



Date March 2020

Review Date March 2021

Responsibility CEM

## **HOLIDAY COURSES CANCELLATION NOTICE AND CANCELLATION FORM**

If your Holiday Courses contract with Epsom College was formed entirely by means of distance communication (i.e. by online booking and payment) without a face to face meeting with a member of the College staff you may cancel the contract within 14 days of the date of booking. The place was booked when you submitted the Online Booking Form and made full payment of the Course Fees.

You have the right to cancel the Holiday Courses contract without giving any reason.

To exercise your right to cancel, you must inform us of your decision to cancel this contract either by submitting a cancellation on your account online or at the College address by a clear statement (e.g. a letter sent by post or an email). You may use the attached model cancellation form, or your own wording, if you prefer.

To meet the cancellation deadline you must send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **Effects of cancellation**

a) Where we have provided services

If, following your booking of a place and payment of the Course Fees, we provide services to your child, and then you choose to cancel the contract before the 14 day period expires, you will be liable to pay to us our reasonable costs. These will be the costs for the actual services provided up to the time you communicate to us your cancellation of the contract, calculated as a proportion of the Course Fees. We will return to you, after deduction of our reasonable costs, the balance of fees paid.

b) Where we have not provided services

If you cancel this contract within the 14 day period and we have not provided any services, we will reimburse to you in full any payment of Course Fees received from you, without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel.

We will make any reimbursement due using the same means of payment as you used for payment to us, unless we expressly agree otherwise. You will not incur any fees as a result of the reimbursement.

### **Reimbursement of payments made**

If you have paid to us an amount greater than any costs we have properly incurred, we will reimburse you with the balance, within the timescale and in the manner set out in b) above.

## HOLIDAY COURSES CANCELLATION FORM

### Cancellation of contract

#### To the parents:

If you wish to cancel your Holiday Courses contract with Epsom within the 14 day period, please notify the booking team, by email or letter, at the College address. Below is some suggested wording.

#### Commercial Events Manager

Epsom College

Epsom

Surrey

KT17 4JQ

[holidaycourses@epsomcollege.org.uk](mailto:holidaycourses@epsomcollege.org.uk)

I / We hereby give notice that I / we cancel the Holiday Courses contract as set out in:

- the Booking Form;
- the Holiday Courses Terms and Conditions;

Name(s) of parent(s): .....

Address(es) of parent(s): .....

.....  
.....  
.....

Name(s) of child(ren): .....

Name(s) of course(s): .....

Signed: .....

Date: .....