

## ENROLLING

1. A place can be reserved on a course by completing an enrolment form and returning it by post, or e-mail, or completing the form on-line on our website, together with the booking deposit of £200 plus registration fee, which will go towards the cost of the course.
2. Full payment for the course must be received by the School at least 14 working days before the start of the course. No programme will start until the School is in receipt of all fees.

**2a. 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.**

3. 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 keep the School informed of any changes to their contact details both in the UK and abroad immediately.

## PAYMENT

4. Methods of Payment: Bank Transfer; Credit Card; Debit Card

**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 if paying by bank transfer. All credit card transactions are subject to a surcharge of 3%**

## CANCELLING YOUR COURSE

5. Cancellation for students NOT requiring Visa / Leave to enter the UK must be received in writing (e-mail or 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 (£200, plus registration fee) is non refundable
14 days or less before the start of the course	25% of course fee, (minimum £200, plus registration fee) is non refundable
10 days or less before the start of the course	50% of course fee, (minimum £200, 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 public holidays or Christmas School holidays will be considered to commence the next working day.

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

**6a. Cancellation due to Visa Refusals:** If the visa application is refused, providing we receive official documentation from the British Embassy or Consulate confirming this, we will refund the student in full with the exception of £250 administration fee and the course registration fee (The CAS fee is non-refundable). All bank charges incurred are to be paid by the student. Refunds will only be considered if applied for prior to the commencement of the course.

**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.**

7. Course refunds (including all fees) may take between 3-5 weeks to process once full documentation has been received. Refunds cannot be processed until the School is in receipt of all monies owed. Refunds will only be made to the person or organisation that paid the initial payment. Our responsibility is only to refund that person or organisation.

8. Once the course has started, fees are NOT refundable or transferable.

9. Courier (DHL/FedEx) fees or any other used fees eg insurance, airport transfers, are non-refundable.

## ACCOMMODATION AND CANCELLING ACCOMMODATION

### Homestay:

10. Accommodation fees are payable in advance at least 14 working days before the start of the course. If students wish to cancel their host family accommodation before and after arriving, they are required to give 2 weeks' notice in writing and will receive a full refund for the outstanding period booked, less a cancellation administration charge of £260 and the accommodation placement fee. Students need to leave the accommodation on the same day of the week on which they arrived. Students leaving 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.

11. Accommodation refunds (after arrival) may take between 3 – 5 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 their accommodation.

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

13. Students are expected to respect their host family and accommodation; any behaviour deemed unsatisfactory will result in accommodation being terminated and no refund granted.

### Residential Halls

14. 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.

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

To avoid unnecessary costs to the student, we recommend that re-confirmation of 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 host family, 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 reconfirmation.

16. The Halls of Residence (with exception of International Student House) charge by the full week (7 nights), i.e. Saturday-Saturday, Sunday-Sunday. As stays must be from weekend to weekend, additional nights which extend beyond a Sunday night cannot be pro-rated and will be rounded up to the next full week.

17. Students are liable for any damage that they cause to their accommodation. A refundable deposit may be asked by the residence (normally £250). If a credit or debit card is used for the deposit, it will have to be pre-authorized for the full amount. All credit card transactions are subject to a surcharge of 3%.

18. All students will have to follow the residence's policies and adhere to their specific rules and are subject to the terms and conditions of the accommodation provider. Residential Accommodation is not directly provided by Nacel English School London. We do not own or operate any of the residential accommodation. We only book the accommodation on behalf of the student and cannot be responsible for any third parties.

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.

19. We may, at our discretion, assist a student who may get into a dispute with a Residence. However, we shall not thereby be liable or become liable in any way in connection with such matter.

**20. Relocating Students at the Request of a Residence.** 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 will relocate the student to the nearest alternative accommodation. The School will not be held responsible, financially or otherwise, for any inconvenience caused to the 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.

21. Students are expected to comply with the residence's rules and regulations; behaviour deemed unsatisfactory will result in accommodation being terminated and no refund granted.

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 behaviour, they must ask for clarification.

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

24. Residential rates are valid until 1<sup>st</sup> September 2017 and may be subject to change without notice.

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

26. Cancellations: Cancellation of a booking cannot be accepted unless received in writing (e-mail or post). 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).

## **27. Tufnell House and Beaumont Court**

27a. Minimum stay 4 weeks. (For stays of 1, 2 or 3 weeks please enquire as we may be able to make an exception at the time of booking).

27b. Stays departing in October, November or December will not be accepted.

27c. Minimum age 18.

27d. A deposit of £250 is required by the above residences before arrival and will be refunded by the residence to the student at the end of their stay once it has been verified by the residence that no damage had been caused by the student to the residence property during the student stay. The deposit has to be paid before arrival and will be refunded within two weeks after departure. All credit card transactions are subject to a surcharge of 3%.

27e. **Cancellations before Arrival:** Once Residential accommodation is confirmed by us, cancellation, postponement or curtailment of stay will incur a penalty depending on notice given, and are specified below:

- More than 4 weeks: The £55 accommodation placement fee
- Less than 4 weeks: 4 weeks' rent (or full stay) plus the £55 accommodation placement fee

27f. **Cancellations after Arrival:** There will be no refund for no-show, or any unused period of stay if a student cuts short their stay after arrival. No exceptions will be made in the case of medical or family emergency, as students are advised to purchase a travel insurance policy that covers course and accommodation cancellation.

## **28. The Stay Club-Camden and Hawley Crescent**

28a. Minimum stay: 1 week

28b. Age: 18+ (At the Stay Club-Camden students age 16 and 17 are accepted if accompanied by a responsible adult).

28c. **Cancellations before Arrival:** Once Residential accommodation is confirmed by us, cancellation, postponement or curtailment of stay will incur a penalty depending on notice given, and are specified below:

- More than 4 weeks: The £55 accommodation placement fee
- 8 working days to 4 weeks: 2 weeks' rent (or full stay) plus the £55 accommodation placement fee
- 0 – 7 days prior to arrival: 3 weeks' rent (or full stay) plus the £55 accommodation placement fee

28d. **Cancellations after Arrival:** If accommodation is cancelled after arrival, there will be a penalty charge of 4 weeks (or full stay), plus the £55 accommodation placement fee. No exceptions will be made in the case of medical or family emergency, as students are advised to purchase a travel insurance policy that covers course and accommodation cancellation.

## **29. International Student House**

29a. Minimum stay: 2 nights

29b. Age: 18+ (students age 16 and 17 are accepted if accompanied by a responsible adult)

29c. **Cancellations before Arrival:** Once Residential accommodation is confirmed by us, cancellation, postponement or curtailment of stay will incur a penalty depending on notice given, and are specified below:

- 17 working days or more prior to arrival: The £55 accommodation placement fee
- 8 – 16 working days prior to arrival: 10% of the total cost or the first night of accommodation payable (whichever amount is higher), plus the £55 accommodation placement fee
- 0 – 7 days prior to arrival: 100% of the total cost payable plus the £55 accommodation placement fee

29d. **Cancellations after Arrival:** There will be no refund for no-show, or any unused period of stay if a student cuts short their stay after arrival. No exceptions will be made in the case of medical or family emergency, as students are advised to purchase a travel insurance policy that covers course and accommodation cancellation.

## STUDENTS UNDER 18

30. The parents/guardian of the student must complete a Child Guardian Consent form prior to student's arrival.

31. Students under 18 years, without a guardian in the UK, must stay with a host family.

## HOLIDAYS:

**32. We are closed on public holidays. There are no discounts, refunds or credits given on tuition fees for courses that include public holidays.**

33. The following details the weeks of study authorised maximum holidays:

Up to 8 weeks	None
9 - 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

34. 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 continually poor attendance may be struck from the register.

**35. Course extensions or refunds will not be given for absence due to illness or any other reasons.**

35a. Students who are absent for more than ten consecutive days and who fail to contact the School, may be struck from the register.

35b. Any student who has been issued with a student visa must comply with the regulations laid down by the UK Border Agency. Please note that the UK Border Agency treats unauthorised absence of 10 consecutive days from School as a failure to comply with the requirements of the student visa. This will result in a withdrawal of the student's right to remain in the UK. The School is required to report this absence to the UK Border Agency.

36. 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.

37. To cancel or re-arrange a one-to-one lesson, students must give 24 hours' notice. No refund or re-arrangement will be given for non-attended classes or when less than 24 hours' notice is given.

## TIMETABLING

38. The School reserves the right to rotate teachers or appoint new ones; change times or rooms and combine classes if necessary.

## COMPLAINTS

39. 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

40. Photographs of students may be used in the School's promotional and publicity material unless the student specifically objects when photographs are taken. The copyright to all photographs shall belong to the School.

41. 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

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

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

## EXPULSION FROM SCHOOL

44. 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.

45. Students are liable for any damage they cause while attending the School.

46. 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 Term and Conditions**

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

Name		Signed **	<input type="checkbox"/>	Date	
(If under 18, parent or guardian must sign)		** By putting a cross in this box I agree to the above terms & conditions.			