**A2, B1 Secure English Language Tests (SELT) and Life in the UK Preparation Courses at QED Foundation**

**Terms and Conditions**

**Bookings**

All bookings should be accompanied by a signed and completed booking/admission form which can be obtained from the QED website or from QED Office. Forms should be submitted to [admin@qed-uk.org](mailto:admin@qed-uk.org) or returned to the QED office. Booking forms should be accompanied by payment of the course fee.

**Fees and Payment**

Payment is due 21 days before the start of any course. In exceptional circumstances, bookings can be made up to a course start date subject to payment being made in full. In this instance no refunds will be given.

Payment can be made by:

* debit or credit card online using the link on the SELT page of the QED website
* cheque through the post, made payable to QED Preparation Courses or by visiting QED
* cash payments in person at QED

QED does not charge an admin fee for course bookings.

**Course Cancellation by the Candidate**

Cancellation must be made at least 14 days prior to the course start date for a refund to be given.

All cancellations must be made in writing and receipt confirmed by QED Foundation at least 14 days prior to the start of the course.

Cancellations are subject to a £50 charge.

No refunds will be made if a cancellation is received less than two weeks prior to the course start date.

No refunds will be given after the beginning or during the course for any reason.

Transfers may be considered by QED, providing arrangements are made in advance of the original booked course. No transfers will be allowed once a candidate has started a course.

**Course Cancellation by QED Foundation**

QED Foundation reserves the right to cancel a class at any time without liability, due to unforeseen circumstances. An additional class will always be provided. QED cannot be held liable for expenses incurred by a class cancellation. Such instances will be kept to a minimum and will only occur in exceptional circumstances.

**Candidate ‘No Show’**

If a candidate does not attend the first or subsequent sessions of a course, this is considered a ‘no show’. The QED cancellation policy applies in this case.

**Privacy Policy**

QED takes the security and protection of personal data very seriously to meet the requirements of the General Data Protection Regulations (GDPR). The personal data we collect, process or use is treated securely. We endeavour to keep your personal data accurate and up to date. Please notify us of any changes to your details. QED will not sell, trade or rent personal data to others.

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