

## Terms and Conditions

### 1. Registrations

#### 1.1 Bookings

You must book your course in advance. See brochure for details on start dates for summer courses.

Select English reserves the right to alter or cancel the course programme and location and alter dates & fees from those stated in the brochure without prior notice.

To reserve a place on your chosen course you need to pay a £200 deposit when you book.

See the registration form for details on payments.

#### 1.2 Disclosure of information

Students/agents/parents should disclose any relevant medical information and details of disabilities to the school at the time of application.

All students studying at Select English agree to the disclosure of their information to appropriate bodies including UKVI and British Council as required by the Data Protection Act.

#### 1.3 Visas

We cannot issue a visa letter or a CAS until we have received a non-refundable course deposit of £1000.

If the student is refused a visa the deposit is refundable less £200 plus any additional costs (courier charges, etc).

If the visa is refused for submission of fraudulent documents, Select English reserves the right to keep the full £1000 deposit.

#### 1.4 Photos and Videos

Select English will take photos during summer courses which will be used in publicity materials and on social media. Students will be informed before photos are taken and can choose not to feature by telling our staff. You can also let us know in advance by emailing [info@selectenglish.co.uk](mailto:info@selectenglish.co.uk)

#### 1.5 Students under the age of 18

In our main school, we accept students from the age of 16 on our year-round courses. All bookings on these courses are made on the basis that there will be students on this course aged over as well as under the age of 18.

Students under the age of 18 are children in British law. All students under 18 are expected to abide by UK laws which relate to the restriction of activities to under 18 year olds: in particular the purchase and consumption of alcohol and tobacco.

If any student under the age of 18 wishes to study on any course at Select English, the person or people with parental responsibility for them in their own country should complete a consent form. The form outlines the level of care provided to students under 18. It must be completed and returned prior to the start of the course. The form is available to complete online at <https://www.selectenglish.co.uk/welfare/> under the Care of under 18s tab. It is also sent out with all bookings.

Select English will occasionally accept students under the age of 16 when these students are on pre-session programmes for a St. Andrew's College course, or part of a closed group. Please see the document: Care of Under 18s Statement – Summer for students under 18 enrolling on summer courses. This can be found on our website.

#### 1.6 Sponsored students

If you are being sponsored by your Embassy then a provisional letter of sponsorship is required before you can be issued with a visa letter or booking confirmation. You will not be permitted to start your course until we have received a full letter of financial guarantee.

#### 1.7 Booking confirmation

When we have received your completed application form, deposit payment and accepted you on a course, you will receive an invoice by email. Once the fees have been paid, you will receive the booking confirmation and pre-departure information via email. If you require documents to be posted, please inform the school.

### 2. Payment

You must pay the balance of your course fees in full 4 weeks before the start of your course.

Students on courses of 12 weeks or more can pay in instalments of 12 weeks. Each instalment must be paid 4 weeks in advance.

We accept payment in pounds sterling.

2.1 The student/parent shall also be liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by the client in the recovery of any unpaid fees regardless of the value of the claim.

### 3. Cancellation

#### 3.1 Courses in person

If you decide to cancel your course you must do this in writing, by e-mail or by fax.

Refund policy:

The deposit, courier charges and bank charges are non-refundable.

Course and homestay accommodation fees are refundable according to the following conditions:

-Cancellation 28 days or more before start date of course – full refund

-Cancellation less than 28 days before – no refund

Select English strongly recommend that students arrange a travel insurance policy that includes cancellation cover.

#### 3.2 Online 1-to-1 courses

We require minimum 24 hours' notice to cancel or postpone an online 1-to-1 course.

### 4. Postponement

If you want to postpone your course, please do this in writing.

You may not postpone a course due to start within the next 28 days. You may only postpone if there is space available on your chosen course dates.

### 5. Changes to bookings

5.1. After arrival and commencement of the course, the school requires 4 weeks' notice for any

reduction in the length of your course. You will be given a credit for tuition fees for any time remaining. This credit is valid for 12 months and is not transferable.

5.2 If you increase the length of your course, you must pay any further fees due 28 days before the additional weeks commence, or immediately if the extension starts within 28 days. Additional weeks booked will not necessarily qualify for discounts advertised for longer courses.

5.3 The school requires 1 weeks' notice for any change in the number of hours being studied. The saving in course fees can be used to extend the course but will not be refunded.

There is a £30 administration charge for any change.

5.4 Any discounts given for longer courses may be lost if courses are shortened.

5.5 Accommodation changes

There is a £30 charge for any change. If you want to change or cancel your accommodation after you have arrived, you must give at least 4 weeks' notice. The balance of the accommodation fees will then be refunded less a £30 administration charge.

### 6. Holidays

To take a holiday break in your course you need to inform us in writing 28 days in advance of your proposed holiday. Fees are not refundable, but you will be given credit that you can use to extend your course.

If the holiday is authorised it will not affect your attendance. If you take an unauthorised holiday (e.g. you do not attend school but have not completed a Holiday Request Form) then your attendance will be affected and the relevant parties involved will be informed.

### 7. Your Course

7.1 The course is the period and type of course you have reserved. Courses are non-transferable and are refundable subject to the conditions set out in section 3 (cancellations) above

7.2 Some courses may not run as advertised if there are not enough students on the course. The school reserves the right to alter the content and timetabling of your course.

### 8. Accommodation

Your accommodation will be reserved for you once we receive your deposit.

Accommodation is only arranged for full time students and only while they are studying at the school. If a student leaves the school, he or she will be asked to leave their accommodation. Please send your full arrival details as soon as travel arrangements have been made. If we do not receive arrival details, the accommodation provider may not be available when you arrive. While every effort will be made to ensure you are happy with your accommodation, Select English cannot guarantee that you can stay with one accommodation provider throughout your stay. Changes might occur because of emergencies or on rebooking.

### Homestay

If you wish to stay in homestay accommodation organised by the school, we will do everything possible to meet your requirements. This may not always be possible and we will give priority to medical requirements such as allergies. Many families in the UK have pets, so we will give priority for students preferring to live in a house without pets to students with medically-certified allergies.

Our hosts live up to 5 KM from the school.

You cannot pay your homestay directly for accommodation.

Your homestay will provide bedding and towels for your use. Your homestay will wash a reasonable amount of personal laundry (one load per week minimum). They are all advised to provide all adult students with a house key.

Internet: Most homestays provide internet access for students. Some may charge for this. Information about any charges will be included in the homestay profile you'll be sent after booking.

**Private home:** These are similar to homestays, but take more than 4 students. This can mean that there may be less interaction with the hosts. Select English place some students in private homes. Please inform us if you would prefer not to be in private home accommodation.

### 9. Attendance

Students are required to attend at least 80% of classes in order to receive an attendance certificate.

If you are studying on a student visa, we are obliged to report poor attendance to the UKBA.

### 10. Conduct

10.1 All students are subject to the school's policies and procedures, which can be found on our website. Enrolment for a course implies agreement to abide by these procedures.

10.2 We reserve the right to exclude a student due to misconduct. In this case there will be no refund of fees.

10.3 We reserve the right to confiscate inappropriate items from students aged under 18.

10.4 We reserve the right to search the bags/rooms of students aged under 18 unless advised otherwise by parents or agents.

### 11. Insurance

Select English does not arrange insurance for students.

Students should ensure that they have adequate travel and health insurance. We strongly recommend that this insurance includes cancellation cover.

### 12. Miscellaneous

12.1 Select English accepts students on the assumption that they are in good health. We do not accept responsibility for: loss or damage to any property belonging to the students; injury or loss of life to any participant; loss or expenses due to delays or changes in air, rail, sea or other services, weather, quarantine, sickness, strikes or any other cause.

12.2 It is the student's responsibility to have a valid passport and to arrange all permits and visas.

12.3 Students are responsible for any damage they may cause and will have to pay the full cost of replacement or repair.

12.4 If you have booked via an Agent, their Terms of Contract may apply to you, but we reserve the right to apply our own Terms.

12.5 We reserve the right to take any fair and reasonable action we think appropriate should a situation arise not covered by these Terms.