



Student Cancellation or Withdrawal Policy

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Student Cancellation or Withdrawal

At Alpha Guardians we want you to be reassured by all that we are putting in place, or already have in place, to receive students back safely to the UK and our care in what we can only class as unprecedented times during the Corona Virus pandemic.

With this in mind, and with the uncertainty this has already brought, this is intended to cover all possibilities and eventualities, through adapting our Terms and Conditions for September 2020.

Autumn 2020

At this current time, it is envisaged that schools will be reopening for face to face teaching from September 2020. Schools have put their own safety measures in place to maintain social distancing and good hygiene practices to minimise the spread of the virus, where practicable.

No Cancellation Fees

Returning Students

For our returning students we look forward to welcoming you back to Alpha Guardians for the new term. However, if you have decided that you are not going to continue your education in the UK at this current time, we can either defer your guardianship place, until you decide to return. Therefore, remaining under our guardianship when you choose to recommence your studies or you can choose to cancel your guardianship with us, where any outstanding monies due to you will be returned on receiving of bank details.

New Students

For new students planning to join us during 2020/2021, should you enrol and pay for the academic year and then decide not to come to the UK for your education, then no penalty will be incurred and full fees will be returned. Options to defer your fees for up to three terms are also available.

Withdrawal of a student during the term, Covid related

For us all it is difficult to predict exactly what is going to happen over this coming period in regards to Covid 19, however it is possible that a class or year group within a school may be asked to self isolate due to cases within the group. Schools have made contingency for this and online lessons will continue until the student can return to school.

Where the situation changes, or the student and their family feel that they would be safer in their home country during the term we would look to make a refund to you for fees paid. This would be one of two options:

If the student remains enrolled at the school, receiving lessons from staff a refund of 50% would be made for the remaining full terms of the academic year.

If the student chooses to withdraw fully from the school, with no further lessons a refund of 100% would be made for the remaining full terms of the academic year.