



WEP Cancellation Guarantee

Art. 1 – Purpose

This WEP Cancellation Guarantee (hereinafter the “Guarantee”) allows the participant to withdraw from the programme in which they are enrolled without charge up to 72 (seventy-two) hours before the official start of the programme, without providing any reason.

For High School programmes only: if the departure date is not yet known at the time of cancellation, the reference date shall be 1 September for summer departures and 1 February for winter departures.

Art. 2 – Scope

The Guarantee is personal and non-transferable. It allows only the cancellation of the booked programme.

- visa fees
- insurance
- transport costs
- personal expenses
- any other costs borne directly by the participant

Art. 3 – Price and subscription

The cost of the Guarantee is set at 6% of the total price of the chosen programme.

This amount:

- is invoiced once at the time of enrolment
- is payable together with the first deposit
- becomes due and payable immediately

The Guarantee must be subscribed to at the time of enrolment in the programme.



Art. 4 – Effects of cancellation

In the event of valid cancellation within the period specified in Article 1:

- WEP shall refund the amounts paid for the programme within 30 days
- excluding fixed administrative processing fees of: £ 1,550 for High School programmes

These amounts correspond in particular to advisory, support and administrative services already performed.

External services not covered by the Guarantee shall not be reimbursed by WEP.

Art. 5 – Exercise of the right of cancellation

Cancellation must be notified exclusively by email to wepeducation@wep.org

To be valid within the 72-hour period:

- the message must be received by WEP Monday to Friday between 9:00 and 18:00
- only actual receipt during business hours shall be deemed valid

Communications received outside these hours shall be deemed received on the next working day.

WEP shall send the participant written confirmation of receipt of the cancellation together with details of the refund process.

Art. 6 – Statutory rights

This Guarantee applies without prejudice to the mandatory rights granted to consumers under English law, including in particular:

- the **Consumer Rights Act 2015**, relating to the provision of services and consumer protections
- the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**, particularly regarding cancellation rights for distance and off-premises contracts
- the **Package Travel and Linked Travel Arrangements Regulations 2018**, implementing Directive (EU) 2015/2302

This Guarantee does not limit or affect any statutory rights granted to travellers under applicable English law.



Art. 7 – Governing law

This Guarantee shall be governed by and construed in accordance with the laws of England and Wales.

For any matters not expressly provided for herein, WEP's General Conditions shall apply, provided that they comply with mandatory provisions of English law.