

## **Supplementary Terms & Conditions for Students affected by COVID-19**

During these unsettling times, our thoughts are with those of you affected by Covid-19, wherever you are in the world. We are here to support you as our students throughout the coming weeks and months, with your health and safety our top priority.

These terms & conditions are supplementary to our standard terms & conditions and relate to any student affected by circumstances relating to COVID-19.

We would also like to reassure you that we still have a place for you at our UK colleges and US partners for our Spring, Summer and Autumn intakes this year, even if you are unable to travel. Students planning to join us have the following options:

- Join your pathway course or degree online, from your home country, until the college or university resumes face-to-face teaching. We will update you as soon as we know the date when this will be.
- Defer to a later intake. We will transfer all fees and accommodation paid to that future intake.

### **Our online programmes in the UK**

All of our teaching for students currently enrolled in the Kaplan colleges in the UK, is now being taught online.

At Kaplan, we have extensive online learning capabilities and the expertise to help you succeed throughout your studies. Through our online platforms, you will have a range of ways to talk to your tutors and other students.

For example, you can interact and ask questions through live video classes with teachers; you can discuss reading preparation with your classmates through live chat groups; you will have one-to-one time or times in small groups with your Learning Advisor and regular email contact with your teachers to discuss, for example, feedback on assignments.

Our college Student Services teams are there to support you and to help answer any questions about your progression to your intended university degree.

### **Deferring intakes and refund policy**

We understand that you may still feel unsure about accepting your place because of the uncertainty right now. We would like to reassure you that we will continue our flexible deferral options, and use a more flexible refund policy, outlined below.

#### **i. For students who have not yet started with us and would like to join our online pathway.**

If you join our online classes you will have a 7-day cooling-off period to allow you to decide if this is the right mode of study for you. We advise that you make this decision in conjunction with your college advisor.

If you decide it is not suitable for you, you can defer to another intake, without forfeiting any of your fees paid. If you have pre-booked accommodation, we will defer the start date of your accommodation until you are able to join us physically in the UK, and we will adjust the length of your accommodation contract to match the period from when teaching recommences in the UK to the end of your programme.

If you prefer to cancel your place we will refund:

- tuition deposit and tuition fees paid
- accommodation deposit and any further accommodations fees paid
- student materials paid
- administration fees paid
- insurance fees paid

If you have started your programme online and continue beyond the 7-day cooling off period, but cannot enrol in the UK when face-to-face teaching resumes (due to Covid-19 factors or because of a visa refusal), speak to us about deferring to another intake. If you still wish to cancel, we will refund:

- tuition fees paid for the term you are unable to join and any future terms that were part of the course they had started online. For example, if you enrol with us online in June on a 3 term programme, and you do not get your visa to join us when we move to teaching in the UK for the start of the second term, we will refund you for that second and third terms.
- accommodation deposit and any further accommodations fees paid.

The only charge you can expect, if you cancel, will be a £200 GBP Student Course Cancellation Fee, as outlined in our standard Terms and Conditions.

**ii. For students who have already enrolled in the UK**

If you find you are unable to continue with your course, please contact Student Services at your college to discuss the options that are appropriate for your circumstances. We have guidance related to your accommodation below.

**For students staying in the UK**

Your accommodation is available to you as per your accommodation contract so you can continue to follow your course online in the comfort of your home.

**For students who have started with us in the UK and returned home**

We will keep your room with your belongings available for you for the duration of your accommodation contract, so you can easily relocate once we have resumed teaching in the UK.

**For students who have returned home and find that they are unable to continue with their course**

If you have cleared your room, please contact [pathways.accommodation@kaplan.com](mailto:pathways.accommodation@kaplan.com) to discuss your options. We can only consider accommodation refunds if you have cleared your room and checked out of your residence. If you have not cleared your room and need assistance, please get in touch with us.