

ELI Schools works with many professional international booking agents located around the world. You may book your course directly through ELI or through one of our selected partners. The price you will pay will always be the same when booking through one of our partners. Our booking partners will always be professional companies with offices or a website with verifiable details. If you wish to verify a partner or sales agent's status, please feel free to contact us on [hello@elischools.com](mailto:hello@elischools.com).

- Once you are ready to book you will be asked to complete an application form.
- Once this is received ELI Schools will generate a booking confirmation invoice and confirmation letter.
- Your place on any program is not secure until a €500 non-refundable booking deposit is paid. Once this deposit is paid, your place is provisionally held until full fees have been paid.
- To make a payment directly to ELI we will always request payment through an approved payment provider by bank transfer. We will never request payment in cash. In addition to international bank transfers, students can use: <https://elischools.transfermateeducation.com/>
- ELI Schools must receive payment 100% in full a minimum of two weeks prior to your course start date.
- Once your programme is paid in full you will receive a Letter of Acceptance confirming payment in full. This letter can be used to prove your acceptance and payment status to immigration or other official bodies.
- If you have booked an airport transfer or accommodation, please confirm your flight arrival details a minimum of two weeks prior to arrival. ELI Schools will confirm transfer and accommodation 14 days prior to arrival. Confirmation documents will only be provided to students who have paid in full on time.

## BOOKING AND PAYMENT POLICY

In the event a student needs to cancel their booking we implement the following policy:

- Cancellation more than 1 week prior to arrival: full refund less €500
- Cancellation less than 1 week prior to arrival: full refund less €800
- Cancellation after the course start date: no refund

If a student must cancel their course due to the inability to obtain a visa, we will issue a full refund less €500 administration fee and subject to receipt of the visa refusal letter.

To comply with modern anti-fraud banking rules all refunds must be returned to the bank account or credit card we received payment from. Approved refunds will be returned within 30 days of notice of cancellation. Sending bank charges will be deducted from the balance being refunded.

If you need to cancel your programme, please contact your booking agent or [hello@elischools.com](mailto:hello@elischools.com).

By signing this document you agree that:

- I have read and understand Booking and Payment Policy also Cancellation and Refunds Policy.
- I have read and accept all the school policy documents