

## TERMS AND CONDITIONS OF ENROLMENT

Please read these Terms and Conditions carefully before enrolment at Express English College (EEC).

### General

1. The college services (Courses and accommodation) are subject to availability.
2. We have the right to cancel, delay or change a course or a leisure activity in case of a low demand or any other circumstances that require such action.
3. Bookings for under 18 students require a signed parental consent letter to be sent to the college before the course start date, and students may study in adult groups.
4. Critical health information should be indicated on the application form. This will help prepare other students, your host or the members of staff in case of an emergency. EEC may refuse to accept a student if it feels it cannot meet the needs of the student on medical grounds.
5. EEC may refuse to accept a student based on the academic needs of the student, if it feels those needs cannot be met. For example, the student is an absolute beginner, or their level is higher than the current levels of classes running in the school.
6. EEC may refuse to accept a student, without reservation, if there is a suspicion or a risk that the student will not comply with the requirements of their visa status or pose a risk to the integrity of the UK Border.
7. EEC may refuse an application, without reservation, if there is a suspicion that documents presented to support a visa application are not valid or appropriate.
8. EEC requires all financially sponsored students to send proof of sponsorship before they can be accepted on a course of study.
9. Health and Travel insurances should be applied for, before coming to the UK, and EEC is not liable for any payments of items or services that should be covered by insurance. Such cases include; cancellation and curtailment, course fees, medical expenses, personal belongings cover, money, personal liability and injuries.
10. If a student is affected by a long-term illness they should immediately apply for a medical certificate and present it to the college. This would only allow for the course to be postponed but not refunded.

11. The fees paid cannot be transferred to any other student and is only applicable to the student who applied. The accepted payable currency is GBP (£). Payment in other currencies should be the exact payable amount in GBP (£) on the day of receiving the payment.
12. Holidays can be taken at any time, exclusive to a student on full-time or intensive programmes. This is subject to student completion of the course within the period of their visa where applicable. However, a student is required to give a two weeks' notice for authorisation of holiday.
13. A one-week holiday for a six-week period of study is permitted for a full-time student, but could be taken consecutively on courses lasting 12 weeks or more. These holidays cannot be given on individual days and can only be taken in week blocks (Monday – Friday).
14. The course type cannot be changed, for example, from full-time to part time or to 1-1 lessons.
15. You may postpone the start of your course for up to six months, if a 14 days' notice before the start date is given. After the booking is confirmed, EEC has the right to charge £50 for administration costs each time course details are changed.
16. Student are responsible for their own visa. Once full booking and tuition fees are received, visa documentation will be sent by email.

### **Payment and Fees**

1. To book a full-time course, a student is required to pay a deposit of £150 to EEC.
2. The student should clear the balance within 21 days before the course starts.
3. For those who book a course in less than 21 days before the course starts, they are required to pay the fees in full.
4. For EEA citizens, bookings for English language courses are accepted on payment of a non-refundable £150 deposit or the full programme fee plus the registration fee of £50.
5. It is important for visa students to pay full fees to allow processing and confirmation of the application.
6. The fees cover the placement test, tuition, use of school resources and facilities, end of course certificate, course report and some social programmes activities.
7. The course fees do not include course books and exam fees.
8. A charge will be applied on issuing a certificate or report, if requested two months after the course end date.

### **Terms and conditions for Teaching**

1. Students must study in all their lessons at the times outlined in their timetable.
2. Students should not leave the class during lessons or disrupt the teaching of the class for any reason.
3. EEC expects all students to be on time for classes. Students arriving more than 5 minutes late for a lesson will be marked as 'late' on the class register.
4. Students who arrive 15 minutes late to any class without notifying EEC in advance will not be allowed to join the class.
5. Any student who is 10 minutes late after the break will not be permitted to enter the class and will be marked as absent on the class attendance list.
6. Students who are late on a regular basis will receive a verbal warning followed by a written warning. Agents or Sponsors will also be notified.
7. The minimum percentage of attendance accepted by the college is 80%. If a student's attendance falls below 80%, they will not receive an attendance certificate. Please refer to EEC's attendance policy for further information.
8. Courses begin every Monday, except Bank holidays and Christmas break.

### **Holidays and Sickness**

#### **Terminations**

1. A student's enrolment plus accommodation will be immediately terminated without any refunds if the student is a culprit of misconduct.
2. Fake documents would lead to Termination of the application.

### **Cancellations and Refunds**

1. Where bookings are made online, by phone or email and no visa documentation has been issued, you have the right to cancel with a full refund without giving a reason, provided that the cancellation must be in writing and made no less than 14 days prior to the start date of the course.
2. You will be refunded fees paid within 14 days of the date of your cancellation request. Any services provided during this 'cooling off' period will be charged for together with the Registration fee.

3. The cancellation request should be written and sent to the college by post or email accompanied with the original certificate of enrolment.
4. If a cancellation notice is received after the College's weekday working hours, between 8.00 and 18.00 Monday to Friday hours, the notice period will be counted from the next working day.

*Non-visa students*

5. For cancellations received by non-visa students with a notice period of 14 or more days before the course start date, fees will be refunded with the £150 deposit and registration fee of £45 being deducted.
6. If cancellation is, however, requested with a notice period of less than 14 days before the course start date, we will refund the tuition fees with the following being deducted:
  - £150 deposit
  - £45 registration fee
  - one week's tuition
7. No refund will under any circumstances be made, if you cancel your course after the start date or decide to leave early.
8. Fees for cancelled Group-course tuition weeks cannot be converted to equivalent individual lessons. No extend in course duration can be made by reducing the number of hours per week studied.
9. Course tuition fees for cancelled weeks cannot be converted to equivalent individual lessons nor can course duration be extended by reducing the number of hours per week studied.
10. No refund on tuition and registration fees will be made in the case of late or no-show students.
11. No refund will be given in the event being unable to supply services resulting from causes outside the college's control, such as, but not limited to natural disaster, labour disputes, government action.
12. If your visa is refused and you want to re-apply for a visa, you must do so within one month of the date of the refusal letter. In this case, you must inform the college of the new start date.

13. If your visa is refused and you want to apply for a refund of fees, you must do so within two weeks of the refusal date and before the course start date, whichever is the sooner. The college will refund any course fees paid less a charge of £150 and £45 registration fee when we have received your original visa refusal letter from the Embassy or Consulate plus a copy of your passport photo page. We also need and a letter authorising payment of the refund to a specified bank account.

***Accommodation bookings and cancellations***

14. No course deposits, administration fees, accommodation deposits or courier fees are refunded.
15. If you want to cancel a one-to-one lesson, you must give 24 hours' notice on a weekday. For a week or more booking of one-to-one lessons, a one week of notice is required. Failure to do this will result in you will be charged the full fee for the lesson.
16. All accommodation bookings are charged at a booking fee of £50. If the homestay accommodation is not suitable on arrival, alternative accommodation will be provided if available.
17. Where documents have been issued for supporting a visa application, you may only apply for a refund if your visa has been refused.
18. In cases of serious illness or the death of a close family member, cancellation should be reimbursed through your insurance.
19. Any refunds can only be paid to the person who made the payment. Please allow up to 45 days to process any refund for course fees or accommodation.
20. Excluding the booking fee, accommodation fees can only be refunded provided the cancellation notice period of 4 weeks or more before the start date.
21. If you give a cancellation notice period less than 4 weeks before the start date, you will be charged 4 week's rent plus the booking fee £45 is charged if the is less than 4 weeks before the start date.
22. No accommodation fees will be refunded for late or no-show students.

### **Complaints**

1. If you have any complaints with our services, you should talk to a member of staff immediately who will respond according to our Complaints Policy.

### **Miscellaneous**

1. Student identity cards are given to students during the induction day. In the event that you lose it, a new one can be replaced and the cost is £10.
2. Pictures and Videos may be taken occasionally by the school to be used for promotional purposes. Consent from parents of under 18s would be asked for. If you don't wish to appear in any of our promotional material, please state it at the time of booking.

### **Changes**

- EEC reserves the right to modify or replace these Terms at any time. If a revision is made, we will provide a notice prior to any new terms taking effect.

### **I have read and accepted the terms and conditions.**

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_