

Refund policy for the Faculty of Humanities International Summer School

The University of Manchester is committed to providing a safe and enjoyable experience for all of our students, including those who are attending the Faculty of Humanities International Summer School. We aim to regularly communicate the latest information both before and during the summer school and provide students with the opportunity to ask questions.

This policy explains your rights to cancel your booking and receive a refund, and what happens if the University makes changes to the summer school. It forms part of your contract with the University and should be read before you book.

1. Your legal right to cancel within 14 days (cooling-off period)

We understand that circumstances can change and therefore we will give you fourteen (14) days cooling off period after paying the fees. The 14-day cancellation period starts on the **day after** you receive your booking confirmation. During this 14-day period, you will be able to cancel your place and receive a full refund.

2. Cancellations after the 14-day cooling-off period

Should a personal incident prevent you from participating in one or more of the scheduled activities of the international summer school then you will be eligible for a refund of the fee (full or partial) upon providing satisfactory supported evidence.

‘Personal incidents’ is defined as legal, safety or health-related reasons which you could not have reasonably foreseen when the fee was paid. This includes, but is not limited to, unexpected medical problems where expert advice is to not participate in the Summer School.

Incidents are only applicable if you are unable to participate in more than one full day of scheduled activities. This is not cumulative across multiple incidents.

A refund that is reasonable and proportionate to the full schedule will be discussed with the participant.

In all other circumstances should you wish to cancel after the 14-day period, refunds will depend on how far in advance of the programme start date you cancel.

Refunds if you cancel shall be provided as follows:

- If you cancel before 1 June:
75% refund
- If you cancel between 1 June and 1 July:
50% refund
- If you cancel before 1 July:
No refund

These timeframes reflect the short, intensive nature of the programme and the need to finalise teaching, accommodation and activities in advance.

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

The University of Manchester will provide an overview of planned activities for the duration of the programme before any payment is required by you. This shall be communicated to you via the [Faculty of Humanities International Summer School website](#) and via email.

If the University:

- cancels the International Summer School in full, or
- cancels or significantly curtails scheduled activities without providing a suitable alternative

you will be offered:

- a **full or proportionate refund**, depending on the circumstances, or
- an alternative programme or dates, where available

This includes cancellations or curtailments resulting from guidance or legal restrictions issued by recognised authorities in the United Kingdom.

4. What is not refundable

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.

In addition, the University cannot refund:

- flights or travel
- visa application fees
- travel insurance

In consideration of a refund request 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. All decisions will be made fairly, consistently and in line with consumer protection requirements

5. How to cancel

To cancel your booking, you must email humsinternational@manchester.ac.uk with:

- your full name
- booking reference
- the name of the International Summer School
- reason for cancellation including any supportive documentation (as applicable)

Your notice of cancellation takes effect on the date the University receives your email.

6. Complaints

If you are dissatisfied with how a cancellation or refund request has been handled, you may raise a complaint via humsinternational@manchester.ac.uk. We aim to respond within **5 working days**.

The University's general terms and conditions as outlined at booking continue to apply, except where this policy specifically explains a different approach to cancellations or refunds for the International Summer School.