



CANCELLATION POLICY

LAST UPDATED: 02 JULY 2020

PREVIOUSLY UPDATED: 26 MAY 2020

Our campuses are reopening in September. We look forward to welcoming students to CATS Colleges in Cambridge, Canterbury, London and Boston, as well as Cambridge School of Visual and Performing Arts.

We have revised our cancellation policy to allow greater flexibility and to ensure you can book with confidence during these unprecedented times. Our revised policy means that booking with us is risk-free.

STUDENTS WHO HAVE TO POSTPONE OR CANCEL THE COURSE DUE TO COVID-19

Students who are unable to arrive in the UK or US in time to start, or continue, their programmes at CATS Colleges in September 2020 as a direct result of COVID-19, will be able to start their studies online* and join face-to-face classes at one of the published entry points.

*Please check our websites for the full list of online and face-to-face study options:

- [CATS Colleges in UK](#)
- [CATS Academy Boston](#)
- [CSVPA](#)

CATS UK and CATS Academy Boston students who are unable to arrive at the last entry point in 2020 have the following options:

- a) Continue their programme online until the end of the Autumn term/semester and defer their face-to-face studies to the next enrolment date in January 2021;
Or
- b) Apply to receive a refund of the remaining fees paid, including the deposit in case of withdrawal.

CSVPA students who are unable to arrive at the last entry point on 9 November 2020, have the following options:

- a) Defer their studies to the next available start date in 2021, in which case any payments received will be transferred accordingly;
Or
- b) Apply to receive a refund of the remaining fees paid, including the deposit, in case of withdrawal.

This policy covers the following:

- Travel restrictions imposed by the governments due to COVID19
- Failure to obtain a relevant UK or US study visa due to the restrictions in the student's home country (including failure to obtain supporting documentation for visa application purposes)
- Illness (students would need to provide a copy of the COVID-19 test results confirmed by a medical professional)

- Course cancellation (by college)

CATS UK and CATS Academy Boston students starting their courses online who are subsequently refused a study visa will be eligible for a refund of the remaining fees. Should students then choose to reapply for the visa with the approval from the CATS Compliance Team, they can continue their studies online until the end of the Autumn term/semester. In case repeated visa application is unsuccessful, students will receive a refund of the remaining boarding fees.

CSVPA students starting their courses online who are subsequently refused a study visa will also be eligible for a refund of the remaining fees. Should students then choose to reapply for the visa with the approval from the CSVPA Compliance Team, they will need to defer to the next available intake in 2021. Any fees payments received by that point will be transferred accordingly. In case of an unsuccessful study visa re-application, students will receive a refund of the remaining boarding fees.

STUDENTS WHO WISH TO POSTPONE OR CANCEL THE COURSE DUE TO GENERAL CONCERNS

Students who are concerned about starting their course in the UK or US in September 2020 because of COVID-19, need to communicate their decision to CATS or CSVPA up to 4 weeks prior to the start of the Autumn term/semester.

Students will then have the following options:

- a) Defer the start date to the next available intake in 2021;
- b) Start their studies online in September before joining the college to continue the course at defined entry points or January 2021, depending on the course;
- c) Request a full refund (including registration fee and deposit)

Please note that students who choose to cancel due to general concerns less than 4 weeks before September 2020 start date will be subject to our normal terms and conditions.

We will aim to process refund requests within 28 calendar days upon receipt of a completed refund form. Funds will be returned to the original sending bank account, as per the company's general Refunds Policy. To apply for a refund, please contact Credit Control Team on refunds@catseducation.com.

We are reviewing and adapting our policies as the situation around COVID-19 develops. We understand that this is a very difficult time for everyone. Our goal is to be clear and transparent with the information being released. We are a strong community and the wellbeing of our students and staff remains the highest importance to us.

For further information, please refer to our [Frequently Asked Questions](#) which is a part of our #WeCare Pledge.