



## COVID-19 TEMPORARY CANCELTION, PROGRAM CHANGE AND REFUND POLICY

### **Tamwood Careers Temporary Cancellation and Refund Policy:**

No cancellation fees or penalties will be applied for any cancellations or program changes made to programs booked to start before June 1, 2021, if cancellations or changes are made more than 7 days before the program start date. Cancellations/program changes made with less than 7 days' notice will be subject to the standard cancellation/change fee. Please refer to the Tamwood Refund Policy.

### **Tamwood Language Centres Temporary Cancellation and Refund Policy:**

No cancellation fees or penalties will be applied for any cancellations or program changes made to language programs booked to start before June 1, 2021, if the cancellation or changes are made more than 7 days before the program start date. Cancellations/program changes made with less than 7 days' notice will be subject to the standard Tamwood cancellation/change fee. Please refer to the Tamwood Refund Policy.

### **Tamwood Student Accommodations - Temporary Cancellation and Refund Policy**

No cancellation fees or penalties will be applied for any cancellations or date changes made to confirmed accommodation bookings if made with a minimum of 4 weeks' notice. Cancellations of accommodations, if made with less than 28 days notice, will be subject to a cancellation fee equal to the accommodation booking fee plus the cost of one week of accommodation.

Notice of cancellation or changes must be made to Tamwood's Admissions office in writing. Please send to [registrar@tamwood.com](mailto:registrar@tamwood.com)

### **Changes or Cancellations due to Travel Bans:**

Tamwood has also opted to waive cancellation charges and defer students' program start dates at no cost for any student that is unable to travel as a result of government imposed travel restrictions during this time period.

As this situation is evolving rapidly, we will continue to closely monitor developments in other markets and inform you should our above policy change. In the meantime, any special situations outside of what we have outlined above will be dealt with on a case by case basis.