

Refunds of Course Fees

Introduction

- Our policy is that 'fees are non-refundable', however, there are a few exceptions as highlighted below.
- We do not give refunds to inactive students.

Circumstance	Conditions	Refund
<p>Any reason is acceptable</p> <p>For example</p> <ul style="list-style-type: none"> • Medical reasons that mean the student cannot take the course (i.e. they will miss more than the permitted number of lessons). • Obligatory transfer to another country • Obligatory travel abroad • School/college etc clash 	<p>Written request submitted by 17.00 on the day prior to start of term</p>	<p>Refund as requested by student minus 90 € admin fee</p>

Calculation of refunds for internal British Council reasons after the start of every term.

The refund will be calculated as the fee paid by the student divided by the optimum number of class hours x the number of class hours to be refunded.

The number of class hours to be refunded is calculated from the date the written request is received.

Circumstance	Conditions	Refund
<p>YL students with significant learning difficulties (autism, dyslexia, ADD etc) who cannot be accommodated in the class and need to be withdrawn</p>	<p>We request that the student be removed from class. (We may have been advised of the child's special learning requirements by parents and agreed to let the child try or we may not have been informed.)</p>	<p>Refund no. of class hours to be missed x fee per class hour. No admin fee.</p>
<p>Misplaced students for whom the appropriate level is not available on site</p>	<p>We agree that we have misplaced the student.</p>	<p>Refund no. of class hours to be missed x fee per class hour. No admin fee.</p>
<p>YLS who misbehave to such an extent and after repeated warnings that the only solution is to expel them</p>	<p>We expel the student</p>	<p>Refund no. of class hours to be missed x fee per class hour. No admin fee.</p>

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Calculation of refunds for students' external reasons in weeks 1-12 ONLY. No refunds can be given after week 12.

The refund will be calculated as the fee paid by the student divided by the optimum number of class hours x the number of class hours to be refunded minus the 90€ admin fee.

The number of class hours to be refunded is calculated from the date the written request is received. Documentation can follow later, but no refund will be processed until the documentation has been received.

Circumstance	Conditions	Refund
Obligatory transfer to another country/city or part of Greece	Written request and documentation from the employer/parent's employer.	Refund calculated as above from the date of receipt of written request Documentation must be received before the refund is processed
Obligatory travel abroad when this means the student will miss 30% of the course	Written request and documentation from the employer/parent's employer	Refund calculated as above from the date of receipt of written request Documentation must be received before the refund is processed
School/college/work etc clash	Written request and documentation from the school/employer stating that attendance by the student is obligatory and that time of class does not allow student to attend our class.	Refund calculated as above from the date of receipt of written request Documentation must be received before the refund is processed

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Calculation of credits/refunds for medical/compassionate reasons can be processed all through the term.

Circumstance	Conditions	Refund
Medical: <ul style="list-style-type: none"> • medical reason that means the student cannot finish the course • serious illness of bread winner 	Written request and medical certificate from a public hospital	Refund calculated as for three above from the date of receipt of written request (documentation must follow) No admin fee.
Compassion: <ul style="list-style-type: none"> • redundancy • death of bread winner, • student's death 	Written request	Refund calculated from the date of receipt of written request. No admin fee.

Standards for dealing with refunds:

- We will deal with all requests for refunds within three working days of receipt
- Cases not covered by these guidelines will receive an acknowledgement/preliminary answer within three working days of receipt
- All customers should receive their refund within ten working days of approval.

Refunds

The British Council cannot make payments to banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction. If you request a refund to be sent to an account at a sanctioned bank and/or sanctioned financial institution, you will be asked to nominate an alternative method of payment that does not breach sanctions. Failure to provide an alternative method of payment will result in non-payment of the relevant funds.