

Terms and Conditions

General Information

The School is open between the hours of 8.00am and 8.30pm Monday to Friday, except public holidays. Each lesson lasts for a period of fifty minutes. Beginner's classes start on Mondays. Students are advised, before paying, to confirm that classes at their level and preferred times are available.

Enrolment

Students must be sixteen years of age or over.

To become a student of ABC School of English you must:

1. Complete a booking form by giving personal details (in person, by email or by post) and arrange a level test.
2. Pay registration and all applicable fees after the trial lessons or in advance if an enrolment letter is required. There are no trial lessons in July and August.

Once enrolled, students are bound by the Terms and Conditions of ABC School of English. It is important that all students read and understand the following terms and conditions; students experiencing difficulty in understanding should seek advice from the Reception.

Registration and Tuition Fees

Payment of course fees must be received before any enrolment documents can be issued.

Payments can be made (in £ sterling) by:

Cash – we only accept cash when paid in person. Please do not send cash through the post.

Credit/debit card - we accept all major credit and debit cards. We do not, however, accept American Express or Diner's Club. Payments not made in person but authorised from abroad must be accompanied by signed authorisation from the cardholder together with a clear and legible photocopy of the relevant card.

Bank transfers – all charges incurred when paying by this method must be met by the student. Please allow sufficient time for receipt of payment if an enrolment letter is required. This can take up to two weeks.

Personal cheque - a minimum of five working days has to be allowed for clearance of all cheques drawn on a UK bank account. If a UK bank cheque is returned unpaid for whatever reason a fee of £25 will be charged. Please bear in mind and allow for the fact that no letters will be issued until cheques have cleared.

Travellers' cheques – we accept all travellers' cheques. However, please bear in mind that large denomination cheques will not be accepted for small payments.

Course lengths are adjusted to allow for public holidays. However, courses will not be extended due to any unauthorised absences and/or uncertified illness.

The registration fee includes a level test, all letters, a receipt and a certificate. Books and learning materials are not included in the lesson fees.

All letters and documents should be requested at least one working day prior to collection. We always endeavour to prepare letters on the same day, but this is not always possible, especially at busy times.

Instalments are accepted for long term full time payments (full details are available from the Reception). Students paying in instalments are advised that if the instalment payments are not made on the due dates as agreed between the student and ABC School of English, the course will be terminated from the date on which the next instalment is due.

Trial Lessons

We offer three days of trial lessons (two lessons per day) to all students, except those booking through agencies. The trial lessons are payable only if the student subsequently enrolls on a course. Trial lessons are not available in July and August.

Course Changes

Students may change their classes, but this is strictly subject to availability.

Where a student insists against the advice of the School to attend classes at a lower or higher level than applicable, the guarantee will become void.

For **visa students** – once the start date has been agreed and an enrolment letter issued, the course date will not be moved forward, but may be postponed in the case of a visa refusal or Embassy delays. Students are obliged to study within the Home Office specified time i.e., before 6.00pm. The holiday allowance is two weeks for every twelve weeks of paid lessons. Any time taken off in excess of holiday entitlement will result in the loss of untaken lessons, except in the case of certified illness or due to a student having to return home in an emergency. In the case of the student returning home, all travel documents must be shown.

Classes

All new students and those returning after a period of absence are required to take a level test. The level test must be booked in advance and students who are late for the appointment will need to re-book.

ABC School of English reserves the right to alter, cancel or combine classes when necessary and to change teacher/class allocation when appropriate. In the event of a class being cancelled, the student will receive a free lesson in lieu of this.

If there are less than four students registered to a class, the course may be altered or cancelled on terms agreed with the School. The times and duration of courses may also be altered should the need arise.

The School cannot guarantee the time and/or location of a student's course although every effort is made to satisfy the student's requirements.

Students will be placed in a class of the appropriate level as ascertained by the level test or as deemed necessary by the teachers.

Attendance

All students are expected to attend all of their classes. Any absences should only be for certified illness or authorised holidays.

Students who fail to attend their lessons for five consecutive days, without prior authorisation, will automatically be removed from the class register. There is no guarantee that they will go back to their original class upon their return.

It is the responsibility of the student to inform the School of any absence at least one day in advance. All lessons missed due to unauthorised absence will be lost.

Visa students must attend full time courses and are reminded that they are, by law, required to have a minimum attendance of 80%. Students will be deemed to have abandoned a course if their attendance

falls below the required minimum 80%. The School reserves the right to remove from the register the names of any students who fail to meet these requirements. In such cases, no refunds will be made.

Students are encouraged to arrive for their lessons on time. Late arrival in the classroom is disruptive to the entire class, and may result in the student being denied access to the class – no refunds or credit will be given in such cases.

The School is obliged to report to the Home Office students who have stopped attending or those who have a continuously poor attendance record. Poor attendance may affect the validity of any guarantees given, and refunds may not be considered in cases of visa refusal due to unacceptably low levels of attendance.

Examinations

All examination fees are in addition to School fees and examination classes are subject to a supplement payment.

It is the student's responsibility to ensure that exam fees are paid on time.

Examination fees are non refundable.

Holidays

All holidays must be arranged at least one day in advance with Reception, and must be for a minimum of five working days in order for credit to be given to the student.

The School cannot guarantee that returning students will be placed in the same classes that they were in prior to their holiday.

The holiday allowance for visa students is two weeks for every twelve weeks of paid lessons.

Accommodation

Students are required to complete a booking form in order for the School to arrange accommodation. Students are advised to arrange their accommodation well in advance, especially during the busy summer period, namely July and August. Bookings are only confirmed upon receipt of full payment.

ABC School of English uses London Host Families to provide host families and London Solutions to provide flat shares.

Deposit - a refundable deposit equivalent to one weeks rent is payable upon arrival and is returned upon satisfactory check out.

Cancellation – the School requires at least two weeks (before the starting date of the booking) written notice in the event of the student having to cancel accommodation prior to arrival in the UK. This can be done by fax, email or post. If the School has not been notified in writing, the first two weeks of the accommodation fees will not be refunded. Once a student has arrived, no refunds will be given, even in the case of cancellation caused by death or ill health of the student, family member or travelling companions. Students are strongly advised to take out insurance against such occurrences. Students are also advised that their belongings are not automatically insured against theft, loss or damage and should therefore take out personal/travel insurance.

No direct arrangements can be made between students and the host families.

Complaints – all complaints are dealt with quickly and efficiently, and if necessary students will be offered alternative accommodation.

Arrival: Host families – students should go directly to their family accommodation upon arrival. It is essential that arrival times, destination airport/station etc is provided to the School before arrival in the UK in order that the family can be advised of this. Unexpected arrival may result in the student being unable to gain access to their accommodation. Visitors are not permitted to enter the house unless by express permission. The use of the kitchen, washing machine, tumble dryer, hair dryer and other household appliances is at the discretion of the family.

Flat shares - the preferred arrival day is Saturday, if possible before 3.00pm, although the room can be rented from any day of the week subject to availability. Please contact the School for information on the arrival procedure outside office hours. Overnight visitors are not permitted and all the properties are non smoking.

Students are allocated a set of front door keys and are urged not to mislay them. Loss of keys may result in the cost of replacement locks and several sets of duplicate keys. Students must be prepared to pay for the replacement of any item lost or damaged. Students are asked to respect the family members and/or other occupants and not to create undue noise or disturbance. ABC School of English reserves the right to remove from the accommodation any student whose behaviour is deemed unreasonable. In the event of students being removed, no refunds will be considered.

Student Records

Upon the payment of the registration fee the student agrees to the keeping of personal records on the School's computer system. It is the responsibility of the student to keep the School advised of any changes to UK home addresses and contact telephone numbers.

No personal information is ever passed on to a third party, other than the appropriate authorities, without the students' prior consent.

Refunds

All students who are not attending the School via an agency or who are not studying on a student visa may request a refund at any time during the course. The School will only charge them for lessons taken. The refund rate will be calculated according to the number of weeks a student has studied and not according to how long they have paid for. Only full weeks will be refunded, part weeks will be rounded up. Students may alternatively opt to transfer their remaining lessons to another student. Again, only full weeks will be transferred and the student, if not already registered at the School, must pay the registration fee before commencing the course. A course can only be transferred once.

Registration fees are non refundable and all refunds and transfers are subject to a £15 administration charge.

Fees for visa students are non refundable and cannot be transferred to other students, except where a student's visa has been refused and written evidence from the British Immigration Authorities is produced. The School reserves the right to request original enrolment letters before any refunds can be made, if deemed necessary.

If a student with leave to remain in the UK travels out of the country during a course and is refused re-entry, they will not qualify for a refund under our visa refusal policy.

No refunds are given to agency students, except in the case of visa refusal – see above.

In any other circumstances a refund will be considered at the School's discretion.

All refunds will be made via the original method of payment, and can take up to two months from receipt of the documentation. The School reserves the right to insist upon original documents before any refunds can be considered, if deemed necessary.

We do not refund or exchange books, cassette tapes or CDs unless they are faulty.

Examination fees are non refundable.

If a student is dismissed for unacceptable behaviour or poor attendance, no refund will be given.

Where lesson fees are paid by a third party, a refund or course transfer can only be made with the written consent of both parties who must present themselves at the School with the appropriate identification. Fees will only be refunded to the payer.

Conduct

It is our responsibility to provide a comfortable and safe environment for staff and students alike, and whilst on School premises all students are expected to conduct themselves in an orderly fashion and show respect and consideration to others.

Students are also asked:

- to be punctual for their lessons
- not to speak their own language during lessons
- not to smoke anywhere in the School building
- not to eat during lessons or chew gum
- to switch off mobile phones during lessons and not to answer calls

Students whose behaviour causes annoyance, distress, inconvenience or offence to other students or to our staff will be asked to leave the School. No refunds will be considered in such cases.

Any student who causes damage to the School or to School property will be charged for the damage and will face expulsion from the School. In such circumstances no refunds will be considered.

Complaints

If at any time during the course, a student feels the need to complain, they should speak to a member of staff in the Reception, or post the complaint in the feedback box. The School welcomes constructive comments; all complaints are taken extremely seriously and dealt with in a discreet manner.

From time to time, feedback forms are randomly circulated around classes. Students should ensure that they take the required two or three minutes to fill in these forms, as they enable us to monitor standards and make adjustments and changes which are beneficial to all.

Liability

ABC School of English, its employees and representatives accept no liability for personal injury and/or loss of or damage to personal property whilst on the School's premises, whether by fire, burglary, theft, evacuation or otherwise. This condition also applies to public and private places when students are attending School trips, excursions or social events.

The School is not responsible for the safe keeping or delivery of any fax, post or parcel sent to the students at the School's address.

The School takes no responsibility for any item such as suitcases and other luggage left unattended in the Reception.

Further information

Smoking is not permitted anywhere inside the School building. Students wishing to smoke may do so outside the front of the School. However, consideration must be shown to other students and staff leaving and entering the School, as well as customers of the patisserie downstairs. Cigarette ends should be discarded in an appropriate manner.

Whilst eating in the classrooms between lessons is generally permitted, students are asked to be considerate and leave the classroom in a clean condition.

Fresh drinking water is available to all students free of charge from the water cooler situated outside the Reception. However, students are reminded that they must only use the plastic cups provided and not fill up their own bottles or other containers.

Toilets are located on the first and third floors of the building. Students are asked to show consideration to others by leaving the toilet in a satisfactory, clean and pleasant condition. Any faults with the toilets should be reported to the Reception immediately.

Students are not permitted to use photocopied books during lessons. All books and other teaching materials must be originals purchased from an authorised outlet. The teachers are sanctioned to stop students using such materials during the lessons.

The School reserves the right and retains copyright to all promotional photographs which may be taken of students on its premises.

General Safety

Students are reminded not to leave bags and valuable items unattended in the classrooms during the breaks. The School takes no responsibility for items lost or stolen whilst left unattended on the premises.

Students are advised to note the escape route in the event of an emergency evacuation of the building.

Should the fire alarm sound during a lesson, students **MUST** follow their teacher quickly and quietly out of the building to the assembly point across the road from the School. If the fire alarm sounds during a break, all students **MUST** quickly and quietly leave the building and assemble outside the Egoshego shoe shop across the road from the School. Under no circumstances should any student re-enter the building until advised that it is safe to do so by a member of the fire brigade or a senior member of staff.

Students are reminded that they are living, studying and possibly working in a major international city and should exercise due caution when travelling around London.

In an emergency the telephone number for the police, fire or ambulance is 999 from any telephone and is free of charge. The call goes directly to the emergency services. The student should tell the operator which street they are on and the nearest landmark, intersection or house number; and stay by the telephone until help arrives.

Force Majeure

ABC School of English, its employees and representatives accept no responsibility for damages, cessation of operation and resulting cancellation of courses due to fire, flood, earthquake, explosion, terrorist attack, plane crash or any other disaster beyond its control.

Disclaimer

ABC School of English makes every effort to ensure that accuracy of all printed and promotional material, and all information is correct at the time of printing. The School reserves the right to change information at any time and will endeavour to give sufficient notice of such changes. Our promotional and marketing material is meant for illustration purposes only and does not constitute any contractual agreement between the School and any other person.

Lastly, in all cases the decision of the Directors of ABC School of English will be final and binding.