



# CANCELLATION POLICY

## - How do I cancel my booking?

If you want to cancel your booking and ask for a refund, you must complete our form

[www.speakuplondon.com/refund](http://www.speakuplondon.com/refund)

## - How and when will I receive my money/refund?

You will receive your money in no more than ninety (90) days after asking for your refund.

## - Will I receive 100% of the money I paid?

We do not refund registrations fees, accommodation booking fees, visa fees, and courier fees.

We do not refund tuition fees if you started the course.

You will have to pay for any bank fees.

The following charges apply if you cancel minimum 7 days before starting the course:

1-3 weeks booking:	£50 charge
4-7 weeks booking:	£100 charge
8-13 weeks booking:	£150 charge
14-23 weeks booking:	£200 charge
24 weeks + booking:	£250 charge

If you cancel less than 7 days before starting the course:

Speak up London will keep the cancellation charge plus the amount for 1-week course.

## - What happens if I booked with an agency?

If you booked and paid with an agency, your agent will organise your refund.

In some cases, if you booked with an agency but you paid the school directly, the school will organise your refund (some charges may apply).

Find more details about our refunds policy on our Terms & conditions.