



Terms and conditions at ABC School of English

General Information

The school is open between the hours of 8.00am and 6.30pm Monday to Friday, except public holidays (see price list for details of public holidays).

Beginner's classes start on Mondays. Students are advised, before paying, to confirm that classes at their level and preferred times are available.

The maximum class size is: Callan Method – 12/other courses – 15 (these numbers may be slightly exceeded during busy periods). Each Callan Method hour includes a ten minute break.

Students are strongly advised to organise medical and cancellation/curtailment insurance before travel.

Enrolment

Students must be twelve years of age or over. Please note that we do not have classes specifically for children and they will be placed in adult classes.

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

1. Complete a booking form in full.
2. Pay registration and all applicable fees in advance. The course fees are valid only for the person, course and dates specified on the booking form. 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 are 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. All online credit and debit card transactions are surcharged at 3%.
- Bank transfers – all charges incurred when paying by this method must be met by the student. Students will be billed for any outstanding charges on the first day if necessary. Sufficient time should be allowed for receipt of payment. 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. No documents will be issued until cheques have cleared.
- Travellers' cheques – we accept all travellers' cheques. Large denomination cheques will not be accepted for small payments.

There is no reduction in fees where there is a UK public holiday.

The registration fee includes a level test, all first letters, a receipt and a certificate. We reserve the right to apply a £5 charge for additional letters due to changes in information

Registration and tuition fees do not cover the following:

- Accommodation
- Text books and CDs
- External examination fees
- Stationery/photocopies
- Insurance
- Travel costs
- Leisure program activities (unless advertised as free)
- Bank charges
- ISIC card

No extensions to courses are possible by additional fee payments. Any extensions will be treated as a new course booking, no additional registration fee is payable.

All letters and documents should be requested at least one working day prior to collection.

Letters and certificates will not necessarily be issued to students who have not paid or attended to the required level.

There is a non-refundable charge of £10 for CAS, only applicable to general visa students.

Trial Lessons

We offer trial lessons; three days for Callan Method (two lessons per day) and 1 day (two hours) for other courses, except for 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.

Level test/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. Punctual arrival is the student's responsibility. The school will not extend courses or give lessons in lieu of late arrival.

The school reserves the right to alter, cancel, combine classes or merge small classes when necessary and to change teacher/class allocation when appropriate.

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. The school reserves the right to transfer students from one class or course to another or from one time of study to another.

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

One-to-One lessons

All fees must be paid in full in advance. The school reserves the right to appoint and rotate teachers. Cancellation is as follows:

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| • by 2.00pm Thursday of week before lesson | Full refund |
| • by 2.00pm Friday of week before lesson | 50% of lesson fee |
| • later than 2.00pm Friday of week before lesson | No refund |

The registration fee is non refundable. If you cancel a lesson on Thursday before 2.00pm you may book a new lesson, subject to availability.

All lessons are subject to availability of teaching staff and may be cancelled or postponed at short notice. Students are expected to arrive on time as the school will not extend the teaching time due to late arrival.

Attendance

All students are expected to attend all of their classes. Any absences should only be for certified illness or authorised holidays. No extension or refunds will be made for sickness.

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. All lessons missed due to unauthorised absence will be lost. Students who do not attend for five consecutive days will receive an email from the school asking about the absence.

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. Students are reminded that they may not receive an attendance for the class if they arrive late or leave early.

General visa students must attend full time courses (20 lessons per week, Callan Method or 15 hours other courses). Students will be deemed to have abandoned a course if their attendance is unsatisfactory. The school is obliged to report to the UK Border Agency (UKBA), students who have failed to enrol on the course within the enrolment period or missed ten expected contacts without approved permission. The school may, but is not required to, inform the student about any correspondence with the UKBA. 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. For full details, please see student's handbook.

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. General visa students who are enrolled on Callan Method courses may be moved, at no additional cost, to traditional method classes if we feel this would be beneficial for them.

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. For the latest fees, students are advised to check the school's website.

Holidays

All holidays must be arranged well 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 all students is two weeks for every twelve weeks of paid lessons. Students are not entitled to take a holiday until they have studied for a minimum of six weeks. For full details of holiday entitlement see the school's price list.

Accommodation

The school uses two agencies to provide accommodation, London Host Families for homestay and London Solutions for flat shares.

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.
There is a £50 non-refundable finding fee on each booking.

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 homestay.

Homestay – students should go directly to their 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 homestay 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 homestay.

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

Students are allocated a set of front door keys and are urged not to mislay them. The 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 all 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.

Accommodation is only provided for students studying at the school.

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

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 all addresses, email addresses, contact telephone numbers and emergency details.

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 (GSV, SVV or ESVV) 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 £50 administration charge. Any alterations of course payments are also subject to the £50 administration charge and are calculated as refunds. If the fees have been paid with a discount due to a special promotion running in the school and the student subsequently request a refund, the refund will be calculated using the regular undiscounted fees.

Fees for visa students (GSV, SVV and ESVV) 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. Students will not receive a refund if they simply change their minds or provide false documentation. The school must be informed of any visa refusal before the starting date of the course. If the school is not informed, the student will lose all lessons up until the time we are informed of the visa refusal.

Students must apply for the refund, up to a maximum of two months from the date of the visa refusal to be eligible for any refund. The school reserves the right to request original enrolment letters before any refunds can be made, if deemed necessary. No refunds will be given if a student is granted a visa and then decides not to attend the school. No refunds will be given if a student has given false or misleading information, has not complied fully with the police register requirements or has tried to use ABC School to enter the UK illegally.

There are no refunds for visa students: if their visa application has been refused because of poor-attendance, non-attendance or non-compliance with the Home Office regulations (for example, submitting wrong and or differing documents to the school or the ECO, funds not held in account for sufficient period of time, etc); working for more hours than is allowed by the Home Office; submitting false documents to the school in order to get an admission or to the Home Office in order to obtain a visa; whilst the student's application is under consideration with the Home Office, the school suspends the student from the course due to nonattendance or poor-attendance.

ABC School accepts no responsibility for visa refusals, and no compensation will be given.

All refunds for visa students are subject to a £150 administration fee. For students wishing to re-apply, there is a fee of £50, plus £10 for a new CAS for GSV students.

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. 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.

Any bank charges incurred for a refund are paid by the student.

We do not refund or exchange books 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. Alcohol and illegal drugs are not, under any circumstances, to be consumed on school premises. Any student who is found to be consuming such substances will automatically be expelled from the school and 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 in the reception for safekeeping.

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 premises downstairs. Cigarette ends should be discarded in an appropriate manner as failure to do so may result in a local authority fine. The school accepts no responsibility for any fines incurred.

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.

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.

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 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, police 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.

The school regrets that the premises are unsuitable to provide facilities for people with disabilities.

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, snow, earthquake, explosion, terrorist attack, plane crash or any other reasons beyond its control.

Disclaimer

ABC School of English makes every effort to ensure the 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 Principal of ABC School of English will be final and binding.

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