

1. 若遇開課人數不足需取消課程時，所繳費用將全額退還，或依學員意願將所繳費用轉至另一等值之課程。選擇退費的學員，敬請在通知後，攜帶發票正本與學員個人之私章(二聯發票)或公司發票章(三聯發票)，至英國文化協會辦公室辦理。英國文化協會將在申請日後七個工作天內，將以銀行匯款的方式退費至該上課學員指定之金融機構帳戶。
2. 在註冊繳費後，學期開學前 24 小時，因學員個人因素無法出席該課程而欲退費或轉期時，可視其意願辦理所繳學費之百分之八十退費，或所繳之全額費用保留扣抵於至申請日起六個月內任一之等值英語課程。
3. 在課程進行未超過全期之三分之一時，因故欲退費，須提出書面申請以退還所付學費之百分之五十，申請退費時，須填寫退費申請表，並以執據所載日期為申請日期，英國文化協會將在申請日後七個工作天內，將以銀行匯款的方式退費至該上課學員指定之金融機構帳戶。若在學期進行超過全期之三分之一時，恕無法接受任何退費申請。
4. 在課程進行未超過全期之三分之一時，因故欲轉班，須提出書面申請，並在欲轉入之班級尚有空位且等值之情況下，將協助學員辦理轉班事宜；若轉至非等值之課程，則須補足差額。轉期者須提出書面申請以保留所付費用的百分之八十，此保留費用可扣抵於至申請日起六個月內任一英語課程學費，一旦完成費用保留之申請，恕無法要求折換現金或退還全額學費。在學期進行超過全期之三分之一時，恕無法接受任何轉班或轉期申請。
5. 如因健康因素而無法出席當學期百分之八十以上的課程，我們將保留您所繳交的全額學費六個月，學員可自由選擇這六個月內所提供之任一等值之英語課程；但如因健康因素，且經醫師證明，無法在六個月內參加任何課程的情況，將退還所繳費用之百分之八十。若有上述任一情況，請提供公立醫院證明，以茲證明。
6. 為維持授課品質與避免其他學員權益受損，在開學後，恕無法因個人因素安排轉班，建議註冊時，請謹慎考慮。學期中，學員因故不克出席，請主動通知任課老師並於下堂課索取講義或其他相關資料。恕無法接受折換現金或退費之申請。
7. 英國文化協會提供之英語課程以公告內容為準，但保留更改上課時間、授課老師與修改課程大綱的權利。若因不可抗力之因素(如天災、地震)或因政府行政命令、公共安全等因素被迫取消課程或關閉辦公室時，英國文化協會將視實際狀況，盡力以提供老師特別設計之作業、或重新安排上課時間等方式補足受影響的課程部分。但依法保留是否補課之權利且恕無法接受折換現金或退費之申請。
8. 英國文化協會保留更改此實行辦法細則之權利。若有更改時，以最新公佈實施辦法為準，不再另行通知。最新公告可向台北辦公處索取。

1. If you have paid a fee and then we are unable to run the course, you will be offered a full refund of the fee you paid. To process a fee refund, please bring the original GUI, your personal 'chop' and bank account details. Refunds will normally be made by bank transfer and take 7 working days to process from the date of the refund. If you prefer, we can credit you with the amount of the fee you paid for another course.
2. If you decide not to attend a course after having paid the fee and before the course starts (24 hours) we will refund 80% of the course fee you paid. If you prefer, we can credit you with the full amount of the fee you paid for another course for a period of up to 6 months from the date of your application.
3. If you are absent for most of a course due to unforeseen circumstances and you notify us within the initial 1/3 of the whole course, we will refund you with 50% of the course fee you paid or credit you with 80% of the fee you paid for another course to take place within a period of up to 6 months of the original application date.
4. If you want to transfer from the original course to another due to personal reasons, please inform us before the initial 1/3 of the whole course. We will see if there is any possibility for you to transfer. If the circumstance allows, please provide your Transfer/ Cancellation Application Form to us. You will be required to pay any difference if the two courses are not equivalent in price. Please allow seven working days for processing a class transfer or refund application. After the initial 1/3 of the whole course, we regret that we are unable to process any transfer or refund requests.
5. If you are unable to attend 80% or more of a course for health reasons, we will credit you with the full course fee for a period of up to 6 months. If you are then unable to attend a course for health reasons during this 6 month period we will offer a refund of 80% of the course fee you paid on submission of a document from a public hospital confirming your inability to attend any course.
6. In order to maintain the quality of our courses and avoid unnecessary disruption, a student will not normally be allowed to transfer from one course to another once the course has started. If you are absent from a class during your course, please inform your teacher, they will make every effort to ensure you get any materials you may have missed, but no refund request will be processed. While we make every effort to maintain courses as advertised, we reserve the right to change the time and class teacher and to amend the course syllabus.
7. In the event that we are forced to cancel a class for reasons beyond our control, we will try to make up for parts of the syllabus that were missed through additional homework tasks or rescheduled lessons where possible. However, we must make it clear that if there is a Government directive for us to close our office for public safety reasons such as for a typhoon or an earthquake, we are not obliged to reschedule any cancelled classes. In neither of the above cases are we obliged to refund fees.
8. We reserve the right to make changes to this Refund, Transfer and Cancellation Policy and a copy of the most current policy will be readily available to the public from our main office through our customer service staff.



Alison Devine, Director Taipei

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