

Refund policy for International Summer Schools

Our promise to you

The University of Manchester is committed to providing a safe and enjoyable experience for all of our students, including those who are attending the Biosciences, Public Health and Science Communication International Summer Schools.

We understand that due to the Coronavirus pandemic you may have particular concerns about your safety and wellbeing during your time in Manchester. For this reason, we have created our six-point promise to you and everyone else who is invited to participate in the international summer schools.

1. **We will** plan the international summer school based on local and national public health guidance as well as advice from experts within the university.
2. **We will** continue to expect everyone on campus to follow the appropriate measures to keep themselves and everyone else safe.
3. **We will** regularly communicate the latest information both before and during your time in Manchester and we will give you the opportunity to ask questions.
4. **We will** offer either a full refund or deferral for next international summer school if circumstances mean that we can no longer deliver the international summer school.
5. **We will** give you fourteen (14) days cooling off period after paying the fees. During this period, you will be able to cancel your place and receive a full refund.

A participant who is unable to participate in all or part of SISS will be eligible for a refund of the participation fee (full or partial) upon providing satisfactory evidence that one or more of the below four circumstances has been met.

1. **Official guidance preventing the participant from leaving their current location with the intention to travel to Manchester.**
 - a. 'Official' is defined as a state-recognised authority or government department in the country where the participant is located.
 - b. 'Guidance' is defined as public information advising against non-essential travel that is applicable at the date and time that the participant is scheduled to depart from their current location.
 - c. The participant is expected to have made reasonable efforts to arrange alternative travel options if the original travel is disrupted.
 - d. In this circumstance a full refund or deferral for the next year will be offered to the participant.

2. UK Government restrictions that prevent the participant from entering England or requires a prolonged period of quarantine upon entering England.

- a. 'UK Government restrictions' is defined as any legally enforceable measure announced by the government of the United Kingdom that is applicable at the date and time that the participant is scheduled to arrive in England. These measures are typically outlined on the [official government website](#).
- b. 'Prolonged period of quarantine' is defined as a legal requirement to remain at a particular address for longer than 24 hours in the interest of public health protection.
- c. 'England' is a constituent country of the United Kingdom alongside Scotland, Northern Ireland and Wales. The restrictions for England may differ from the other constituent countries.
- d. The participant is expected to have made reasonable efforts to arrange alternative travel options if the original travel is disrupted.
- e. In this circumstance a full refund or deferral for the next year will be offered to the participant.

3. Personal incidents that prevent the participant from participating in one or more of the scheduled activities of the international summer school.

- a. 'Personal incidents' is defined as legal, safety or health-related reasons which the participant could not have reasonably foreseen when the participation fee was paid. This includes, but is not limited to, unexpected medical problems where expert advice is to not participate in SISS.
- b. Incidents are only applicable if the participant is unable to participate in more than one full day of scheduled activities. This is not cumulative across multiple incidents.
- c. A refund that is reasonable and proportionate to the full schedule will be discussed with the participant.

4. Cancellation or curtailment of scheduled activities by The University of Manchester.

- a. The University of Manchester will provide a full schedule of activities for the duration of SISS before any payment is required by the participant.
- b. A refund that is reasonable and proportionate to the full schedule will be offered if
 - i. The University of Manchester cancels any of the scheduled activities and does not offer a suitable alternative activity.
- c. This includes cancellations or curtailments resulting from guidance or legal restrictions issued by recognised authorities in the United Kingdom.

In all circumstances the participant should have arranged to arrive in Manchester in good time to attend the international summer school. Any accommodation used (per night) will not be included in a refund. Transfer from Manchester Airport to the accommodation will be arranged for Saturday 16th July 2022. Transfer on other dates will not be available.

The University of Manchester reserves the right to determine what it recognises as satisfactory evidence and what is a reasonable and proportionate refund for each individual case.