

# Refund Policy

Begbie Global Ltd – Student Arrival Packages · Effective 2026

## 1. Overview

This Refund Policy outlines the circumstances under which payments made to Begbie Global Ltd may be refunded. This policy should be read alongside our Terms & Conditions.

Begbie Global Ltd provides coordination, guidance, and administrative services. Due to the preparation and coordination involved — including ordering starter packs, arranging transport, activating e-SIMs, and undertaking planning work — refunds are limited once service work has commenced.

## 2. Service Fees

The following standard service fees apply:

| Package                | Price | Deposit Option              |
|------------------------|-------|-----------------------------|
| UK Home Standard       | £200  | —                           |
| UK Home Premium        | £310  | —                           |
| International Standard | £400  | £200 deposit / £200 balance |
| International Premium  | £510  | £275 deposit / £275 balance |

Add-on items (such as Premium Kitchen Pack, Stationery Pack, Toiletries Pack, Basic Essentials Pack, Laundry Pack, or Private Airport Taxi) are charged at the prices displayed at the time of booking and are non-refundable once ordered or arranged.

## 3. Deposit Structure

Where a student wishes to pay in stages, the following deposit structure applies to international packages:

- International Standard: £200 deposit payable to secure onboarding; £200 remaining balance payable before full service coordination begins
- International Premium: £275 deposit payable to secure onboarding; £275 remaining balance payable before full service coordination begins

The deposit confirms the client's intention to proceed with the service and secures their place within Begbie Global Ltd's service schedule.

## 4. Visa Refusal

Where a student visa application is formally refused, Begbie Global Ltd recognises this as an exceptional circumstance. In such cases:

- The deposit may be refunded, subject to verification
- Official written evidence of visa refusal must be provided to info@begbieglobal.co.uk
- Refunds will be processed within a reasonable timeframe after verification
- Where service coordination work has already been substantially undertaken, Begbie Global Ltd reserves the right to deduct reasonable administrative costs from the refund

- No refund will apply beyond the deposit amount; full service fees paid are non-refundable

## 5. After Service Activation

Once full payment has been received and service coordination has begun, all service fees become non-refundable. Administrative work and preparation begin immediately upon onboarding. No refund will be issued if the student voluntarily withdraws from the service after this point.

Activities that constitute service activation include (but are not limited to):

- Onboarding call or communication with the student
- Ordering or preparing accommodation starter packs (bedding, kitchen items, etc.)
- Arranging or purchasing public transport tickets
- Arranging or confirming a private airport taxi booking
- Activating or procuring a UK e-SIM
- Commencing travel planning or airport arrival coordination
- Conducting any planning, research, or administrative preparation on behalf of the client

## 6. Change of Circumstances

Refunds will not be issued due to changes in personal circumstances, including but not limited to:

- Change of university
- Change of accommodation
- Change of arrival date or travel plans
- Personal circumstances or change of mind
- Dissatisfaction with third-party providers (such as accommodation providers, transport services, or banking institutions)

Begbie Global Ltd provides coordination and guidance services only and does not guarantee specific outcomes relating to accommodation, employment, transport, or banking.

## 7. Third-Party Costs

Begbie Global Ltd is not responsible for refunds relating to third-party services. Any refunds relating to these services must be pursued directly with the relevant provider. This includes:

- Public transport providers (train, bus, or coach operators)
- Private taxi operators
- Accommodation providers
- Guarantor services
- Banking institutions
- e-SIM providers
- Any other third-party organisation

## 8. Refund Requests & Disputes

Any refund request or dispute must be submitted in writing to: info@begbieglobal.co.uk

All refund decisions will be made in accordance with this Refund Policy and our Terms & Conditions. Begbie Global Ltd will aim to respond to all refund requests within a reasonable timeframe.

Begbie Global Ltd reserves the right to consider refund requests in exceptional circumstances at its sole discretion. Any such consideration does not create a precedent or obligation to issue refunds in similar future circumstances.