

Cancellation Policy

After booking a course at International House Torquay you are entitled to a 'cooling off' period of 14 days with the right to free cancellation. We will refund, in full, all fees paid for any course cancelled within 14 days of booking. After this period the following rules will apply:

Pre-arrival cancellations and refunds

1. All cancellations must be made in writing.
2. Registration and Accommodation Fees are non-refundable in all circumstances.
3. If you cancel more than 28 days before the course starts, we will refund all fees paid minus the Registration and Accommodation fees.
4. If you cancel 28 days or less before the start of the course, we will refund all payments after deduction of the Registration Fee, Accommodation Fee and one week of tuition and accommodation.
5. For cancellations made after midday on Friday before the course start date or non-arrival – no refund will be given.
6. If you cancel your course because your visa application has been refused, you will need to provide documentary evidence before any refund can be considered. Once we receive a copy of all pages of the Visa Refusal letter including the last page with the signature of the ECO and date of refusal, and our original letter of enrolment, we will refund all payments received less the Enrolment Fee, Accommodation Fee and bank charges.
7. Any refunds due will be made to the person or organisation that made the payment. If you paid by credit card or bank transfer then the fees will be refunded to the same account. Please note that any associated bank charges incurred during the transaction must be covered by the recipient.

Postponement of your course or accommodation

1. In case of postponements, a credit note may be issued. The credit note will be valid for 12 months from the date of issue.
2. If fees have increased during this time, the difference will become payable. Credited fees cannot be transferred to another person.

Cancellations/changes to your course or accommodation after arrival

1. All changes must be made in writing or by email to reservations@ihtorquay.uk No refunds of course fees are payable after arrival.
2. We are unable to offer credit notes to students who leave their course early.
3. If you cancel your homestay, we will refund all accommodation fees less two weeks' fees.
4. If you cancel our Hotel or Apartments with less than 28 days' notice, no refund is due.
5. Periods of absence due to accident or sickness are non-refundable – we recommend taking out student insurance.

Reviewed: Jan 2024