



## Refund policy

1. In case the Client cannot or does not want to proceed with the course application or enrolment into an educational institution after making a payment for the Consultant's services, the payment will not be refunded under any circumstances, with the exception of cases explicitly outlined in the refund policy.
2. In case the Client is no longer able to continue the application process where there are serious and compelling circumstances (such as serious illness of the Client or a death in the Client's immediate family) while the application process is at an early stage, the Client must provide a documented proof of the circumstances. After receiving the proof, the Consultant will consider the Client's refund request and refund amount on a case-by-case basis, taking into account the Client's unique circumstances and the application stage.
3. If the Client decides not to accept the obtained offer from an educational institution, the service fee will not be refunded.
4. If the Client fails to obtain or is refused in Student Loan/Grant/Scholarship, that he was reliant on to fund his studies, the service fee will not be refunded.
5. The service fee for the "Premium" service is non-refundable, regardless of the application outcome.
6. The first instalment of 750 pounds paid for the "Top University" service is non-refundable regardless of the application outcome. However, if the Client does not receive at least one conditional offer, the Client has the right not to pay the remaining 200 pounds of the service fee.
7. The first instalment of 1600 pounds paid for the Oxbridge service is non-refundable regardless of the application outcome. However, if the Client does not receive at least one conditional offer, the Client has the right not to pay the remaining 300 pounds of the service fee.



8. If the Client does not receive an offer from an educational institution due to the Consultant's negligence (i.e. missed deadlines or not submitted documents), the Client will have an option of either making an application to a different educational institution without any additional payment or receiving a full refund of the service payment. Misspelled words, typos and incorrect dates in an application form do not lead to an application refusal by an educational institution.
9. Fees for any additional/one-off services are non-refundable.
10. Fees for any additional applications to educational institutions are non-refundable.
11. In case the Client's Tier4/Short Term Study visa is refused or rejected due to the Consultant's negligence (i.e. provided incorrect information/advice), the refund will amount to:
  - 300 pounds from the full price of the service package (services for university applications),
  - 80 pounds from the full price of the service package (service for English courses).Misspelled words, typos and incorrect dates in an application form do not lead to an application refusal.
12. In case the Client provides false information or forges documents for an educational institution application or for a visa application, the Consultant has the right to terminate the Agreement without a refund.