

# 24 Hour Booking Guarantee

Our experienced booking team will guide you through your booking process. As soon as we receive a booking form from you, we will confirm and respond on the same day. Should you change your course or your arrival date, these changes will also be confirmed within 24 hours. Once we have received all booking information, our same day booking service guarantees the following.

- Confirmation of course booking.
- Confirmation of accommodation booking (incl. Host Family Name and/or Hotel location)
- Confirmation of airport transfer (where applicable)
- Welcome Pack including maps, student booklet and family information.
- Registration for online placement test
- Needs Analysis Form (where applicable)
- Confirmation of Invoice

For visa-requiring students arriving from outside the EU we will process all required documents on the same day as we receive proof of payment.

Should you need to alter or query any aspects of your booking, our team are available via telephone and email to help you with these changes.

