



## Direct Individual Student Cancellation & refund policy

Any cancellation must be received in writing. The client will incur the following charges if any booking is cancelled by them:

- Cancelled 90 to 60 days prior to your arrival date (3 to 2 months) then 50% of the total amount is liable
- Cancelled 60 to 30 days prior to your arrival date (2 to 1 months) then 75% of the total amount is liable
- Cancelled less than 30 days prior to your arrival date (1 month) then 100% of the total amount is liable
- Should a client cancel a booking based on travel restrictions in the student's country of residence, normal cancellation fees will apply. It is therefore very important that the child is covered by appropriate travel insurance for this eventuality.

FCLC reserves the right to cancel any booking and retain any payments made to date if:

- The client fails to adhere to any of the terms of business herewith
- In the opinion of FCLC, the client has materially changed the contracted booking (numbers, days and accommodation)
- The client is insolvent or FCLC is the same

FCLC reserves the right to cancel any booking if it is directed to cancel the programme by the UK or Scottish government or if any facilities, houses or grounds on site are deemed damaged, unsafe, closed or non-repairable. Should we cancel any booking for these reasons, FCLC will refund payments it has received less the non-refundable registration fee.

