

Date: 16 March 2020

To: All Malvern House International Students  
Re: **COVID-19 Malvern House Postponement Policy**

At Malvern House International, we take the health and safety of our students very seriously and we hope that you have been following all guidance and protocols posted around the International Study Centres regarding the importance of handwashing and hygiene.

We have been very fortunate to have not had any reported cases of illness within our centres, and we will continue to work together to protect the health of our staff and students.

We understand that as the global COVID-19 situation develops, students may wish to temporarily postpone their studies in order to return home to be with their families at this time.

For this reason, we have developed the following two policies:

**I. Existing Malvern House International Language Programme Students**

If you have commenced your studies at a Malvern House International Language School (located in Brighton, London or Manchester), and you need to finish your studies early due to the evolving COVID-19 Virus, we will support you by providing you with a voucher for the value of the remaining weeks of your programmes and an invitation to participate in Malvern Online Classes for the number of weeks that you had remaining in the current session.

All vouchers must be redeemed by the 31 December 2021.

**II. Students/Groups studying on Malvern House International Language Programmes until October 2020**

If you are unable to commence your planned studies in any Malvern House International Language School (located in Brighton, London or Manchester) due to the impact of COVID-19, you will be able to postpone your programme for a later start date. Any previously agreed price or promotion will be honoured for the new programme.

All postponed programmes must be taken by the 31 December 2021.

Should you have any questions on the above stated policies, please do not hesitate to contact us.

Kind regards,

Dr Sam Malafeh  
CEO  
Malvern House International Ltd.