

Withdrawal and Transfer Policy – Summer Courses (one week)

1. Legal framework

The summer courses provided by the BRITISH COUNCIL constitute educational services delivered on fixed dates and over a fixed period.

In accordance with Article 16 of Emergency Ordinance No. 34/2014 on consumer rights, the statutory 14-day withdrawal right applicable to distance contracts does not apply to such services.

This policy represents a voluntary commercial facilitation offered by the BRITISH COUNCIL and supplements the General Terms and Conditions. For summer courses, this policy shall take precedence.

2. Withdrawals

2.1 Withdrawal notified at least 7 days before the course start date

If withdrawal is notified in writing at least 7 calendar days prior to the course start date, the BRITISH COUNCIL will refund the amount paid, minus a 10% administrative fee covering processing, place reservation and administration costs.

2.2 Withdrawal notified less than 7 days before the course start date

If withdrawal is notified less than 7 calendar days prior to the course start date, the BRITISH COUNCIL will refund 50% of the amount paid.

2.3 After the course has started

Once the course has started, withdrawal requests will not be accepted and no refunds will be granted, regardless of the reason.

3. Partial withdrawal from multi-week packages (bulk discount)

Where a student purchases a package of at least 3 weeks benefiting from a bulk discount, and subsequently requests withdrawal from one or more weeks, the following conditions apply:

- The request is treated as a partial withdrawal from a promotional package.
- The bulk discount will be fully cancelled, and the remaining weeks will be recalculated at the standard weekly rate.
- The refunded amount will represent the difference between the total amount paid and the value of the courses used, calculated at the standard price without discount.

- No refunds will be issued for weeks already started or completed.
- The withdrawal conditions set out in Section 2 remain applicable depending on the notification timing.

4. Notification procedure

Withdrawal requests must be submitted exclusively in writing to:

official BRITISH COUNCIL email address

The withdrawal date is deemed to be the date on which the notification is received by the BRITISH COUNCIL.

5. Refunds

Approved refunds will be processed within a maximum of 14 calendar days from confirmation of the withdrawal, using the original payment method unless otherwise agreed.

6. Transfers between course weeks

- Transfers are permitted only before the start of the initially booked course.
- Transfer requests must be submitted no later than the Friday preceding the initial course week.
- Transfers are free of charge and may only be made once, subject to availability.
- Any price differences between weeks will be charged or refunded accordingly.

Withdrawal Policy – Adult and Young Learner Courses

1. 14-day withdrawal right

In accordance with EU and Romanian legislation (Directive 2011/83/EU and GEO 34/2014), the student or parent/legal guardian has the right to withdraw from the contract within 14 calendar days from the purchase date, without providing a reason.

If the course has started at the student's express request during this period:

- **Adults:**
A 10% administrative fee will be retained, plus the value of sessions already delivered.
- **Young Learners (children):**
A fixed administrative fee of 500 RON will be retained, plus the value of sessions already delivered.

2. Withdrawal after the 14-day period

After expiry of the withdrawal period, refunds are only granted in exceptional, documented cases:

- Permanent relocation to another country
- Serious medical conditions requiring treatment exceeding 3 weeks
- Death of an immediate family member

Refunds will be calculated proportionally to unused sessions.

3. Special conditions

- **Instalment payments:**
Payments made are non-refundable for sessions already attended. Students are entitled to attend sessions corresponding to amounts paid.
- **Credit transfer:**
Paid amounts may be transferred to another student or another course within 3 months.
- **Final decision:**
The British Council reserves the right to assess and reject requests that do not comply with this policy.
- **Processing time:**
Approved refunds will be processed within 14 calendar days.

4. Exception – Summer Courses

Summer courses are intensive and delivered over short periods with fixed schedules. Therefore:

- The 14-day withdrawal right applies only if the request is made before the course start date.
- Once the course has started, no refunds are granted except where:
 - the course is cancelled by the British Council; or
 - exceptional circumstances are evidenced (serious illness or bereavement).

If a student requests the course to begin within the withdrawal period, they expressly agree that the withdrawal right is lost upon course commencement.

Child Protection Policy

The British Council recognises its duty to safeguard children and prevent harm, abuse, neglect or inappropriate behaviour, in line with:

- Romanian legislation
- Applicable laws in countries of operation
- The UN Convention on the Rights of the Child (1989)
- British Council safeguarding policies

Collection and dismissal (pick-up and drop-off)

Children under 11

Children under 11 must be collected by a parent/legal guardian or designated adult. They may leave unaccompanied only with prior written consent submitted via the official form.

Without such consent, the child will not be allowed to leave alone.

Children aged 11+

Children aged 11 and above may leave independently. Parents/guardians accept responsibility for their safety outside class hours.

Responsibility outside course hours

The British Council is not responsible for children outside scheduled course times or official activities.

Personal hygiene

Children are expected to manage toilet use independently. If assistance is required, parents must:

- inform the British Council in advance
- remain on-site during the lesson

Staff will not provide personal hygiene assistance.

Online courses

This policy also applies to online courses, with safeguards including:

- approved platforms only

- online behaviour rules
- data and image protection measures

Final provisions

By enrolling a child, parents confirm acceptance of this policy.

Information on Services and Events

We may contact you regarding relevant services and events.

By attending events, you consent to the use of photos and videos for promotional purposes, in accordance with GDPR.

Consent can be withdrawn at any time via written request.

Sanctioned Banks

The British Council cannot accept payments from sanctioned financial institutions.

Funds from such sources will be frozen and services cannot be provided.

Refunds cannot be issued to sanctioned accounts.

Data Protection Notice

The British Council complies with UK GDPR and EU GDPR.

Purpose of data processing:

- course administration
- financial management
- accommodating special needs
- communication and events
- platform access

Legal basis:

Contract performance (Art. 6(1)(b) GDPR)

Retention period:

7 years

Additional processing:

- online classes (image and voice)
- recordings for academic use

- internal sharing

Rights:

- access, rectification, erasure
- restriction, objection
- data portability
- complaint

Contact: InfoGovernance@britishcouncil.org

Drama Club (Summer in the City)

The Drama Club, part of the *Summer in the City* programme, provides children with the opportunity to develop artistic expression and confidence through theatre activities. At the end of the course, participants (students and teachers) will perform a short play in front of parents and invited guests.

This performance will constitute an official British Council event during which photographs and video recordings will be taken. By participating in the programme and attending the event, parents/legal guardians' consent to the filming and photography of the children, as well as to the use of such materials for educational and promotional purposes, in compliance with applicable data protection legislation (GDPR).

Lost Property

The British Council is not responsible for lost or unattended personal belongings. Students should not bring valuables.

Code of Conduct

All participants must behave respectfully.

Violence or unsafe behaviour is not tolerated.

Breaches may result in warnings or removal from the course.

Dorobanti: <https://www.britishcouncil.ro/en/english/schools/bucharest> , code of conduct section

City Gate: <https://www.britishcouncil.ro/en/english/schools/bucharest-city-gate> , code of conduct section

One Cotroceni:

<https://www.britishcouncil.ro/en/english/schools/bucharest-once-controceni-park> , code of conduct section

Cancellation, closure or change of course delivery format

British Council reserves the right to cancel, close, reorganise or change the delivery format of a class/course, including moving the course from face-to-face delivery to online delivery, in situations justified by operational, logistical, safety or legal compliance reasons, teacher or venue availability, local or national regulations, as well as any other situations that may affect the proper delivery of the course.

British Council also reserves the right to cancel or close a class/group if the number of enrolled students is fewer than 8. In such a situation, British Council will inform the students/parents or legal guardians and, subject to availability, may offer a transfer to another suitable group/course or a refund of the amounts paid for services not yet delivered, in accordance with the applicable policy.

In the event of force majeure or events beyond British Council's control, including but not limited to natural disasters, extreme weather conditions, epidemics/pandemics, restrictions imposed by authorities, safety issues, utility interruptions, venue unavailability, emergency situations or other unforeseen circumstances that prevent the normal delivery of the course, British Council reserves the right to temporarily suspend the course, reschedule it, move it online, reorganise it or cancel it, as appropriate.

In such situations, British Council will make reasonable efforts to limit the impact on students and will communicate the applicable changes in a timely manner. Moving the course online, rescheduling or reorganising it shall not, in itself, constitute an automatic reason for a refund, except where expressly provided for in this policy or under applicable law.