

GLOBAL COMMUNICATION PROGRAMME – PAYMENT AND REFUND POLICY

(Agency Partners)

1. Agencies should only submit a booking after receiving a deposit payment or a clear commitment from the student.
2. When a booking is submitted, a **20% non-refundable deposit** is required. The deposit may be paid together with the balance payment (10 days before the programme starts), but if the student cancels, the agency is still responsible for paying this fee.
3. If a student cancels after a booking has been submitted, the 20% deposit cannot be refunded.
4. Full payment must be made **at least 10 days before arrival**.
5. After full payment is made, all study and hotel fees are non-refundable.
6. Requests to postpone the study programme or accommodation depend on availability. However, bookings that take place in **July**, or include any dates in July, cannot be postponed.
7. Visa assistance for the **C9 Student Visa** can only start after payment is received and all required documents are submitted. Visa processing fees cannot be refunded once the process has started.
8. Students can request a 30-day tourist visa extension through SBI. However, the first 30-day visa must be applied for independently through the Pre-Arrival E-Visa system (Electronic Visa on Arrival).
9. **Cancellation and extensions while in Bali:**
 - Study programmes cannot be cancelled or refunded.
 - Students can make an initial booking for up to 8 weeks. Additional study periods can be arranged after arrival, up to two more periods of 8 weeks each.
 - SBI will not provide visa assistance for students who wish to stay in Bali after finishing their classes.
10. Students cannot receive make-up classes or refunds for any classes missed because of illness or any other reason.
11. **Postponements while in Bali:**
 - For each 4-week programme, students may request a maximum of **one week postponement (5 days)** and add that week to the end of their programme. The postponement must be used in 5 continuous days from Monday to Friday and cannot be used for single days. This is subject to class, room, and visa availability. The request must be made in writing and approved in advance by school management.
12. Hotel fees included in the study package are non-refundable under any circumstances.