

# Refund policy for *Manchester Explorer*

The University of Manchester is committed to providing a safe and enjoyable experience for all of our students, including those who are attending the *Manchester Explorer: a Health Science and Engineering India Summer School*. We aim to regularly communicate the latest information both before and during the summer schools and provide students with the opportunity to ask questions.

We understand that circumstances can change and therefore we will offer a refund if circumstances mean that the University of Manchester can no longer deliver the Manchester Explorer programme.

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

- 1. Personal incidents that prevent the participant from participating in one or more of the scheduled activities of Manchester Explorer.**
  - 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 the programme.
  - 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.
  
- 2. Cancellation or curtailment of scheduled activities by The University of Manchester.**
  - a. The University of Manchester will provide a schedule of activities for the duration of Manchester Explorer before the start of the programme.
  - b. A refund that is reasonable and proportionate to the full schedule will be offered if The University of Manchester cancels any of the scheduled activities and does not offer a suitable alternative activity. This includes cancellations or curtailments resulting from guidance or legal restrictions issued by recognised authorities in the United Kingdom.

In all circumstances, the total amount refunded will be calculated according to the following conditions:

- 1. Full refund of the participation fee**
  - If the student informs the University of Manchester on or before the 27<sup>th</sup> April.
- 2. 50% of the participation fee**
  - If the student informs the University of Manchester on or before 11<sup>th</sup> May.
- 3. 0% of the accommodation fee**
  - If the student informs the University of Manchester on or before 25<sup>th</sup> May.

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.