3. Rebooking and cancellation: If a booking is altered up to 28 days before departure we will be obliged to charge a fee of 50€ / £40 / $65. After this period we cannot guarantee the requested changes and the rebooking costs may exceed the above amounts. In the case of cancellation we will charge following fees:

	Worldwide	USA	Canada
Up to 16 days prior	10%, max €250 / £200 / $300. Additional visa & courier fees if required	Non-refundable fees, max $160 - $310 depending on location. (registration, placement & courier fees)	10% max $350 CAD. Additional courier fees if required
3 - 15 days prior	50%, max €500 / £400 / $600. Additional visa & courier fees if required	Non-refundable fees, max $160 - $310 depending on location. (registration, placement & courier fees) + 1 week accommodation	30%, max $700 CAD. Additional courier fees if required.
2 days prior	90%, max €1000 / £800 / $1200. Additional visa & courier fees if required	Non-refundable fees, max $160 - $310 depending on location. (registration, placement & courier fees) + 2 weeks accommodation	30%, max $1000 CAD. Additional courier fees if required

After course start: Worldwide - 100%, max €1200 / £1000 / $1300; USA & Canada - We follow the policies established by ACCET and the respective U.S. or Canadian state (+2 weeks accommodation).

Cancellation insurance is available at 2% of the total amount (minimum €55 / £45 / $55 / 70CAD). The insurance fee must be settled at the time of registration and will only apply if you cancel prior to departure due to health reasons (a written confirmation from the relevant doctor is required as proof).

In the unlikely event the school is unable to create a group course due to an insufficient number of students of the same level, smaller classes for a reduced number of lessons will be provided instead (standard = 12 lessons / intensive = 18 lessons). Under the rare circumstances of our being forced to cancel, all fees paid for SCIH LIMITED, trading as Sprachcaffe Languages PLUS services, will be refunded. The minimum number of participants is 4.