

GROUP MINISTAYS AND SUMMER SCHOOLS FOR UNDER 18s
GENERAL TERMS AND CONDITIONS

Course Fees Include:

All tuition fees for number of hours agreed (normally 15 per week, 3 per morning, unless otherwise agreed)

Residential or homestay accommodation, full board, including breakfast, lunch and evening meal
24-hour welfare support and supervision for **residential** students

Liaison with families to ensure all students are supported

All practice and test materials including placement test and end of course certificate

Agreed social programme

Airport transfers during non peak hours by metro train from Newcastle International Airport for groups of 26 or less.

Airport transfers by metro train or coach for summer school groups.

Fees do not include:

Insurance

Telephone calls

Use of wifi for under 18s in school (host families provide free wifi)

Transfers from airports other than Newcastle International (we can provide a separate quote)

Payment of Fees:

Payment to be made in GB Pound Sterling and remitter to pay all necessary bank charges.

Deposit of 15% of total cost to be paid immediately to secure the place (non-refundable) and the balance to be paid four weeks prior to arrival. Payment by bank transfer to our account as follows:

Bank: Lloyds Bank plc Account Name: The English School (Northumbria) Limited

Account Number: 02424827 Sort Code: 30-96-15 SWIFT Code: LOYDGB21211

IBAN: GB43 LOYD 3096 1502 4248 27

Cancellation Charges:

No refund of deposit in any circumstances

Full refund of balance amount (less any administration costs and bank charges) for a cancellation up to 8 days prior to arrival;

Refund of 70% of balance amount for a cancellation 7 - 4 days prior to arrival;

Refund of 90% of balance for a cancellation 2 - 3 days prior to arrival.

No refund for a cancellation 1 day prior to arrival.

0.00 hours on the morning of the arrival day will be deemed to be the arrival date.

If a student attends the school but has to leave early, we will not normally give a refund, but will offer a credit note for future use. It is advisable to ensure that any insurance arrangements cover cancellation charges.

Repatriation Charges:

If any student needs to be repatriated for any reason WHATSOEVER, the parents must accept ALL costs of the transport to the airport and the return flight. Parents must take responsibility for booking and funding such a flight. If a student commits any illegal act or any act that causes harm to themselves, others or the school premises - in other words in any instance of gross indiscipline, the student will be asked to leave the programme and return home. Parents must take responsibility for the costs of returning the student home.

Medical Matters:

The school has an arrangement with the local doctors' surgery and this must be the first stage of any medical treatment required by the student. Our hospital system is a *referral* system and students should not go straight to the Accident & Emergency department of a hospital unless the situation is a REAL accident or a REAL emergency. Parents must give their consent to allow the school to take any necessary action in the event of the student requiring medical attention.

Allergies:

Parents must notify the school of any allergies or medical conditions. It must be noted that most of our host families have pets (dogs and cats). A small number of families have no pets but there is no guarantee that they will be available. If a student has a serious allergy to animal fur, a letter from the doctor or a statement of allergy testing must be provided. We will then do our best to find a home without pets.

Evening Arrangements for Minors in Homestay:

Students who are minors (under the age of 18) are only placed with host families if parents give their consent by signature to adequate safeguarding by the school of their children. This means that when staying with a family, children of 16 and under are not allowed to go out in the evening unless they are with their family or involved in a supervised school evening activity or with their own group leader. Students aged 17 have a curfew time of 9.00 p.m. and can only stay out later if they are with their family or involved in a school evening activity or involved in a supervised school evening activity or with their own group leader.

Living with a Family:

When living with a family the student is not paying for a 'service' but for a privilege. Students are expected to live with the family not as a guest but as a part of the family. This means accepting the rules and routines of the family. For example, if a family expects a 17-year old to make up his/her own packed lunch, then that should be accepted. Students should ALWAYS offer to help with setting the table, clearing the table, washing and drying the dishes or any other light household tasks. In British families, this is normal - everyone usually helps, including children from a very young age - and we expect our students to do this too. **We also expect students to spend some evenings with their family. The purpose of the homestay scheme is to enable them to develop relationships and practice their English and we expect students to take full advantage of this.**

Contact Details:

Parents will be provided with a form to give their contact details – names, address, telephone numbers (home and work), email address etc.

Students will also be required to provide their full details, including mobile numbers, email address and passport number prior to arrival.

Accompanying Group Leaders:

Free places are offered to accompanying group leaders provided that they assist with supervisory duties whilst children are on breaks between lessons, involved in activities and at bedtimes. In accordance with UK child protection regulations and British Council criteria, all group leaders must provide assurances of their suitability to work with children in the form of a certificate of good conduct or a certificate of criminal record from their country of residence. Group leaders who cannot provide such a document will be allowed only limited access to and responsibility for students and additional supervision will be provided by the school – which may result in increased charges.

Duty of Care:

Under British law, Northumbria School of English and our teachers and supervisors have a legal 'duty of care' towards all students but particularly those under 18. This means we are legally responsible for the safety of the students. Group leaders must ensure that students and their parents fully understand this. At all times students must follow instructions immediately and without question. This is for their own safety and security and that of the group.

Wi-fi:

All families offer free wi-fi connection to students. There is no wi-fi connection for homestay students attending lessons in school. For logistical and safeguarding reasons we do not provide wifi connection to residential students. Parents of students under the age of 18 who wish their children to have internet access on smartphones are advised to purchase an appropriate roaming package from their mobile network provider and apply parental restrictions.

Visits to Local Schools

A day or half-day in a local High or Middle School can be arranged for groups arriving in term time but only if convenient to the local schools. Visits are not available in the first and last weeks of the school term.

Force Majeure:

Occasionally we may have to cancel the booking for reasons beyond our control. Such reasons include war or threat of war, security measures, industrial dispute, strike action, fire, riot, natural disaster, adverse weather conditions, closure or congestion of airports, ferries or tunnel, technical problems relating to transportation or any other unusual or unforeseeable events.

Our Commitment to the Group Organiser:

If we cancel or change the stay by reason of force majeure, we will notify the group organiser as soon as possible. In this event we will offer an alternative arrangement if possible or offer a refund (less administration and bank charges). We are unable to pay any further compensation if we cancel or alter the booking in accordance with this clause, therefore we advise the organiser to arrange full insurance cover.

Minor Alterations made by Northumbria English School:

It may be necessary to make changes to certain amenities, facilities, activities, entertainment or optional cultural outings. These can be made without any obligation or liability. Should changes occur, we will advise the group leader of these changes, where made prior to booking, and will use reasonable endeavours to advise the course leaders of any changes made after the booking has been made.

Liability:

Notwithstanding anything contained in these Booking Conditions or the booking form, our liability to the client in contract, tort (including negligence or breach of statutory duty) or howsoever arising shall be limited to the sum of £1000.

Risk Assessments:

We will carry out risk assessments relating to the accommodation and excursion destinations. Copies will be given to group leaders who must read them carefully.

The Contract:

The booking contract, together with these conditions, is governed by British law and any dispute will be determined exclusively by the British courts.

Infectious Diseases:

In order to protect our students, staff and host families, anyone found to have an infectious disease may be requested to return home.

Accuracy of Information:

We have taken every care to ensure that the information given in our promotional materials and emails is correct at the time of issue.

Insurance:

Before arriving in the UK, students are strongly recommend to take out adequate insurance cover.

Privacy Policy:

By signing the parental consent form, parents agree to our storage and use of any information supplied. This data is not passed on to any other organisation or third party.

NS/CDG/2018-19

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