

Standard cancellations and refunds information

The information below only applies where there is no over-riding course specific cancellation and refund information.

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 standard PACE 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.

We will make the reimbursement using the same means of payment as you used for the initial transaction, **unless you have expressly agreed otherwise**. In any event, you will not incur any fees as a result of this reimbursement.

If you start to use our services during the cancellation period (i.e. if the course commences during the 14-day cancellation period)), or if you access the course materials via our online course spaces (i.e. via our virtual learning environment), and you cancel your Contract, you shall pay us an amount that is in proportion to what has been performed up until you have communicated to us your cancellation from this Contract, in comparison to full coverage of the Contract.

Express request to start the Services within the cancellation period – if you wish to start our services during the cancellation period, you must make an express request to do so in writing, e.g. email. If you subsequently decide to cancel the Contract, you will be liable to pay us an amount that is in proportion to the Services performed until you have communicated your decision to cancel, in comparison to full coverage of the Contract.

You will not have the right to cancel a Contract where the Services have been fully performed.

In all cases, cancellations due to an **unsuccessful visa application are not eligible** for a refund. It is the applicant's responsibility to understand their individual visa circumstances and to secure the appropriate visa at the time of booking their place on the course.

Cancellation by PACE

Whilst every effort is made to avoid changes to our programme, PACE reserves the right to withdraw or cancel any course. If, for any reason, PACE 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.

Fees outstanding

Where payment by instalment is chosen subsequent payments will normally be attempted automatically as per the payment schedule using the card specified. The card used for such payments can be changed anytime via the student's **PACE Student Home** page (<https://accounts.pace.cam.ac.uk/pages/public/accounts/login.xhtml>)

If any fee payments remain outstanding without agreement with PACE Student Finance, the following procedure will be set in motion:

- **An invoice will be issued** from the University of Cambridge Finance Office, payable immediately.
- If the invoice is not paid within 14 days and agreement has not been reached with PACE Student Finance the **student will be withdrawn from the course**.

In any case if a student has outstanding debt to the University of Cambridge:

- They will **not be able to continue study on a course or enrol on another PACE course**.
- **No award will be issued** following the successful completion of a course if the fees for that course have not been paid in full.

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