



WEP Cancellation Guarantee

This document regulates the conditions under which participants can make use of the optional cancellation guarantee for the programme abroad offered by WEP (hereinafter referred to as WEP's cancellation guarantee).

WEP's cancellation guarantee allows participants to cancel the programme they have signed up for before departure and receive a refund of the price paid in the cases specified below.

Prices for WEP's cancellation guarantee

WEP's cancellation guarantee is not included in the price of the programme. The cancellation guarantee fee is 6% of the price of the programme for which the participant has registered. This amount must be paid in full at the time of registration and is in addition to the registration fee. WEP's cancellation guarantee is non-refundable.

Validity period of WEP's cancellation guarantee

WEP's cancellation guarantee covers services booked as part of the programme selected when the participant registered. Additional services booked at a later date are not covered. The cover is valid from the date of payment and remains in force until the date of the participant's departure to the country where the programme takes place. For payments made by bank transfer, the cover is valid from the date on which the amount is credited to WEP's account.

Coverage of WEP's cancellation guarantee

WEP's cancellation guarantee allows the participant to withdraw from the contract in the following cases:

- Death of the Participant or a first-degree relative (parents, siblings).
- Serious health problems of the Participant or a close family member (parents or siblings). The health problem must be notified in writing by the Participant / Legal Guardian and within 5 days of providing the notice – the participant must provide the relevant medical/health information proving the medical situation.
- Pre-existing medical conditions that reoccur or worsen and cause the Participant to be unable to continue with the Exchange Programme.
- Failure to participate in the Exchange Programme due to the repetition of a school year, which prevents the commencement or postponement of the Exchange Programme, or in the case of poor school exam results that require the Participant to take re-exams and the application is accompanied by the school's results and an appropriate statement from the school confirming that the Participant cannot leave the school.
- Theft of the Participant's identity documents required for the exchange within the last 72 hours before departure, accompanied by a police report, if it is proven that it is materially impossible to recover/replace these documents before departure and up to 15 days after the scheduled departure date.
- Duly documented inability of the Participant to reach the point of departure following severe natural disasters.

Cancellations and/or changes directly or indirectly caused by reasons that cannot be objectively documented, or to mental illnesses or pre-existing illnesses, as well as anything not expressly stated in the above points, are excluded from coverage.

If the conditions for using WEP's cancellation guarantee are not met and/or if the reasons given by the participant cannot be taken into account, Article 10.3 of WEP's general terms and conditions will be used to calculate the cancellation costs retained.



Application of WEP's cancellation guarantee

Participants who wish to make use of WEP's cancellation guarantee for the above reasons must inform WEP by email with confirmation of receipt or by registered letter with confirmation of receipt and document their request with the necessary supporting documents (a medical certificate or other appropriate documentation) before the planned departure date. WEP will carry out the necessary checks. In the event of cancellation in this manner and within the period specified above, the price of the programme paid by the participant will be refunded within 30 days of the date of WEP's receipt of the request, less the cost of the cancellation guarantee. The amount paid for the cancellation guarantee is non-refundable under any circumstances, regardless of whether it has been used or not.

The participant is hereby informed that WEP's cancellation guarantee only applies in the event of cancellation before the participant's departure.

Furthermore, the participant is also informed that the 'WEP cancellation guarantee' is not cancellation insurance.

If accepted by the participant, this document forms an integral part of the contract signed for participation in the High School programme. The WEP cancellation guarantee is subject to laws of England and Wales.