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# Cancellations and Changes to Bookings

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## Cancellations

For cancellations up to 2 weeks before course commencement, full fees will be refunded except the non-refundable deposit of €150.

For cancellations of 14 days or less, the deposit will be retained and the following percentages of the fees (full package: course, accommodation, registration fees, any additional extras, etc.) will be refunded:

- **7–14 days: 50% of course fees will be refunded.**
- **Less than 7 days: 30% of course fees will be refunded.**

Once the course has **commenced fees will not be refunded** irrespective of the circumstances. This includes late arrival/early departure or days missed during the course.

Changing from General English to Exam Preparation Programmes is possible as we encourage and support your language achievements, but these changes are subject to availability and are at the complete and sole discretion of Management.

Fees / tuition weeks are non-transferrable and non-refundable irrespective of the circumstances.

Please refer to our [Covid-19 cancellation policy](#), procedures and protocols.

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There is an additional administration fee of €35.00 charged for each booking change after the initial booking. This applies but is not limited to changes of dates, changes of accommodation & of courses.

Additional services that are added after the initial booking (for example, special diet, halal, vegetarian, coeliac, special preferences, additional or reduced number of nights, health insurance etc.) will incur this fee.

It will not apply to upgrades in bookings – i.e. adding a significantly longer course; adding the FIRST transfer after the initial booking.

## Changes & Refunds

All changes between one course and another, including changing from General English to Exam preparation programmes, are subject to availability and are at the complete and sole discretion of Management.

Students may not change from group to private tuition or opt for less intensive courses, or shorten their course regardless of the reason.

Fees / tuition weeks are non-transferrable. Refunds and credit notes are only given in extenuating and exceptional circumstances and are at the sole discretion of Management.

## Complaint Procedures

In the event of a dispute, GCI / GBS will endeavour to resolve the issues in a fair and ethical manner. Once this process has been exhausted, GCI / GBS will follow the Dispute Resolution Procedure/Complaints Procedure of [IALC](#) / [EAQUALS](#), and the complaint will be referred to the appropriate Ombudsman.

In the event of legal action, the court case must be taken where the bulk of the service provided by GCI / GBS has taken place, i.e. Ireland.

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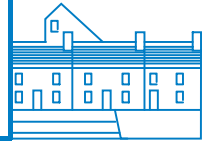
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# C1 Advanced 12 weeks | 20 lessons



Since 1989, Galway Cultural Institute has provided English language programmes to students from all over the world - in fact, we have welcomed people from more than 30 countries.

Explore more English courses

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