

## ENROLLING

1. By making a booking with Nacel English School London you agree to the terms and conditions as set out below. Unless specifically agreed in writing, these conditions have precedence over any other communications.
2. A place can be reserved on a course by completing an enrolment form and returning it by e-mail or completing the form online on our website, together with the booking deposit of £250 plus registration fee, which will go towards the cost of the course.
- 2a. Full payment for the course must be received at least 14 working days before the start of the course. No programme will start until the school is in receipt of all fees.
3. **For students requiring a student visa to the UK, the course fees must be paid in full before we issue any documentation to support the student visa application. Visa letters will not be issued unless students have paid the course fees in full.**
4. Students are required to present their passport, of which we will retain a copy. Students are also required to provide the school with accurate and full contact details. It is the responsibility of the student to immediately inform the school of any changes to their contact details both in the UK and abroad.

## PAYMENT

5. Methods of Payment: Bank Transfer

**It is imperative that the name of the student and the relevant invoice number is clearly stated on the bank transfer documentation. Payment must include both parties' bank charges and transfer costs . Please add £20 when paying by bank transfer.**

## CANCELLING YOUR COURSE

6. **Cancellation for students NOT requiring Visa / Leave to enter the UK must be received in writing (e-mail or registered post).**

**Course refunds depend on the amount of notice given and are specified below:**

|   |  |
|---|--|
| At least 15 days before the start of the course | deposit (£250, plus registration fee) is non refundable                    |
| 14 days or less before the start of the course  | 25% of course fee, (minimum £250, plus registration fee) is non refundable |
| 10 days or less before the start of the course  | 50% of course fee, (minimum £250, plus registration fee) is non refundable |
| 7 days or less before the start of the course   | 100% is non refundable   |

Cancellations received at the weekend, during UK Bank Holidays or Christmas School Holidays will be considered to commence the next working day.

7. **Cancellation for students requiring Visa / Leave to enter the UK: Refunds are not granted except when the visa application has been unsuccessful.**

- 7a. **Cancellation due to Visa Refusals:** If the visa application is refused, providing we receive the full official documentation from the UK Visas and Immigration, including the last page with the signature of the clearance officer & date of refusal, we will refund the student in full with the exception of £350 administration fee. For students that have been issued with a CAS an additional £520 administration fee will be charged – the CAS fee is non-refundable. The course registration fee is non-refundable. All bank charges incurred are to be paid by the student. Refunds will only be considered if applied for before the starting date of the course and within a maximum of 12 weeks of the visa refusal date.

**Please note that, for students who require a visa to the UK, once documentation has been issued to support their visa application, no refund will be given without official documentation confirming that the application has been unsuccessful.**

Students that request the school to issue documentation to support their visa application, and then consequently do not apply for a visa will not be granted a refund once documentation has been issued to support their visa application to the UK.

8. Course refunds (including all fees) may take between 4-6 weeks to process once full documentation has been received. Refunds cannot be processed until the School is in receipt of all monies owed. Refunds are made to the person or organisation that made the initial payment. Our responsibility is only to refund that person or organisation that made the payment.
9. Once the course has started, fees are NOT refundable or transferable.
10. Courier (DHL/FedEx) fees or any other used fees (e.g. insurance, airport transfers) are non-refundable.

## ACCOMMODATION AND CANCELLING ACCOMMODATION

### Homestay:

11. Accommodation fees are payable in advance. The school has to be in receipt of all monies at least 4 weeks before the start of the course.
12. Minimum stay: 1 week

13. Age: 16+ (for closed groups accompanied by a group leader 12+)

**14. Cancellations before Arrival:** Once accommodation is confirmed by us, cancellation, postponement or curtailment of stay will incur a penalty depending on notice given, and are specified below:

- 4 weeks or more prior to arrival: £55 accommodation placement fee
- Less than 4 weeks prior to arrival: 1 week stay + the £55 accommodation placement fee
- 14 – 8 days prior to arrival: £350 cancellation fee + the £55 accommodation placement fee
- 0 – 7 days prior to arrival: 2 weeks stay cancellation fee (or full stay if booked less than 2 weeks) + the £55 accommodation placement fee

**15. Cancellations after Arrival:** If accommodation is cancelled after arrival, a minimum of 2 weeks' notice is required in writing. An administration cancellation fee of £350 will still apply. The accommodation placement fee of £55 is non-refundable.

15a. Students need to leave the accommodation on the same day of the week on which they arrived. Students that cancel and leave their accommodation early will be charged at the weekly rate according to the number of weeks they stayed, not the weekly rate that they booked if the two rates are different.

16. No exceptions can be made, including medical or family emergencies.

Students are advised to purchase a travel insurance policy that covers course and accommodation cancellation.

**Residential, Shared Houses, Serviced Apartments, Hotel:**

17. Accommodation fees are payable in advance. The school has to be in receipt of all monies at least 4 weeks before the start of the course. (Stay Club 8 weeks).

18. We will check the availability of the accommodation at the time of booking, but it can only be guaranteed once payment has been received and we issue the accommodation re-confirmation letter.

To avoid unnecessary costs to the student, we recommend that re-confirmation of the residential accommodation is issued only once the visa to the UK has been granted and the arrival flight details have been received. Alternative accommodation, such as Homestay, another residential hall, or a refund will be offered to the student in case the residential accommodation originally chosen is no longer available for the dates requested. In this case, if payment has been received, we will do our best to hold the accommodation for as long as possible. All bookings are subject to availability at the time of confirmation.

19. Students are liable for any damage that they cause to their accommodation. A refundable deposit may be asked by the residence/shared house.

20. All students will have to follow their accommodation's specific rules and are subjected to the terms and conditions of the accommodation provider. Some accommodation is provided by a third party. In these cases we only book the accommodation on behalf of the student and cannot be responsible for any third party providers.

We cannot be held liable for any damages, claims, liabilities, costs, losses (including indirect and consequential losses) or accidents incurred or suffered by students or to their property. Health and Travel Insurance must be taken out by all students.

21. Relocating Students at the Request of a Residence / Shared House.

In the case of a residence requesting that a student be relocated as a result of the student's behaviour being deemed "unacceptable" or due to the incompatibility of the student with others in the accommodation, Nacel English School London will do its best to relocate the student to a suitable similar accommodation, subject to availability. Should similar accommodation not be available, the school may offer to relocate the student to the nearest alternative accommodation. The school will not be held responsible, financially or otherwise, for any inconvenience caused to a student as a result of relocation for reasons of "unacceptable behaviour" or compatibility, nor will the residence be liable to pay for any expenses (e.g. transportation costs incurred as a result of such a move being necessary).

22. All students have to ensure that they thoroughly understand what to expect, what is expected of them and what is not acceptable behaviour. If a student has any queries regarding the residential accommodation or what is expected of them or their behavior, they must ask for clarification.

23. For group bookings additional terms and conditions may apply.

24. Residential rates may be subject to change without notice.

25. Students may have to present their passport (or valid ID) on arrival at the residence and the residence may keep a copy.

**FOR ALL ACCOMMODATIONS AVAILABLE THE FOLLOWING APPLY:**

26. Accommodation refunds (after arrival) and where granted may take between 4-6 weeks to process once full documentation has been received. Refunds cannot be processed until the school is in receipt of all monies owed. Refunds can only be given once the student has left the accommodation.

**27. Students are liable for any damage that they cause at their accommodation.**

28. Students are expected to respect their Homestay or any other accommodation; any behaviour deemed unsatisfactory may result in accommodation being terminated and no refund being granted.
29. Cancellations: Cancellation of a booking cannot be accepted unless received in writing (e-mail). It will take effect from the 1st working day received by Nacel English School London (the school is closed at weekends, bank holidays and 2 weeks during the Christmas holidays).
30. Nacel English School London may, at our discretion, assist a student who may get into a dispute with an accommodation provider. However, we shall not thereby be liable or become liable in any way in connection with such matter.
31. Nacel English School London cannot be held liable for any damages, claims, liabilities, costs, losses (including indirect and consequential losses) or accidents incurred or suffered by students or to their property. Health and Travel Insurance should be taken out by all students.

## STUDENTS UNDER 18

32. The parents/guardian of the student must complete a Child Guardian Consent form prior to student's arrival.
33. Students under 18 years old, without a guardian in the UK, must stay with a host family.

## HOLIDAYS

34. We are closed on British Public Holidays. There are no discounts, refunds or credits given on tuition fees for courses that include public holidays.
35. The following details the weeks of study authorised maximum holidays:

|               |          |
|---------------|----------|
| Up to 4 weeks | None     |
| 5 - 11 weeks  | 1 week   |
| 12 - 23 weeks | 2 weeks  |
| 24 - 35 weeks | 4 weeks  |
| 36 - 49 weeks | 12 weeks |

**Please note that the school reserves the right to refuse requests for holidays.**

**We close for Christmas holidays for 2 weeks. These two weeks must form part of the holiday entitlement. Students must always check their course timetable before enrolling. We must receive 2 weeks' notice in writing for holiday requests (3 weeks' holiday maximum per term).**

## ATTENDANCE

36. Students are expected to attend all their lessons. Any absence should normally be only for illness or authorised holidays. It is the responsibility of the student to inform the school of illness or other reasons for absence immediately. Students with poor attendance may be removed from the register.
37. Course extensions or refunds will not be given for absence due to illness or any other reasons.
- 37a. Students who are absent for more than ten consecutive days and who fail to contact the school, may be removed from the register.
- 37b. Any student who has been issued with a CAS and obtained a Student Visa must comply with the regulations laid down by the UK Visas and Immigration. Please note that the UK Visas and Immigration treats unauthorised absence of 10 consecutive days from school as a failure to comply with the requirements of their Student Visa. This will result in a withdrawal of the student's sponsorship and consecutively the student's right to remain in the UK. The school is required to report this absence to the UKVI.
38. Students have a responsibility to arrive punctually. Late arrivals are very disruptive to classes and entry is at the discretion of the school. Persistent lateness without good reason may result in expulsion. In this instance no refund will be given.
39. To cancel or re-arrange a one-to-one lesson, students must give 2 working days notice. No refund or re-arrangement will be given for non-attended classes or when less than 2 working days notice is given.

## TIMETABLING

40. The school reserves the right to rotate teachers or appoint new ones, change times or rooms and combine classes if necessary.

## COMPLAINTS

41. Queries and complaints should be brought to our attention immediately in order for us to deal with them. Complaints received after the course has finished cannot be considered.

## MARKETING

42. Photographs of students may be used in the school's promotional and publicity material unless the student specifically objects when photographs are taken or has opted out on the Enrolment Form. The copyright to all photographs shall belong to the school.
43. All prices and details in marketing material and on the website are accurate at the time of publication and presented in good faith. However, they are subject to alteration without notice. The school also reserves the right to alter programmes in any way we see appropriate.

## INSURANCE

44. Students should arrange full insurance cover before departure from their home country. It is the students' responsibility to ensure they are adequately insured.

45. Nacel English School London does not accept liability in case of illness, accident, loss or damage to personal effects or property.

## EXPULSION FROM SCHOOL

46. Nacel English School London reserves the right to terminate the course of any student whose behaviour is judged to be unsatisfactory, without a refund. The management's decision is final.

47. Students are liable for any damage they cause while attending the school.

48. Students' statutory rights are not affected by the above conditions. This agreement is governed by English Law.

**All services are subject to availability and may change without notice.**

**All students must abide by the Nacel English School London Terms and Conditions.**

I have read, understood and agree to the Nacel English School London Conditions of Enrolment as laid out in the above four pages.

Name ..... Signed..... Date .....

(BLOCK CAPITALS) (if under 18, parent or guardian must sign)