

**This is a simplified version of our Terms and Conditions. Please refer to both documents for all the terms.**

### **What if I want to cancel my course?**

- All refund or cancellation requests must be submitted through [speakuplondon.com/refund](https://speakuplondon.com/refund). The notice period begins on the working day we receive your request (Mon-Fri, 9:00-17:00 UK time).
- The refund **must** be paid back using your original payment method.
- Refund requests are usually processed within **60 calendar days**. Delays can happen if you do not provide bank details or respond to information requests.
- You are responsible for any bank charges or handling fees during the refund process. Fees cannot be transferred to another student.

### **Non-Refundable and Partially-Refundable Fees**

- **Non-refundable fees:** Registration, accommodation booking, visa support letter, professional visa advice, and courier fees.
- **Learning materials:** 50% of the fee is non-refundable before the course starts to cover administrative and stock costs.

### **Cancellation Charges (in addition to non-refundable fees)**

We keep a cancellation charge based on the length of your course:

<b>Length of booking</b>	<b>Cancellation charge</b>
1-3 weeks	£50
4-7 weeks	£100
8-13 weeks	£150
14-23 weeks	£200
24 weeks +	£250

### **Specific Cancellation Rules**

- **Less than 14 days before start:** We keep the cancellation charge plus an additional **1-week course fee**.
- **From day 1 of the course:** There are **no refunds** (we keep the entire course fee).
- **No start date indicated:** The start date must be specified within 30 days of payment. If you request a refund without a start date, we keep **50% of the course fees**.
- **Distance Contract (Online Booking):** If your contract qualifies as a Distance Contract, you can cancel within **14 calendar days** of your first payment via [speakuplondon.com/refund](https://speakuplondon.com/refund).
  - If you cancel during this period **before** the course starts, you receive a full refund minus a 10% fee for services already provided.
  - If you start the course during this 14-day period, there will be no refund.
- **Bookings from an Educational Travel Operator (ETO):** Please check with your ETO for their refund policy.

## VISA STUDENTS

You must have a valid right to study in the UK.

- **Visa Support Letters:** We issue formal visa support letters (non-refundable £49) for:
  - Standard Visitor Visa (courses under 6 months)
  - Short-term Study Visa (courses 6-11 months)
- We **cannot** support Student Visas or issue CAS numbers.
- There will be **no refund** if your visa is rejected because you chose the wrong visa type.
- There will be **no refund** for students who receive a visa but then cancel their course.

### Visa Application Responsibilities & Advice

- It is your responsibility to apply for your visa with enough time to receive it.
- You must have a valid passport and the legal right to stay in the UK for the entire course. If your course exceeds your allowed stay, you get **no refund**. Check details at [gov.uk check visa](https://gov.uk/check-visa).
- Full payment is required before any visa support documents are issued.
- We provide limited visa advice; you must ensure you follow the most current regulations. We are not responsible for decisions made by embassies or immigration police.
- **Immigration Advice:** We recommend using registered immigration advisors (we partner with some who offer a discounted rate).
- A **£50 charge** applies each time documents are sent by courier.

### Visa Refusal and Refund Policy

- **Refunds after a visa support letter is issued are only given if you provide a copy of the refusal letter.**
- There will be **no refund** if the refusal is due to:

- Fraudulent documentation.
- Unauthentic documentation that cannot be verified.
- False information on the school or visa application form.
- If your visa is refused, we will encourage you to **appeal the original decision** first.
- Refund requests for visa refusal must be made within **8 months** of your course start date.
- **For all other circumstances** (voluntary withdrawal, change of mind, etc., unrelated to visa refusal), **no refund will be issued**. However, you may be entitled to credit towards other courses, which must be claimed within 12 months of the payment date.