

Terms and Conditions

Terms and conditions All enrolments are subject to the following conditions which become legally binding on acceptance of enrolment by Churchill House School of English Language (Churchill House).

1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. When we have received your enrolment form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price. The deposit of £250 must be paid when you enrol for a course. All payments must be made in UK Sterling. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

2. VISAS

Some students require a Student Visa or Tourist Visa. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in the UK. Arranging the correct Visa is the sole responsibility of the student or agent but Churchill House will provide what help is necessary. Visa support documentation will be provided on receipt of £250 deposit.

3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel and medical problems, cancellation or the termination of their course. If you opt out of the school's Studentguard policy designed specifically for students (£5.00 per week) Churchill House will not be held responsible for any cost for not having an adequate travel insurance policy. For more information please contact the school's sales department.

4. GENERAL REFUND POLICY

All refunds will be sent to the account of the person who has paid it. If a student's visa application is rejected after payment has been received all fees will be refunded providing we receive the visa refusal letter.

5. CANCELLATION POLICY

- If you cancel your course because your visa application was refused we will refund 100% of fees paid on receipt of the original written visa refusal.
- If you cancel your course or accommodation up to 21 days before the start date, we will refund the total fees paid (minus the enrolment fee & homestay finding fee for non-summer customers). If you cancel your course less than 21 days before the start date, the full value of all fees paid, (minus the enrolment fee & homestay finding fee for non-summer customers), will be transferred to another course of your choice at a later date.

6. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started. If you wish to cancel all or part of your course or accommodation after your arrival, 4 weeks' notice must be given. The balance of the accommodation fees will be refunded in full and the balance of the tuition fees will be transferred to another course at a later date. If less than the required notice period is given, 4 weeks' tuition and accommodation fees will still be deducted from the remaining balance.

7. OUR STUDENT DISCIPLINE PROCEDURE

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely in our opinion to cause distress, damage or danger to other participants, Churchill House employees or anyone else. Churchill House reserves the right to terminate the programme of any person whose behaviour is contrary to applicable local laws. This behaviour includes but is not limited to: underage purchase or consumption of alcohol, possession of illegal substances, damage to property, threatening or violent behaviour. If students are found to be involved in bullying and harassment, in breach of school rules then action will be taken in accordance with our anti-bullying policy and our Student Discipline Policy. Minor offences may result in a verbal warning and/or suitable sanctions, continued unacceptable behaviour may result in removal from class for longer periods and further sanctions. More serious offences may result in formal disciplinary procedures and a written warning. At this stage parents or the agent will be informed that another reoccurrence will lead to expulsion at their expense. The final course of action will be expulsion from the school.

8. **EXPULSION** Students who disregard the rules laid down by our staff may be sent home or to another centre (summer only). Churchill House will not be liable for any costs incurred in repatriating a person to their country of origin. No refunds will be made for any programme missed as a result of such termination.

9. RESOLUTION OF DISPUTES

- Sales - If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director (Sales & Marketing).
- Main School - If you have any concerns about your class or level, please speak to your teacher first. However, if you are still unhappy you should talk to a Course Director. If the matter is very serious you should arrange to see the Academic Principal. If you have a complaint about another part of your course, you should see the Head of Department concerned, e.g. the Accommodation Manager, the Social Club Manager, the Financial Controller or the Director (Sales & Marketing). If you are not sure who to see, please ask in Reception. In case you are still unhappy, we have a serious complaint form available from the Social Club. Your complaint will then be reviewed by another Head of Department. If you are still not happy, you may arrange to take your complaint to the owner and Principal of the School. Please see Reception to arrange an appointment. Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the School on your behalf if our own procedures have still left you dissatisfied.

10. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, accommodation and dates of the programmes where circumstances beyond Churchill House's control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

11. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

12. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

13. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

14. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

15. AGENTS

All the above terms are applicable to direct students and agents unless variations are expressly agreed between the agent and Churchill House in writing.