

## **Disruption to international travel or ‘force majeure’**

YES recommends that learners travelling to the UK take out travel insurance. The policy should cover ‘flight delays, for any reason’.

Our Cancellation and Postponement policies apply in all cases.

In the event of flight delays or ‘force majeure’ and subsequent course cancellation or postponement, YES will not normally refund fees. However, given outstanding circumstances, where a cancellation can be seen to be directly as a result of ‘force majeure’, we will look at the individual circumstances and may issue a credit for the full amount of the course fees and assist with re-booking the course at a later date. In these circumstances the school will not charge cancellation fees, although accommodation charges may still apply.

In all cases it is the learner’s responsibility to keep the school informed by email/phone of changes to travel plans.

YES takes the safety and welfare of every learner very seriously. The School will therefore do its best to limit the distress and inconvenience if a learner is forced to make last-minute changes to his or her arrival or departure plans. If learners are unable to leave the UK at the end of their course, the school will assist students in finding temporary accommodation (Where possible, the stay at accommodation already used by the learner, will be extended.)