

Date: 16 March 2020

To: All Malvern House International Students

**Re: COVID-19 Malvern House Postponement & Refund Policy**

At Malvern House International, we take the health and safety of our students very seriously and we have stringently been following the UK Government guidance.

We understand that as the global COVID-19 situation develops, students may wish to temporarily postpone their studies in order to return home to be with their families at this time.

For this reason, we have developed the following three policies:

**I. For Existing Malvern House International Language Programme Students:**

If you have commenced your studies at a Malvern House International Language School (located in Brighton, London or Manchester), and you need to finish your studies early due to the evolving COVID-19 Virus, we will support you by providing you with a voucher for the value of the remaining weeks of your programmes and an invitation to participate in Malvern Online Classes for the number of weeks that you had remaining in the current session.

All vouchers must be redeemed by the 31 December 2021.

**II. For Students/Groups studying on Malvern House International Language Programmes until October 2020:**

If you are unable to commence your planned studies in any Malvern House International Language School (located in Brighton, London or Manchester) due to the impact of COVID-19, you will be able to postpone your programme for a later start date. Any previously agreed price or promotion will be honoured for the new programme.

All postponed programmes must be taken by the 31 December 2021.

**III. For Students/Groups beginning their studies in June/July/August 2020**

Should a student enrol on a programme and need wish to cancel due to COVID-19 up until 2 weeks prior to the commencement of their course, students will be entitled to either a full refund or to postpone their studies to a later start date. As mentioned above, should a student postpone, any previously agreed price or promotion will be honoured for the new programme.

Should you have any questions on the above stated policies, please do not hesitate to contact us.

Kind regards,



Dr Sam Malafeh  
CEO  
Malvern House International Ltd.