

Special Temporary Terms and Conditions (to be applied in the event of flight disruption and cancellation only)

We appreciate that clients are very uncertain about making any bookings in the current climate, and so we have made a temporary change to our Terms and Conditions in order to provide greater flexibility.

In the event of a flight disruption or cancellation clients have two options:

1. Postponement

- *Students may postpone the course at any time up to the day of departure **with no penalties**. However, please check with us that their desired course and accommodation are still available on their new dates.*

2. Cancellation

- *Students may cancel the course with no penalties up to seven days before their arrival date. We will refund fees and any accommodation payment they have made in full, less any bank charges. The refund will be given via the ETO.*
- *If they cancel under seven days before their arrival date we will issue a credit voucher for the course, valid for one year from their original arrival date. If they have booked accommodation we will charge one week's accommodation cancellation fee*

We strongly recommend that students take out insurance to cover fees and costs in case of flight disruption

This temporary change to our Terms and Conditions is applicable from 1st May 2026 until 30th September 2027, when it will be reviewed.