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# Our Covid-19 Refund Guarantee & Deposit-Free Booking Scheme



Here at Bucksmore, we understand that everyone is uncertain about the future. However, we are still confident of delivering great summer programmes once again in 2021. We want you to have the same confidence in booking and planning ahead. In 2020 we were one of the first summer providers to offer a full and comprehensive refund to all students, and this is why we want to offer you the option to book without paying a deposit, as well as a guaranteed refund if you are unable to travel due to Covid-19, so you know that your booking is safe with Bucksmore, whatever the world may hold in 2021.

## Key Points

- **Deposit-free bookings for all Bucksmore Summer courses booked before 30<sup>th</sup> March 2021**
- Guaranteed full refund if you are unable to travel due to Covid-19
- No cancellation or administration fees
- Full student insurance as usual, covering medical treatment for Covid-19
- Safe, secure campuses which will be fully in line with all government advice by next summer
- Safe, secure Home Tuition programmes available any time of year with flexibility over cancellations and refunds
- Secure your first-choice summer school now, with no financial risk

My team and I are doing everything we can to make your booking risk-free for 2021. Bucksmore have worked hard for over 40 years to provide a quality experience for parents and students from all over the world, and we hope these new measures, our deposit-free booking scheme, and our refund guarantee encourage you to join us once again in 2021.

Matt Tighe  
Managing Director  
Bucksmore Education



## 2021 Cancellation Terms : Residential Programmes

**Book with confidence for Summer, Easter and other residential school holiday programmes**

For bookings made before **31<sup>st</sup> March 2021\***, Bucksmore will confirm your place without the need for a deposit. Bucksmore will also offer a penalty-free refund to students unable to travel to their course due to the Covid-19 outbreak.

The penalty-free refund will include fees paid to Bucksmore. i.e.

- Deposit payments
- Tuition fees
- Fees for optional extras (e.g. horse riding, private transfers)

Students are unable to travel to their course due to the Covid-19 outbreak if:

1. Relevant authorities in the student's destination country (the UK Foreign and Commonwealth Office, US Federal Government or NY State authorities) have imposed restrictions on the movement of those arriving from the student's country of origin
2. A student's local government has imposed restrictions on free movement which would impact the student upon their return i.e. local quarantine measures

\* Bucksmore will review this date closer to the time, depending on new advice and government measures.

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3. Relevant authorities in the student's destination country or a student's local government have issued a warning against all-but-essential travel to or from the UK / USA or the student's home country

The above restrictions must be in place at the time the student intends to travel for the refund to be issued

4. The student, or a member of their household, has shown symptoms of Covid-19 (a new, continuous cough, a high temperature, or a loss or change to the sense of smell or taste) in the 14 days prior to the start of the course\*

5. The student, or a member of their household, has come into contact with anyone who has Covid-19 symptoms, or has been asked to self-isolate by public health officials after having any such suspected contact in the 14 days prior to starting the course

Documents must be supplied from relevant medical authorities for refunds to be issued for medical or quarantine reasons. Other medical issues will continue to be covered by the Bucksmore student insurance included with fees.

Relevant claims for refunds meeting any of these five requirements can be made at any time. Bucksmore will make every effort to make appropriate refund payments within 90 days of the receipt of a full Bucksmore Refund Claim Form. Refunds will be paid using the same method as payment was received by Bucksmore (bank account, card payment, and so on). Refunds cannot be made to a bank account if a card was used for the original payment.

A booking is confirmed when Bucksmore have received a full booking form, and the agent or parent have acknowledged receipt of the Booking Confirmation letter and invoice.

The penalty-free refund will not include the cost of flights to the UK / USA; visa fees and related costs; credit card, bank transfer and currency conversion fees; consultancy fees or additional purchases made in anticipation of attending a Bucksmore programme. This is not an exhaustive list.

Flights are booked at the student's own risk. We advise that flight bookings are delayed until as close to the summer as possible. Bucksmore will provide regular updates on summer restrictions, and we will endeavour to confirm whether a course is definitely running by 1st June at the latest. If Bucksmore confirms a course will not run and is unable to offer a reasonable alternative, all students on that course will be entitled to a full refund. A Bucksmore Booking Confirmation is not confirmation that a programme will definitely take place.

Bucksmore will make all reasonable effort to offer an alternative course where a student's original booking is not possible due to operational, safeguarding, or public health concerns. This may include offering a like-for-like course at a different location, altering course dates or amending advertised programme details. Where a reasonable alternative is offered by Bucksmore and rejected, the penalty-free refund will not be offered.

Aside from the limited cases set out above the normal Bucksmore refund policy will apply. The following penalties will apply depending on the notice of cancellation given:

- 30 days or more prior to arrival - 25% of total fees
- 7-29 days prior to arrival - 50% of total fees
- 0-6 days or more prior to arrival - 100% of total fees

In case of visa refusal, all fees will be refunded minus an administration fee of £100. Please send evidence of refusal to Head Office to claim this refund.



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## 2021 Cancellation Terms : Bucksmore Home Tuition

**Book with confidence year-round**

For any home tuition programme booked with a start date before **1st September 2021**, Bucksmore will offer a penalty-free refund to any students unable to travel to their course due to the Covid-19 outbreak.

Students are unable to travel to their course due to the Covid-19 outbreak if:

1. Relevant authorities in the student's destination country (the UK Foreign and Commonwealth Office, Department of Foreign Affairs and Trade (DfA) where a course takes place in the Republic of Ireland) have imposed restrictions on the movement of those arriving from the student's country of origin
2. A student's local government has imposed restrictions on free movement which would impact the student upon their return
3. Relevant authorities in the student's destination country or a student's local government have issued a warning against all-but-essential travel to or from the UK / Republic of Ireland or the student's home country

The above restrictions must be in place over the dates of the booked course for the refund to be issued

4. The student, or a member of their household, has shown symptoms of Covid-19 (a new, continuous cough, a high temperature, or a loss or change to the sense of smell or taste) in the 14 days prior to the start of the course
5. The student, or a member of their household, has come into contact with anyone who has Covid-19 symptoms, or has been asked to self-isolate by public health officials after having any such suspected contact in the 14 days prior to the start of the course.

Documents must be supplied from relevant medical authorities for refunds to be issued for medical or quarantine reasons.

Bucksmore will maintain regular contact ahead of the course to establish the impact of public health and travel restrictions, establishing the viability of the course in good time ahead of the start date.

If a student decides to cancel their Home Tuition programme for any other reason than those listed above, Bucksmore will extend their regular cancellation terms before 1st September 2021 to offer a penalty-free refund for cancellations made for any reason if notice is received at least 14 days before the arrival date at their teacher's home.

If the cancellation notice is received 13-7 days before arrival, 50% of the course fees will be refunded. No refund will be given if the cancellation notice is received less than 7 days before arrival, or if the student chooses to leave once a course has started.

All other regular Bucksmore Home Tuition terms and conditions apply.