

8. Cancellation Policy

- 8.1 If an Applicant wishes to cancel their place on a Programme, they must contact FZY in writing.
- 8.2 If an Applicant cancels their place prior to the Deposit Payment Deadline, the Applicant will be entitled to a refund less the Administration Fee. If FZY informs an applicant that their application has been unsuccessful or that their place has been withdrawn prior to the Deposit Payment Deadline, they will be entitled to a full refund. Full details of deposit and balance payment deadlines can be found in section 7 of these Terms and Conditions.

- 8.3 If an Applicant cancels after the Deposit Payment Deadline, or if their place has been withdrawn for breaches of the Code of Conduct after the Deposit Payment Deadline, they will be entitled to a refund according to the following schedule:

- 8.3.1. 61 days or longer prior to departure date: 100% of the total cost of the Programme less Deposit and the Administration Fee;
- 8.3.2. From 31-60 days prior to departure date: 50% of the total cost of the Programme less Deposit and the Administration Fee;
- 8.3.3. From 15-30 days prior to departure date: 20% of the total cost of the Programme less Deposit and the Administration Fee;
- 8.3.4. From 1-14 days prior to departure date: no monies refunded.

Please note, if a place on the Programme is cancelled, a re-application will only be accepted by FZY at its sole discretion.

- 8.4 Should cancellation and/or withdrawal/removal from the Programme occur after departure date: no monies refunded.
- 8.5 Should an Applicant cancel a Participant's place on the Programme with monies still owing to FZY based on the refund schedule above (8.3-8.4), payment must be made to FZY within 21 days of the date the cancellation notice was provided to/by FZY.
- 8.6 If an application is rejected by FZY for reasons relating to medical, welfare, operational and/or suitability for the Programme then the Applicant will be entitled to a full refund aside from the Administration Fee, and any third party cancellation costs or charges incurred by FZY.
- 8.7 However, for the avoidance of doubt if an Applicant cancels the Participant's place on the Programme for medical and/or welfare reasons, such cancellation will be treated in line with clauses 8.1 to 8.5.
- 8.8 If you fail to complete the full Application Form ("Form 2"), or fail to provide subsequent information requested of you by FZY and/or fail to pay any balance owing as required, FZY reserve the right to reject the application and it will be considered that the Applicant has cancelled the application such that the Applicant will be liable in line with the terms of Clauses 8.1 to 8.5.
- 8.9 If a cancellation is due to the illness or death of the Participant or close family relatives of the Participant or is due to other exceptional circumstances and provided that the Participant provides FZY with a valid medical or death certificate or independent verification of the exceptional circumstances (if requested) then FZY shall refund the monies paid less an Administration Fee and any third party cancellation costs or charges incurred by FZY.

- 8.10 If the Participant fails to arrive for their travel, has not contacted FZY to explain why circumstances have delayed their outward travel and obtained approval for a change of date for outward travel, then FZY retains the right to cancel any other arrangements booked with FZY. No refund will be made for any unused arrangements in these circumstances.
- 8.11 FZY will use its best endeavours to safeguard money paid to it for the Programme, including taking out basic travel insurance, to be able to offer as close to a full refund as possible should the Programme have to be cancelled by FZY.
- 8.12 Should FZY cancel the Programme it is expected most costs will be avoidable or recoverable. Depending on the timing of any cancellation there may be some unrecoverable costs., e.g. deposits and other fees already paid to third-party providers and certain FZY staffing costs. FZY would not be able to refund the Applicant costs that FZY cannot recover. For clarity, if FZY were to cancel the Programme all monies that were not spent and are recoverable will be refunded to the Applicant.
- 8.13 FZY requires the Participant to have a suitable travel insurance policy in place. It is the responsibility of the Applicant to take out this personal travel insurance and to check whether cancellations or curtailments for reasons relating to Covid-19 will be covered.