

Refund and cancellation policy

You may cancel a course booking at any time. After the 14-day cancellation period has expired, the standard EDE course cancellation policy will apply.

Refund policy

For courses running from July 2017 onwards (unless otherwise stated).

Refund and cancellation policy

This policy shall apply to all courses within the course types listed below.

You may cancel the Course Booking at any time. After the 14-day cancellation period has expired, the course cancellation policy (as specified below) shall apply.

If you are acting as a consumer, and you cancel the course booking within 14 calendar days of receiving your order confirmation without giving any reason, you are entitled to a full refund of the price paid. If you are not acting as a consumer, the refund and cancellation policy provisions shall apply.

Cancellations and refunds in circumstances outside those described above, and/or following the expiry of the 14-day cancellation period, are subject to the terms and conditions set out in this Information and Refund policy. For the avoidance of doubt, the cancellation period will expire 14 days after the date of the Order Confirmation.

To cancel the Course Booking, you must inform us by calling our helpline on +31(0)612531816, and let us know of your decision to cancel the Contract by mailing info@dutch-edu.nl. In your e-mail you must clearly state your intention to cancel the course. To meet the cancellation deadline, it is not sufficient for you to send your communication concerning exercising the right to cancel before the cancellation period has expired. We will reply to your message within 2 days. The booking is cancelled at the moment you receive our cancellation confirmation.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

Cancellation of EDE bookings

Cancellations are subject to the policies detailed in the table below. Cancellations due to an unsuccessful visa application are not eligible for a refund. All fees are non-transferable to another year or another student.

Within the 2-week cancellation period:

	Tuition fees	Accommodation fees
Cancellations made within 2 weeks of receiving your Order Confirmation	Full refund	Full refund (unless cancellation period falls within 4 weeks of the start of the programme, in which case not refundable).

After the 2-week cancellation period:

Weeks before beginning of Programme	Tuition fees	Accommodation fees
More than 8 weeks	Full refund of the balance	Full refund
8 to 2 weeks	50% refund of the balance payment	50% refund of the balance payment
Less than 2 weeks	Not refundable	Not refundable

Cancellation by Gaia Nederland

Whilst every effort is made to avoid changes to our programme, the Institute reserves the right to withdraw any course. If for any reason the Institute cancels a course, all course fees will be returned in full. We cannot however reimburse the cost of any pre-booked travel arrangements and suggest that you might like to consider travel insurance to cover any significant costs incurred.