

FOR INTERNAL USE ONLY

CANCELLATION POLICY

21ST OCTOBER 2020

We plan to have face-to-face teaching fully restored across all Colleges by January 2021, and we look forward to welcoming students to CATS Colleges in Cambridge, Canterbury, London and Boston, as well as to Cambridge School of Visual and Performing Arts (CSVPA).

We have updated 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 Cambridge, Canterbury, London and CATS Academy Boston** in January 2021 as a direct result of COVID-19, will be able to join streamed live lessons* 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 UK: <https://www.catseducation.com/courses/january-course-starts.htm>

CATS UK students who are unable to arrive at the last entry point in the Spring Term will have the following options:

- a) Start or continue their programme by joining streamed live classes until the end of the Spring Term and join face-to-face classes in Summer Term 2021;

or

- b) Defer their face-to-face studies to the next available intake in 2021;

or

- c) Apply to receive a refund of the remaining fees paid, including the deposit in case of withdrawal.

CATS Academy Boston students who are unable to arrive at the last entry point in the Spring Semester have the following options:

- d) Start or continue their programme by joining streamed live classes until the end of the Spring Semester and defer their face-to-face studies to the next enrolment date in 2021;

or

- e) Apply to receive a refund of the remaining fees paid, including the deposit in case of withdrawal.

CSVPA students who are unable to arrive in the UK at the last entry point* in the Spring Term to start, or continue, their programmes will 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.

* Please check our website for the information on the arrival dates in January 2021:
https://www.csvpa.com/ugc-1/1/3/0/coursefinder_2020-21v2.pdf

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 students starting or continuing their studies 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 of the CATS Compliance Team, they can continue their studies online until the end of the Spring Term/Semester. In the case that the repeated visa application is not successful, students will receive a refund of the remaining fees.

CSVPA students who are subsequently refused a study visa for face-to-face studies in the Spring Term/Semester, will also be eligible for a refund of the remaining fees. Should students then choose to reapply for the visa with the approval of the CSVPA Compliance Team, they will need to defer to the next available intake in 2021. Any fee 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 fees.

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

Students who are concerned about starting their course face-to-face in the UK or US in January 2021 due to COVID-19, need to communicate their decision to CATS or CSVPA **up to 4 weeks** prior to the start of the Spring Term/Semester.

Students will then have the following options:

- a) Defer the start date to the next available intake in 2021;
- b) Start or continue their studies online in January before joining the college to continue the course at defined entry points, depending on the course (**CATS UK and Boston only**);
- 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 January 2021 start date will be subject to our normal terms and conditions. This applies to both tuition and accommodation fees.

Refund requests on applications that have been deferred from September 2020 to January 2021 and subsequently cancelled will be reviewed on a case by case basis.

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 our students' and staff safety and wellbeing remain of the highest importance to us.

For further information, please refer to the Frequently Asked Questions which is a part of our #WeCare Pledge: <https://www.catscolleges.com/ugc-1/1/3/0/pledge.pdf>