1. **Refund policy** 
   1. The EU Consumer Directive allows consumers a right of withdrawal from their purchase within 14 calendar days of the purchase.
   2. In case of a withdrawal within these 14 days, an **administrative charge** of BGN 80 is applied to the paid amount, along with a subtraction of the cost of classes already delivered on a pro rata basis.
   3. After the above mentioned 14 days, a refund is possible only in the following exceptional cases, and must be validated by official documentation:
      1. Relocation to a foreign country.
      2. A serious medical condition requiring more than 3 weeks of treatment.
      3. The death of a close relative or family member.
      4. A change in school timetable which causes a clash with the British Council course schedule.
   4. The British Council reserves the right to refuse a refund request. The British Council’s decision is final and definitive.
   5. In case of the refunds approved according to the terms mentioned in paragraph 1.3, these will be processed as mentioned in the paragraph 1.2.
   6. The remaining amount to be refunded can also be transferred to another customer for the purchase of a new course within the next 3 months. In case the credit has not been utilized, no further refund will be provided.
   7. The British Council reserves the right to close groups of fewer than eight students. If we are unable to transfer you to a suitable course, the British Council will refund the amount paid in full, without interest or other compensation.
   8. Please note that The British Council cannot make payments to banks sanctioned by the UK or any other relevant jurisdiction. If you request a refund to be sent to an account at a sanctioned bank, you will be asked to nominate an alternative method of payment that does not breach sanctions.
   9. **Refund Process**:
      1. Complete the “Request Refund Form” and send it to **learnenglish@britishcouncil.bg**
      2. We will consider the date of the email as the official refund request.
      3. The British Council will contact you if clarification about your request is needed.
      4. Approved refunds will be processed by bank transfer within 15 working days.
      5. We are not responsible for the duration of the financial processes outside of our control.