

# Coronavirus Enrol/Cancel/Defer Policy

Updated May 2022

During what is a very unsettled, unsure and troubling time for us all, at UK Guardians we want our customers to feel that we are responding with sensitivity and understanding.

With this in mind, we are trying to cover all possibilities and eventualities, by adapting our Terms and Conditions as follows:-

Autumn 2020 and beyond

In light of the coronavirus situation, we are changing our policy for the September start 2022.

We understand that it is a very worrying, uncertain time and parents are wondering whether their children will be able to return in September or, if they are coming to the UK for the first time, if they are going to start their studies at the beginning of the September term. Equally, even if schools will remain open, parents may wish to decide later whether or not they want their children to travel to the UK and return to their school.

## No cancellation fees

### Current students

For our current clients of returning students, we want to reassure parents that there is no need to cancel your guardianship with us now as we are waiving all notice for the September start. Your child can simply remain under our guardianship with no fear of any notice being enforced. You can simply keep your guardianship programme in place and tell us later if you wish to cancel, recommence in September or defer for January. Provided you pay your fees prior to arrival, we will remain flexible.

### New Students

For any new starters, our no notice policy further applies. Should you enrol and pay for one academic year, starting in September and then decide not to come, then there will be no penalty and full fees will be returned. Alternatively, you can defer your fees forward from January 2021. Should you require a refund of one term, that is also sufficient. As final alternative, we can defer the full three terms to Autumn 2021 start.

Once students have arrived in the UK our usual terms and conditions and notice period applies.

### Flexible payment deadline

We will be invoicing our returning customers as usual in June 2020 and sending out invoices to newly enrolling parents as soon as we receive their application form. Although we appreciate prompt payment as a sign of intent to return or start in September, we will not be imposing any payment deadline other than payment being required prior to arrival. This, we hope, gives parents as long as

possible to make their decision on whether their children will be travelling in September or deferring until later.

### **Fees freeze**

We have made a decision to freeze our guardianship service fees, host family rates and Local Coordinator extra visit rates for another academic year. All these costs will remain the same for the 2020/21 academic year.

A special discount for our current clients

As an additional gesture of goodwill and a thank you for staying with UK Guardians through this difficult period, we would also like to offer our returning clients a 20% discount on the first term's fees regardless of whether this is September or January.

Once students have arrived in the UK our usual terms and conditions and notice period applies.