

### **GENERAL TERMS AND CONDITIONS GENERAL ENGLISH PROGRAMMES**

#### **Booking Procedure for non-visa Students**

1. Send a completed application form to the school with passport copy
2. If we can offer the required course, we will send you an offer letter with details of payment
3. Pay a non-refundable administration fee of £50 together with a deposit. The deposit should be the first 4 weeks' tuition fees.
4. We will send further information and details of accommodation. We will stay in touch until the students' arrival.

#### **Booking Procedure for visa Students**

1. Send a completed application form to the school with passport copy
2. If we can offer the required course, we will send you an offer letter with details of payment
3. Pay a non-refundable administration fee of £100 together with a deposit. The deposit should be the first 4 weeks' tuition fees.
4. We will send a visa support letter which can be used to apply for a visa.
5. When the visa is received, notify us and we will send further information. We will stay in touch until the student's arrival.
6. Should the visa application be unsuccessful, we will assist with an appeal. If the visa continues to be denied, we will refund the deposit but not the administration fee.

#### **Visas**

**Northumbria School of English is accredited by Accreditation UK (British Council). Accreditation UK is a UKBA recognised accreditation body under the Immigration Rules for visitors.**

#### **Course Fees**

Fees are correct at the time of going to print and are subject to change without notice.

#### **Fees include:**

- All tuition fees 15 or 25 hours per week
- All practice and test materials and one complimentary coursebook
- Placement test
- End of course certificate

#### **Fees do not include:**

- Social programme
- Accommodation
- Additional coursebooks and workbook

#### **Payment of Course Fees**

Payment must be made in full by the time the student starts the course.

If the course is booked more than 6 weeks before it starts, the balance can be paid at the time of booking, if preferred, or 6 weeks before the course begins.

If the course is booked less than 6 weeks before it starts, you must pay the total fees at the time of booking.

#### **Booking Fee**

There is a one-off non-refundable administration fee of £50 for non-visa students and £100 for visa students.

## **Accommodation**

A variety of accommodation is available:

Residential accommodation is available for groups of young learners and teenagers and their group leaders **or** for groups of adults.

We can also arrange homestay accommodation – see website for current prices.

We can also help long-term students to find rented accommodation (£400 - £600 per month)

## **Course Arrangements**

**The school reserves the right to change course arrangements and fees if necessary, before or during a programme of study.**

**We also reserve the right to cancel a course if we do not get enough participants (we need a minimum of 4 participants to be able to offer a course).**

**If we provide a course for less than 4 participants the published fees may be increased, by consent, as follows:**

**1 participant £900 per week**

**2 participants £450 per week per person**

**3 participants £300 per week per person**

## **Behaviour and Regulations**

The school has rules which apply to conduct in school, in the residence, in homestay accommodation and during any trips and activities. Students, and parents where appropriate and applicable, will receive a copy of the rules with the pre-course information. The school reserves the right to terminate the stay and send home, at the student's or parents' expense, any student whose behaviour, in the opinion of the Principal, interferes or may interfere with the general wellbeing of other students or of his/her host family. This condition also applies to any disregard of regulations at any venue or centre which the student may attend during the course of their stay. In the event of such termination of stay, no refunds will be made.

## **Prices**

Prices are fixed in English Pounds Sterling until 31<sup>st</sup> December 2019 or such other date as set out from time to time in the school brochures and/or on the school website.

## **Cancellation Policy**

If the booking is cancelled, we will not refund the deposit or the administration fee.

We will refund any other fees that may have been paid at the time of cancellation less any bank charges. The cancellation must be notified to the school in writing by email.

## **Force Majeure**

Occasionally the School may have to cancel the booking for reasons beyond its 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 Student**

If the School cancels or changes the stay by reason of force majeure, we will notify the student as soon as possible. In this event we will offer the student an alternative course or alternative arrangements if possible. If this is not possible, the student is entitled to receive a full refund and the deposit will be refunded, less any bank charges, but not the administration fee. The School is unable to pay the student any further compensation if we cancel or alter the booking in accordance with this clause.

## **Minor Alterations by the 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 student of these changes, where made prior to booking,

and will use reasonable endeavours to advise students who have already booked of any changes made thereafter.

### **Liability**

Notwithstanding anything contained in these Booking Conditions or the booking form, the school's liability to the client in contract, tort (including negligence or breach of statutory duty) or howsoever arising shall be limited to the sum of £5,000.

### **The Contract**

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

The school has taken every care to ensure that the information and prices in its publications are accurate at the time of print.

### **Insurance**

Before students arrive in Britain, we strongly recommend that they take out adequate insurance cover.

### **Privacy Policy**

On accepting our terms and conditions and starting their course, students agree to our storage and use of the information they supply. This data is not passed on to any other organisation or third party.

Terms and conditions accepted:

**Signature** \_\_\_\_\_

**Name** \_\_\_\_\_

**Organisation** \_\_\_\_\_

**Date** \_\_\_\_\_

**CDG2018-19/1**

