

## Arrival & Cancellation Policy

### **Cancellations due to Coronavirus/Covid-19**

We assume that you have taken into consideration the possibility that you might need to cancel due to the effects of the global problem of Covid-19, including flight cancellations, government restriction changes and university closures. Therefore all bookings will be subject to our usual Arrival and Cancellation Policy as stated in this document.

Once you have paid your full deposit your reservation is complete. You will receive a Booking Confirmation email from the NOOC Administrator. In some circumstances you might need to postpone your arrival or cancel your booking. Please see below for information on how to do this, and the impact on your deposit and room charges.

### **Arriving earlier or later than planned**

If you change either your arrival or departure date, we reserve the right to change the room allocated to you (this might affect the room charges and/or room type). We will advise you if this is necessary.

- **Arriving earlier than your Booked Arrival Date**

If you wish to arrive earlier than your booked arrival date, please email the office as soon as possible to check if a room is available. This is not always possible, and you may need to make alternative arrangements. If it is possible, and this is agreed by email to be the new Booked Arrival Date, any charges due to delays or cancellations will be calculated from the new Booked Arrival Date.

- **Arriving later than your Booked Arrival Date**

If you wish to arrive later than your booked arrival date, you must tell us at least 28 days before your Booked Arrival Date. We can only act on clearly stated dates. If you advise that you will be delayed without specifying your new dates, the booking will remain unchanged and you will be charged from the original date.

If your new arrival is by 7 days or more after your old arrival date, we will treat this as a cancellation (see below) and your changed date will be regarded as a separate booking.

### **Cancelling your booking**

- **Within 7 days of booking – the “Cooling-off” period**

Under UK law, you are entitled to cancel your booking within 7 days of our Booking Confirmation email. To cancel, you must email NOOC’s Administrator within 7 days of our Booking Confirmation email. You will then receive a full refund of the deposit that you have paid to the North Oxford Overseas Centre (less any bank charges incurred in returning the deposit to you).

The cooling-off period does not apply if the Booked Arrival Date is within 7 days of the completion of the booking and the sending of the Booking Confirmation email.

- **More than 28 days in advance of your Booked Arrival Date**

If you wish to cancel your booking after the cooling-off period and more than 28 days before your booked arrival date you must notify the NOOC Administrator by email.

You will be charged a £50 cancellation fee, which will be taken from your Booking Deposit. The remainder of the Booking Deposit will be refunded to you (less any bank charges/fees incurred in returning the deposit to you).

- **28 days or less in advance of your Booked Arrival Date**

If you wish to cancel your booking 28 days or less than 28 days before your Booked Arrival Date you must notify us by email.

You will be charged a cancellation fee which equals your Booking Deposit.

### **Cancelling once you have arrived at the Centre – Rules for leaving early**

If you want to leave NOOC before your Booked Departure Date to live somewhere else in Oxford, the Centre has the right to charge you for the total booked period, i.e. up to the end of your Licence Agreement.

If you have stayed at NOOC for two or more academic terms, and want to leave early because your course has finished, or you need to return to your home country, we require 28 days' written notice in advance of the new Departure Date. If you are not able to give us 28 days' notice, then we will charge you for the equivalent 28-day notice period.

If you have stayed at NOOC for less than two academic terms, you can bring forward your Departure Date by up to 1 week; we require 28 days' written notice in advance of the new Departure Date.

If you cancel within the first 28 days of your stay at the Centre, the full deposit amount will be charged as a cancellation fee and you will be charged at the appropriate short-term rate for the nights that you stay at the Centre.