

GALWAY CULTURAL INSTITUTE

March 2020



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CORONAVIRUS (COVID-19) - DEFERRAL AND CANCELLATION POLICY

The following arrangements during temporary school closure, deferral, cancellation and credit policies relate specifically to Coronavirus (COVID-19).

1. Arrangements during the temporary school closure

During the temporary school closure ordered by the Irish government, Galway Cultural Institute will continue to support students in all aspects of their course, accommodation and welfare.

2. Deferrals

All students who have booked future courses will be able to defer their courses & accommodation until a later date with no penalty.

3. Cancellation of future/upcoming bookings

We would encourage all students who have booked future courses to defer rather than cancel. There is no extra charge to defer any booking to a new date.

Any student who wishes to cancel rather than defer for reasons directly connected to the Coronavirus (COVID-19) will be refunded in full (except for the non-refundable deposit of €150).

4. Students deferring their current course completion: credits for tuition and accommodation

Tuition

For reasons directly connected to the Coronavirus (COVID-19) and provided all current fees have been paid in full, current students will be able to defer completion of their course until a future date without incurring any additional cost. Students will be given a credit note for the remaining weeks of their course.

The following conditions will apply:

- Credits are valid for one year from the date of issue
- If the original course is no longer available students will be able to book a new course to the same value as their current course
- Courses and accommodation are subject to availability at the time of rebooking

Accommodation

Any student deferring completion of their course and returning home in the interim will be credited the balance of their accommodation until a future date without incurring any additional cost. There will be no credits for residential accommodation.

5. Remaining Students

During the temporary closure of the school no refund will apply as we will continue to support students in all aspects of their welfare, accommodation and course. Students will be fully supported to continue their studies remotely via a range of complementary delivery methods and online mediums. These will include use of online technology for learning, our own online learning platform Moodle, group discussions and online forums. Course work, assessments and homework will continue as normal. Links to access these platforms have already been sent to you and will be updated regularly.