

Date: 15 October 2020

To: All Malvern House International Students

**Re: COVID-19 Malvern House Postponement Policy**

At Malvern House International, we take the health and safety of our students very seriously and we have stringently been following the UK Government guidance.

We understand that as the global COVID-19 situation develops, students may wish to temporarily postpone their studies in order to return home to be with their families at this time.

For this reason, we have developed the following two policies:

**I. For Existing Malvern House International Language Programmed Students:**

If you have commenced your studies at a Malvern House International Language School (located in Brighton, London or Manchester), and you need to finish your studies early due to the evolving COVID-19 Virus, we will support you by providing you with a voucher for the value of the remaining weeks of your programmes and an invitation to participate in Malvern Online Classes for the number of weeks that you had remaining in the current session.

All vouchers must be redeemed by the 31 December 2021.

**II. For Students/Groups who have registered for a course starting in the next 6 months:**

If you are unable to commence your planned studies in any Malvern House International Language School (located in Brighton, London or Manchester) due to the impact of COVID-19, you will be able to postpone your programme for a later start date or take classes online. Any previously agreed price or promotion will be honored for the new programme.

All postponed programmes must be taken by the 31 May 2022.

Should you have any questions on the above stated policies, please do not hesitate to contact us.

Kind regards,

Richard Mace

CEO

Malvern House International Limited

Wtan Gate Malvern House, 500-600 Wtan Gate West Milton Keynes, MK9, 1SH

Registered No. 03848076 (England and Wales)

Vat Number: 748264995