

# Cancellations & Refunds Policy



## 1. Cancellation and course curtailing charges

- If you cancel or curtail the course more than 30 days before arrival date, we will retain or charge you a £250 cancellation fee (see 'Refund policy' below for charges relating to visa refusal).
- If you cancel or curtail the course between 30 days and 8 days before your arrival date, the provider will charge you 50% of the total invoice price.
- If you cancel or curtail the course less than 7 days before your arrival date or if you fail to arrive, the provider will charge you 100% of the total invoice price.
- In the event of course cancellation after the start of the course, there will be no refund given.

## Refund policy

- In the event that a student leaves his course before completing the full duration of a purchased course of study, we will not refund any amount.
- In the case of a student requires a UK entry visa to study at a College or University, if the student is unsuccessful in obtaining a visa, we will provide a refund when we receive written evidence of a visa refusal but it must be at least 8 days before the start of the course. Under any circumstances, a copy of the visa refusal letter and written confirmation of course cancellation by the student/representative must be supplied at least 8 days before the course start date. Please note that we will deduct the following charges: a £250 administration charge, courier fees (if applicable), bank transfer charges, any other charges relating to the issuing of a refund. Note also, students that have booked Homestay accommodation via SSS, and who give fewer than 8 days notice, will be required to pay 1 week's accommodation, and this in addition to the other refund charges stated above. For any other accommodation types such as hotels and student residence there will be no refunds given.
- No refund will be given if fraudulent documents are found to have been submitted with the visa application or if the relevant UK Home Office/UKVI Immigration Rules and the SSS immigration guidelines have not been followed.
- In the event of exceptional circumstances students can, at the discretion of the agency, defer a course start to an agreed future commencement date. Note that if the school/college no longer offers the course that the student originally enrolled on, we will offer an equivalent course instead and will not issue a refund.
- Reduced rates are given for longer courses. If these courses are curtailed for any reason they will be re-invoiced at the higher rate.
- The transfer of fees from one student to another is not permitted.

- No refund is given for any accommodation changes after the commencement of the course. If student decides to change the accommodation, it will be at the student's expense to book a new accommodation. A two-week notice is required.

## **2. Registration Services Policy**

In case of application rejection by the university, the following refund policies will be applied;

In the following circumstances, Sahara Student Services Agency (SSSA) will **refund the full-service fee**:

- If the application is not done on time due to SSSA delay.
- When the applied seat is no longer available (the application must be done before the mentioned deadline)
- The application failed due to SSSA's incorrect information.
- Other mistakes caused by SSSA.

**Note:** The student can apply a for full refund (application and service fees) if he/she withdraw the application and inform us within 24h after paying the fees.

In the following circumstance, Sahara Student Services will **not refund the service fee**:

- When student fails to provide on time all the required documents.
- When the student misses the interview or test set by the university.
- When the information or documents provided by the student are fake, incorrect or incomplete.
- If SSSA or university can't reach the applicant to the provided communication line such as email and phone number (we advise you to check your email regularly because that is one of the primary manners in which we communicate with you).
- If the student drops the application after being admitted or withdraw the application later than 24h after paying the fees.
- Other mistakes caused by the student.

**Note:** In other case of rejection by the university due to reasons other than the one mentioned above, the student can apply to one more university without paying extra fee and still benefit our full service.