

PACE Language Institute

March 2020

CORONAVIRUS (COVID-19) - DEFERRAL AND CANCELLATION POLICY

The following deferral, cancellation and credit policies relate specifically to Coronavirus (COVID-19).

1. Deferrals

All students who have booked future courses will be able to defer their courses & accommodation until a later date with no penalty.

2. Cancellation of future/upcoming bookings

We would encourage all students who have booked future courses to defer rather than cancel. There is no extra charge to defer any booking to a new date.

Any student who wishes to cancel rather than defer for reasons directly connected to the Coronavirus (COVID-19) will be refunded in full (except for the non-refundable deposit of €150.00 euro and any bank fees applied to the refund).

3. Students deferring their current course completion EEA Students: credits for tuition and accommodation

4. Arrangements during the temporary school closure for Non-EEA Students

During the temporary school closure ordered by the Irish government, no refund will apply. PACE Language Institute will continue to support students in all aspects of their course, accommodation and welfare. Students will be fully supported by PACE staff and teachers to continue their studies remotely via a range of complementary delivery methods and online mediums. These will include use of online technology for learning, online learning, small group tutorials and email. Course work, assessments and homework would continue. All accommodation would remain open as usual and there would be no change to the welfare support available to students. Normal Visa rules apply to all Non-EEA students.

5. Arrangements during the temporary school closure for EEA Students

For reasons directly connected to the Coronavirus (COVID-19) and provided all current fees have been paid in full, current students will be able to defer completion of their course until a future date without incurring any additional cost for General English programmes (work & study



students see accommodation section). Students will be given a voucher for the remaining tuition weeks of their course.

The following conditions will apply:

- Credits are valid for one year from the date of issue
- If the original course is no longer available students will be able to book a new course to the same value as their current course
- Courses and accommodation are subject to availability at the time of rebooking

6. Accommodation

Any student deferring completion of their course and returning home in the interim will be credited the balance of their paid for accommodation until a future date without incurring any additional cost. Students on the work & study programme, accommodation is subject to availability. If it is not possible for work & study accommodation to be found for the shorten period (remaining weeks of the students postponed course) the student will be offered paying accommodation at a reduced rate of 145.00 per week full board.

7. Arrangements during the temporary school closure for Non-EEA Students

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