

Cancellation & Refund Procedures

Policy Updated: June 2025

Next Update: June 2026

All applications for cancellations and refunds should be made in writing. If you cancel your course 21 days before the start date, the school will refund all your money.

If you cancel your course between your start date and 21 days before the start of your course, we will charge you one week's tuition and a registration fee. The rest of the money will be refunded.

The school will not make any refunds once the course has commenced.

If you book your course through an agent, you need to contact the agent to get back the money you paid to the agent.

In exceptional circumstances, it may be possible to cancel your course after you start studying.

The school reserves the right to request evidence before processing a refund, such as visa refusals, medical reports, or other relevant documentation that necessitates cancellation. Refunds of payments should only be made by the same method and to the same account as the original payment was made.

Birmingham School of English reserves the right to cancel courses without notice and will offer students a full refund or an alternative course at no extra cost. Birmingham School of English reserves the right to cancel courses for students with unacceptable conduct.

If a visa application is rejected and we receive written evidence at least 14 days prior to arrival, we will refund the fees received in full, less an administrative fee of £250. Where we receive this evidence, the refund will be paid to you within four weeks of your providing us with bank details and a signed authorisation that the refund should be paid to that account. If written evidence of a refusal is received less than 7 days prior to arrival, then the refund will be paid less the administrative fee and the following non-refundable payments: £250.

No refund will be given for missed classes. Refunds will not be given if the student intends to stay in the UK without studying, moves to another language school, or is asked to leave due to disciplinary procedures.

Refunds will not be given for holiday periods, but we will extend your course end date. This will only be allowed for full weeks taken (Monday to Friday).

Refunds are not issued for illness, but we will extend course end dates. This will only be allowed for full weeks taken (Monday to Friday).