

Explore UK Cancellation and Refunds Policy

General

1. Before you book a place on an Explore UK trip, please check to make sure that you will be able to join the trip on that date.
2. We understand that students may occasionally be unable to attend a trip or might need to cancel their booking. We can sometimes arrange refunds however this will always depend on how close to the date of the trip you let us know that you want to cancel.
3. You will need to inform International Student Support directly by email as soon as possible if you wish to cancel your booking.

Refunds for bus trips

4. If you make your cancellation more than seven days before the date of the trip, then we will provide you with a full refund for the cost of your bus trip. If you cancel within seven days of the trip or less, we reserve the right to charge you up to 100% of the cost of your booking.
5. We usually have a waiting list and if there is still sufficient time, we can often find another student that can take your place - however we cannot guarantee this. If we manage to find another student to take your place on the trip and receive payment from them, then we will provide you with a full refund.
6. Refunds will not be provided to students who have missed the bus departure. It is the responsibility of the student to arrive at the meeting point at the correct time, both for the departure from DMU when the trip starts as well for the return trip back from the trip destination to DMU.

Refunds for walking tours and building admissions

7. We are required to make advance payment for most walking tour and building admission fees. If you have booked a walking tour or building admission fee and we have already paid the supplier for your place, then we will usually only be able to provide you with a refund if we can find another student who is willing to take your place.

Receiving a refund

8. Any refunds will be administered by DMU Finance. Refunds will be paid back to the same card that you used to make your original payment. It will not usually be possible to refund your payment to a different card. Please allow a week for a refund to reach your account.