to withdraw from the programme, as a result of events beyond the reasonable control of the College. Such events may include, but are not limited to, pandemics or epidemics, government travel restrictions or border closures, natural disasters, volcanic eruptions, earthquakes, severe weather, acts of terrorism, civil unrest, war, airline or transport disruption, or other circumstances that prevent or significantly delay travel.

Parents or guardians are responsible for arranging comprehensive travel insurance that provides appropriate cover for cancellation, travel disruption and other unforeseen events. Any financial loss arising from these circumstances should be claimed through the participant's travel insurance provider.

- **Serious Illness or Bereavement:**

Parents or guardians are responsible for arranging comprehensive travel insurance for their child, including cancellation cover for illness, injury, or bereavement. Westerfield College will not normally provide refunds or transfers where a student is unable to attend the programme due to these or other unforeseen circumstances. Any financial loss should be claimed through the participant's travel insurance provider.

- **Disciplinary Withdrawal:**

No refund will normally be payable where a student is suspended, removed from the programme or required to leave Westerfield College as a result of serious or repeated breaches of the Student Code of Conduct, safeguarding requirements or other College policies.

- **Homesickness or Personal Choice:**

Homesickness, a student's decision not to participate in activities, or a voluntary decision to leave the programme after arrival will not normally constitute grounds for a refund.

8. Appeals & Grievance Procedures

If a student, parent, guardian, Educational Tour Operator (ETO), group leader or other person responsible for the booking wishes to appeal a refund decision, an appeal must be submitted in writing within 14 calendar days of the refund decision being issued.

The appeal should clearly explain the reasons for the request and include any relevant supporting information or documentation that was not previously considered.

Appeals should be submitted to refund@westerfieldcollege.uk and will be reviewed in accordance with the College's Complaints & Student Grievance Policy (WC28).

The outcome of the appeal will be communicated in writing.



9. Policy Review & Version History

9.1 Policy Review

To preserve absolute alignment with changing UK employment laws, Department for Education statutory safety developments, and internal administrative shifts, this policy is subject to a formal, rigorous review cycle annually by the Centre Manager. If external regulatory modifications or independent educational inspection frameworks necessitate an earlier update, the review window will be moved forward accordingly.

9.2 Version History

The table below tracks the complete evolution of this policy document:

Version 2 Created 7th August 2026