



## Notes for the meeting with GAELA – April 6, 2020

### Critical points – Schools – Agencies – Students during the COVID-19 emergency

#### Cancellation / Credit notes / Refund Policy

### 1. Existing students

Students who were already at school when the virus emergency started and the school had to close down.

#### 1.1 Tuition fees

Is a switch to an **on-line course** acceptable for the students remaining in the Language School? Should the students who accepts/accepted the on-line course get a partial refund?

Can the student who went back home come back after the emergency, restarting the course from where it stopped (**automatic extension**)?

The students who went back home before the official end of the course – because of the virus - can get a **refund** for the remaining unused period, if they decide not to come back?

**For how long can the voucher be used?** 12 months from the date when the voucher has been issued? Or until December 2021. Is the voucher in the name of the student or can it be transferred to someone else, providing that the new student fulfills the school's requirements?

#### 1.2 Accommodation fees

Can the student - who went back home - come back after the emergency, restarting the accommodation period where it stopped (**automatic extension**)?

Can the student go back home deciding not to come back and get an **accommodation refund** or a **voucher**? Different conditions apply whether it is homestays, residential accommodation...

**For how long can the voucher be used?** 12 months from the date when the voucher has been issued? Or until December 2021. Is the voucher in the name of the student or can it be transferred to someone else, providing that the new student fulfills the school's requirements? The student should be aware of the fact that it might be impossible to provide the exact same family, private or shared apartment or residential accommodation



## 2. Pending arrivals

Students expected to arrive in the next weeks or months.

### *2.1 Tuition fees and accommodation fees*

#### 2.1.1 When the fees have already been paid to the school

Postponement to a later date, with no “change fees”?

Issuing a credit note for the full value of the booking (course and accommodation) valid until December 2021?

Course and accommodation cancellation, paying some cancellation fees to the school. The school has 6 months to send back the remaining fees to the agent.

#### 2.1.2 When the fees have not yet been paid to the school

Postponement to a later date, with no “change fees”?

## 3. New bookings for 2020/21

For those students worried about booking in case they need to cancel.

### *3.1 Book with no deposit*

Allowing bookings, postponing the deposit payment and the final settlement to a date closer to the course start.

### *3.2 Book with Confidence*

Possible postponement to a later date, with no change fees? Until December 2021?

### *3.3 Book, pay now to get more*

Encouraging bookings with the possibility of attending online language courses until the start of the active/live course for free - or at a cheaper price - with the explicit condition of a full payment, at least for the course). Same conditions of postponement / voucher apply if the course cannot start at the chosen dates.



## 4. Summer group bookings

For those groups expected to arrive during Summer 2020, that have already paid a deposit.

### ***4.1 Postponement***

Postponement to a later date, with no change fees? Until December 2021?

### ***4.2 Voucher***

Issuing a voucher that can be transfer to another group or individual booking? Until December 2021.

## 5. Winter group bookings - Ministays

For those groups expected to arrive during Spring 2020 (March-June), that have already paid a deposit or already settled the whole amount.

### ***5.1 Refund policy***

Postponement to a later date, with no change fees? Until December 2021? Possibility to change the names on the list, providing that the new student fulfills the school's requirements?

*3/end*