

# CANCELLATION POLICY 2021

**VALID FROM:** 05 March 2021  
**LAST UPDATED:** 05 March 2021  
**PREVIOUSLY UPDATED:** 21 October 2020

We look forward to welcoming students to one of our schools:

- [CATS UK Colleges \(Cambridge, Canterbury and London\)](#)  
[CATS Academy Boston](#)
- [Cambridge School of Visual & Performing Arts](#)
- [Stafford House \(London, Brighton, Canterbury, Cambridge, Toronto, Calgary\)](#)
- [Stafford House Study Holidays centres in the UK, US and Canada.](#)

We have revised our cancellation policy for courses running in 2021 (from 05 March 2021) to allow greater flexibility, and to ensure students can book with confidence during these unprecedented times. Our policy means that booking with us is risk free.

## CURRENT STUDENTS AT CATS UK, CATS US AND CSVPA

Current students are encouraged to return to campus and resume face-to-face lessons. Students who are unable to travel to join us, need to speak to their College to discuss their options.

You can see the latest updates for current students on our websites:

- [CATS UK Colleges – Cambridge, Canterbury and London](#)
- [CATS Academy Boston](#)
- [Cambridge School of Visual & Performing Arts](#)

## NEW STUDENTS WHO HAVE TO CANCEL THEIR PLACES AT CATS UK, CATS US AND CSVPA DUE TO COVID-19

New students who are forced to cancel their place as a direct result of COVID-19 can either defer their studies to the next enrolment date or apply to receive a full refund of all fees paid, including the deposit and registration fee.

This policy covers the following:

- A travel ban put in place 4 weeks prior to the start of the programme

- Failure to obtain a relevant UK or US visa due to the restrictions in a student's home country (including failure to obtain academic or other relevant documentation for visa purposes)
- Illness (students would need to provide a copy of the COVID-19 results confirmed by a medical professional)
- Course cancellation (by college)

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

### **NEW STUDENTS WHO HAVE TO CANCEL THEIR PLACES AT CATS UK, CATS US AND CSVPA DUE TO GENERAL CONCERNS**

New students who are concerned about starting or continuing their course in the UK or US in September 2021 if COVID-19 remains a threat will have the following options:

- Defer the start date to an equivalent course in January 2022 intake
- Request a refund

**Please note that students who choose to cancel due to general concerns will be subject to our normal terms and conditions:**

- [CATS UK Colleges – Cambridge, Canterbury and London](#)
- [CATS Academy Boston](#)
- [Cambridge School of Visual & Performing Arts](#)

### **NEW STUDENTS WHO HAVE TO CANCEL THEIR PLACES AT STAFFORD HOUSE UK, CANADA OR STAFFORD HOUSE STUDY HOLIDAYS UK, US AND CANADA DUE TO COVID-19 OR GENERAL CONCERNS**

Any advance payments will be credited if a student is unable to attend the course due to Covid-19. Refund requests will be reviewed on a case-by-case basis.

### **REFUNDS**

- To apply for a refund for a CATS/CSVPA course contact [refunds@catseducation.com](mailto:refunds@catseducation.com)
- To apply for a refund for a Stafford House course contact [reservations@staffordhouse.com](mailto:reservations@staffordhouse.com)



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## OUR COMMITMENT TO TEACHING AND LEARNING

In the meantime, our schools are continuing to deliver courses face-to-face in the US and Canada and online via our online learning environment in the UK.

To see the latest update on the reopening of the UK schools, please visit [https://www.catscolleges.com/news/view,cats-colleges-in-the-uk-to-reopen-for-facetoface-teaching\\_622.htm](https://www.catscolleges.com/news/view,cats-colleges-in-the-uk-to-reopen-for-facetoface-teaching_622.htm).

We are reviewing and adapting our policies as the situation regarding 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, our students' and staff safety and wellbeing remain of the highest importance to us.