

ILI – IH Cairo Payment Policy

Payment terms and conditions

- 1) Full payment should be received one week before the registration day.
- 2) In case of late booking (2 weeks prior to registration day), payments can be made on the same day of registration.
- 3) ILI is not responsible for any transfer or bank charges incurred by international transfers.
- 4) Payments are accepted in cash, credit cards, payment gateways, and bank transfers.
- 5) No part of any booking is confirmed by any means (emails or letters) until payments are received in full.
- 6) Registration and placement test fees are included in tuition fees, unless otherwise mentioned.

General Rules

- 1) Refunds for tuition, accommodation, and airport services are made in cash or through Bank Transfers using the same payment currency.
- 2) Bank transfers and other transfer charges will be deducted from the refund amount.
- 3) All refunds are issued within 15 days from the day of the cancellation or when the refund request is approved.
- 3) All credit notes are valid for two months (60 days).
- 4) Credit notes cannot be transferred from a student account to another in any way.
- 5) Credit notes cannot be in the form of cash money rather it's in the form of credit hours to be used for tuition.
- 7) If credit notes are used for different tuition service type, a 10% deduction will be made from the credit note total amount before transferring credit note to other service type.
- 8) No refunds are made for partial or customized courses.
- 9) In case of national holidays during the course you will be informed via email beforehand, and no classes will be replaced unless there are more than 2 days of national holidays in the same round. No refund is allowed for the missed days as the same curriculum will be delivered during the course.

Tuition Fees

- 1) Tuition fees can be refunded if cancellation is requested before the start date of the course after deducting 15% as an admin fees.
- 2) Dropping a course is only allowed during the first two days of the course or two lessons of the online programs, after submitting a request to the Operations manager by the student and amount is kept as a credit note.
- 3) Switching courses is only allowed during the first two days of the course after submitting a request to the Operations manager by the student, and 10% admin fees is deducted.
- 4) All credit notes are valid for two months only (60 days).
- 5) ILI reserves the right to terminate the booking without refund if the student's behavior does not comply with ILI's regulations, the student handbook or code of ethics.
- 6) Extra payments due to switching between different courses or services with different total amounts are transferred to credit notes.
- 7) The one-to-one tuition fees are refundable only if a cancellation request is sent to the ILI / IH 24 hours prior the lesson's day. Else, total fees of the lesson will be charged.

Accommodation Fees

- 1) Accommodation fees are non-refundable on or after the check-in date.
- 2) Accommodation fees can be refunded if cancellation is requested before the check in date after deducting 25% as an admin fees.
- 4) The accommodation deposit is refundable 24 hours prior to check out date at the school's front desk. Deductions may apply for any damage, as mentioned in residence agreement.
- 5) The accommodation deposit expires if not collected within 90 days (three months) from check-out date.
- 6) All deposits are refunded in cash in the same payment currency however in case the student missed to pick up their deposit prior to their departure we can send it back by bank transfer after deducting bank transfer charges, alternatively they can use it towards online lessons within 2 months of the departure date.
- 7) The accommodation deposit cannot be used for payments for any type of bookings unless permitted by the Operations Manager, and when approved the payment is nonrefundable.

Other services

****Meet and Assist:** can be refunded only if cancellation is requested before the arrival date with 2 business days.