



## COURSE FEES, START DATES AND ENROLMENT INFORMATION 2022

Longer stay courses have discounted prices as shown below, but only if the entire course is paid in advance

CODE		LESSONS PER WEEK	LESSON PRICE PER WEEK					START DATES Minimum Age 16
			1-9 weeks	10-19 weeks	20-29 weeks	30-39 weeks	40-50 weeks	
		<b>Discount</b>	<b>0%</b>	<b>10%</b>	<b>15%</b>	<b>20%</b>	<b>25%</b>	<b>Courses start every week Accommodation on Sundays Lessons on Mondays 1 to 50 weeks. For beginners see below.</b>
M20	Main 20	20 (15 hours)	£230	£207	£196	£184	£173	
I26	Intensive 26	26 (20 hours)	£285	£257	£242	£228	£214	
I32	Intensive 32	32 (25 hours)	£330	£297	£281	£264	£248	

<b>LESSONS &amp; HOURS PER WEEK</b>	Morning lesson = 45 minutes, Afternoon lesson = 50 minutes, 1-to-1 lesson = 60 minutes 20 lessons = 15 hours per week, 26 lessons = 20 hours per week, 32 lessons = 25 hours per week
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Cambridge Examination Courses		All courses are 32 lessons per week	Special Brochure Available
FCE32	Cambridge First Certificate	£297	04/01-12/03 (10 wks) 03/04-18/06 (11 wks) 02/10-10/12 (10 wks)
CAE32	Cambridge Advanced Exam	£297	04/01-19/03 (11 wks) 03/04-18/06 (11 wks) 02/10-10/12 (10 wks)
CPE32	Cambridge Proficiency Exam	£297	27/02-11/06 (15 wks) 04/09-03/12 (13 wks)

Intensive Course Electives	Special Brochure Available												
<p>Intensive 26 is 20 lessons (15 hrs) Main Course (5 mornings) + 6 lessons (5 hrs) Elective Course (2 afternoons)</p> <p>Intensive 32 is 20 lessons (15 hrs) Main Course (5 mornings) + 12 lessons (10 hrs) Elective Course (4 afternoons)</p> <p>Every main month start date offers a selection of Elective Courses at different levels (<b>subject to availability</b>), including:</p> <table border="0"> <tr> <td>IELTS Exam Course *</td> <td>BEC Exam Course</td> <td>Skills Development</td> <td>English for Academic Purposes</td> </tr> <tr> <td>KET/PET Exam Course</td> <td>English for Tourism</td> <td>Speaking - Listening</td> <td>(pre University preparation)</td> </tr> <tr> <td>TOEIC Exam Course</td> <td>English for Business</td> <td>Pronunciation - Vocabulary</td> <td>First Certificate Preparation</td> </tr> </table> <p>* <b>IELTS Exam Courses: are guaranteed to run every week and are only available to students taking I32 (25 hours per week)</b></p> <p>For all exams there is a fee to book and sit the exam. Fees range from approximately £120 - £150 depending on the exam and the centre chosen to take the exam. For more information please contact one of our sales consultants at <a href="mailto:ramsgate.sales@churchillhouse.com">ramsgate.sales@churchillhouse.com</a></p>	IELTS Exam Course *	BEC Exam Course	Skills Development	English for Academic Purposes	KET/PET Exam Course	English for Tourism	Speaking - Listening	(pre University preparation)	TOEIC Exam Course	English for Business	Pronunciation - Vocabulary	First Certificate Preparation	
IELTS Exam Course *	BEC Exam Course	Skills Development	English for Academic Purposes										
KET/PET Exam Course	English for Tourism	Speaking - Listening	(pre University preparation)										
TOEIC Exam Course	English for Business	Pronunciation - Vocabulary	First Certificate Preparation										

**Beginners:** Beginners classes start on the first Monday of each month. There are 12 beginners classes a year. Beginners may start on other (mid-month) dates but have 1-to-1 lessons until the next beginners class the following month. These 1-to-1 lessons are a minimum of 10 hours a week for a price of £225 per week (normal price £350). Additional hours are available at the same special rate of £22 per hour.

All beginners must book 25 hours lessons per week for at least the first 4 weeks.

In some months we only have a few beginners: if only 1 student in the class, we provide 15 hours 1-to-1 instead of 25 hours class lessons (students aged 16 & 17 are given an additional 5 hours guided work). If only 2 students in the class, we provide 20 hours 2-to-1 instead of 25 hours class lessons. With 3 students and more in the class we provide 25 hours class lessons as normal.

**Students aged 16 and 17 must have 25 hours lessons per week for at least the first 4 week of their course**

121	1-to-1 lessons	5 - 40hrs	£36 per hour	You can start and finish on any dates of your choice
EX	English Extra	20-30hrs	£410-£770 p week	A combination of 15 hours per week group class lessons in the mornings plus 5 to 15 hours 1-to-1 lessons in the afternoons

<b>All Prices Include</b>	Lessons, unlimited use of Individual Learning Centre, loan of Course Books (approximately £30 deposit required), Social Club Membership including access to our Student Clubroom, free WIFI Internet access.
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<b>ENROLMENT FEE</b>	£75	Minimum age 16 years
<b>ACCOMMODATION</b>	<b>Family homestay</b>	
Half board shared room	£116	<b>Bedsit/Flatshare</b> £85 - £105+ a week
Half board single room	£126	<b>Self Contained Flats</b> £160 - £250+ a week
Full board supplement	£30 a week	<b>B&amp;B/Hotel</b> £260 - £360+ a week
<b>HOMESTAY FINDING FEE</b>	£25 - to be paid together with the Enrolment Fee if you want us to find homestay accommodation for you.	
<b>Christmas Holiday:</b>	If you wish to stay with your host family over Christmas, the price including full board is £420 for 2 weeks.	
<b>SUMMER PRICES</b>	are the same as the rest of the year. An excursion programme is available with one full day coach trip (weekend) and one half day coach trip (weekday). Supplement £55 per week.	
<b>INSURANCE</b>	£5.00 a week (includes Natural Disaster Extension)	
<b>TRANSFERS</b>	Heathrow Airport £155	Ashford International Station (Eurostar) £70
<b>Taxi (one way)</b>	Stansted Airport £170	Luton Airport £185      Dover Harbour £50
	Gatwick Airport £135	London City Airport £160
Shared transfers are cheaper and are available for some arrivals and departures - please contact our transfer department for details. Please note that students aged 16 or 17 must have transfers unless they are being met by a relative or friend.		

## All Inclusive Prices - Examples

Prices shown include Lessons, Enrolment Fee, Homestay Finding Fee and Family Homestay with shared room and half board and the exam fee for Cambridge Courses (where applicable). For single room add £10 a week; for full board add £30 a week.

Course	2	3	4	6	8	12	16	24	36	46
Main 20	£792	£1,138	£1,484	£2,176	£2,868	£3,976	£5,268	£7,588	£10,900	£13,394
Intensive 26	£902	£1,303	£1,704	£2,506	£3,308	£4,576	£6,068	£8,692	£12,484	£15,280
Intensive 32	£992	£1,438	£1,884	£2,776	£3,668	£5,056	£6,708	£9,628	£13,780	£16,844

## Cambridge Examination Courses

First Certificate			Advanced			Proficiency		
Start Date	Weeks	32 Lessons	Start Date	Weeks	32 Lessons	Start Date	Weeks	32 Lessons
04/01	10	£4,390	04/01	11	£4,803	27/02	15	£6,465
03/04	11	£4,803	03/04	11	£4,803	04/09	13	£5,639
02/10	10	£4,390	02/10	10	£4,390			

## Extra English Courses

15 hours class lessons plus 5,10 or 15 hours 1-to-1	Course Length		
	20 hours	25 hours	30 hours
Minimum course length 1 week; prices shown are for 1 week	£626	£806	£986
Extra weeks	+£526	+£706	+£886

## Summer Courses for 12 to 17 year olds from June 12 to August 20 2 to 10 weeks Courses are Sunday to Saturday

Start Dates	With Activity Programme PLUS				With Activity Programme			
	2 weeks	3 weeks	4 weeks	Extra Weeks	2 weeks	3 weeks	4 weeks	Extra Weeks
12/06, 19/06, 26/06, 03/07, 10/07, 17/07	£1,220	£1,780	£2,340	£560	£1,090	£1,585	£2,080	£495
24/07, 31/07, 07/08, 14/08 * (1 week)	£1,110	£1,615	£2,120	£505	£980	£1,420	£1,860	£440

**PRICES INCLUDE:** 15 hours lessons per week in multinational classes, half board homestay accommodation, activities, trips, Enrolment Fee, Accommodation Finding Fee. Supplements may be charged for families who cater for special dietary requirements.

**SUPPLEMENTS:** Full Board £30 per week. Single Room £25. Extra Nights £25 per night by arrangement only. If the extra night is the last Sunday of the course, the price is £45 including an extra full day excursion on the last Saturday

**Activity Programme Plus** is 4 daytime activities, 5 evening activities, 1 half day trip & 1 full day trip per week (weekends).

**Activity Programme** is 4 daytime activities & 5 evening activities per week.

**Intensive Course Activity Programme:** 5 evening activities & 1 full day trip (weekends) a week. Same price as Activity Programme

**Students aged 12 to 15** must book an Activity Programme Plus and Full Board.

**Students aged 16 & 17** arriving during the summer can choose 15 hours lessons per week or an **Intensive Course** with 20 or 25 hours lessons per week. 15 hours students must book an Activity Programme or an Activity Programme Plus (prices above). Intensive Course students must book an Intensive Course Activity Programme (same price as the Activity Programme above). For 20 hours lessons per week there is a supplement of £55 per week; for 25 hours the supplement is £100 per week.

**RAMSGATE JUNIORS (aged 15 & under):** the wellbeing of our Juniors is particularly important. They are always under the supervision of our staff whether in class or in activities and are placed in specially selected families. Our Liaison Officer is responsible for overall care and supervision. On trips, Juniors stay with our staff escort or group leader at all times. After coach trips students leave the coach close to their families and after evening activities we ensure students get home safely.

**For more information please see our website and Summer brochure**

## Other Courses

**Include Work Experience (EU students & students with Tier 5 YMS Visas only), Special Group Courses, Junior Summer Residential & Homestay - please ask for separate brochures.**

## Churchill House Module System - 1 week modules with start dates every Monday

At Churchill House, we use the Council of Europe's Framework Reference (CEFR) levels from A1 (elementary level) to C2 (very advanced) plus a beginner's class. After a test and an interview students are placed in a class within one of these levels and thereafter follow weekly modules of work suitable for their level.

The progress of each student and class is monitored very closely each week and the Module of Work for the following week is decided by the teacher and the Director of Studies.

The Weekly Modules of Work are based on a variety of sources; units of published course books, specially designed syllabuses from our own computer Syllabus Builder including areas where the teachers and Director of Studies think the students need more work, one-off syllabuses for intensive work in areas where a class seems to be particularly struggling, i.e. oral production.

Students have weekly tests, Individual Progress Tutorials (with their written Self-Assessment records) and written Progress Reports every 4 weeks (or when they leave, if here for less than 4 weeks).

Under this system we are able to select relevant and useful material and work for each student in every week of their course.

What students do in successive weeks is based on how well they have learnt and how well they can actively use the work done previously. The passage upward through the Work Modules and the broad CEFR levels is, therefore, linked very closely to what students can actively do with the language at each stage of assessment by the teachers and the Director of Studies.

At the end of their course all students receive a final written progress report and a Certificate of Achievement stating the duration of the course and the highest CEFR level they attained.

## ***How do I enrol?***

1. Complete the enrolment form and send it by post, fax or email attachment to us as soon as possible.  
Address: Churchill House School of English Language, Spencer Square, Ramsgate, Kent CT11 9EQ, UK.  
Fax number: +44 1843 584827. E-mail: [welcome@churchillhouse.co.uk](mailto:welcome@churchillhouse.co.uk)
2. You must pay a deposit of £250 at the same time (see 'How do I pay?' below).
3. Alternatively you can book online on our website. Just click 'Apply Online' on the home page  
[www.churchillhouse.com](http://www.churchillhouse.com)

## ***How do I pay?***

1. **By credit card:** please complete the details on the enrolment form. All payments must be made in UK Sterling. Payment may be made by Visa, Mastercard, American Express or an internationally accepted Debit Card such as Visa Electron.
2. **By bank transfer (Airmail, Telex, Swift). Bank details: A/C name: Churchill House School of English Language A/C no: 41133659. Bank: HSBC, 1 High Street, Ramsgate, Kent CT11 9AD, UK.**  
Sort code: 40-38-02 IBAN: GB19HBUK40380241133659 BIC/SWIFT: HBUKGB4B  
*Please send a copy of the transfer document to us by fax, post or e-mail attachment with your enrolment form.*

## ***When will I receive my documents?***

1. 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.
2. You will also be asked to complete an online test to assess your level of English. We will send you a link to our website via e-mail. Please complete this before your arrival - it will help us place you in the correct class.
3. We must receive full payment for your course at least 28 days before you arrive.

## ***What about accommodation?***

1. Most of our students choose our Homestay option and live with an English family. You can choose a shared room (with a student of a different nationality) or a single room; half board or full board. Full board includes lunch in our restaurant. Your Homestay is booked from Sunday to Saturday but if you need to arrive or leave on different days this can usually be arranged. The Homestay Finding Fee ensures that we will find you a family and although we will do our very best to find a family that meets all your requirements, we cannot guarantee it.
2. Other options include a bedsit or a flatshare with other students, self-contained flats, a hotel or a bed and breakfast. We can help you with some addresses and contact details but it is up to you to book and pay for these yourself.
3. If you prefer not to book a Homestay for the whole period of your course it is possible to book only 4 weeks, then decide if you wish to move to other accommodation after your arrival or continue living with your host family. If you continue with your host family accommodation fees for the whole of the remaining period must be paid in full.
4. Details of your Homestay will usually be sent to you 3 weeks before your arrival.
5. Many English people have one or more pets in their home, so when you are completing the enrolment form, please say 'no' to cats and dogs only if you have an allergy or a very strong objection.

## ***How do I get to Ramsgate?***

1. When you book your course we will send you a Student Handbook where you will find details of the different ways you can travel to Ramsgate by yourself.
2. If you prefer to be picked up you can book one of our private taxis. With this service you will be met at the airport arrivals and taken to your accommodation. We can arrange an individual taxi for you whatever your date or time of arrival.
3. Shared transfers may be available for some arrivals and departures - please contact our transfer department by email for details [transfer.coordinator@churchillhouse.co.uk](mailto:transfer.coordinator@churchillhouse.co.uk)
4. Individual taxis can also be arranged from Ashford International Rail Station and Ebbsfleet International Station if you are travelling by Eurostar or from Dover Harbour if you are travelling by ferry.

## Churchill House School of English Language Enrolment Form

Personal Details		<i>Please write in CAPITAL LETTERS and tick (✓) as appropriate</i>	
Family Name:			
First Name(s):			
Address:	Sex:	Male <input type="checkbox"/>	Female <input type="checkbox"/>
	Date of Birth:	day	month year
	Nationality:		
Telephone	Home	First Language:	
	Work	Other Languages:	
Fax:			
E-mail:	Occupation:		
Name/address/telephone number/email of person to contact in case of emergency:			
Do you suffer from any illness or disability?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please give details in a separate letter and enclose with this application			
Who will pay your Course fees?			
How did you find out about Churchill House?			

Course		<i>Please list the course(s) you would like to book</i>	
Course Name	Number of weeks	Start Date	Finish Date

Accommodation		<i>We have families that are couples with children at home, couples without children at home, single parent families, elderly couples, single men, single ladies.</i>	
Would you like to book Family Homestay accommodation?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Number of weeks:	Arrival Date:	Departure Date:	
Shared Room <input type="checkbox"/> Single Room <input type="checkbox"/> Half Board <input type="checkbox"/> Full Board <input type="checkbox"/> (lunch in our restaurant)			
Do you have a medical condition, disability, learning difficulty, allergy or special dietary requirement that your homestay host or the School should be aware of?			
Any other information we may need to know.			
Are you a Vegetarian?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Are you a Vegan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have a Cat Allergy?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Do you have a Dog allergy?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you smoke?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Do you require a non-smoking family?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you want us to help you find alternative accommodation please tick (✓) here:			
Hotel <input type="checkbox"/> Bed & Breakfast <input type="checkbox"/> Flat <input type="checkbox"/> Bedsit <input type="checkbox"/>			

Transfer to Ramsgate		<i>If you want us to arrange a transfer to Ramsgate for you please tick (✓) below</i>
Individual Taxi (available on any day from any arrival point)		<input type="checkbox"/>
Individual taxis are available on any arrival day at any time from any arrival point – airport, railway station, ferry port etc.		
Shared transfers are cheaper and are available for some arrivals & departures. Please contact our transfer department for details at <a href="mailto:transfer.coordinator@churchillhouse.co.uk">transfer.coordinator@churchillhouse.co.uk</a>		
Students who have chosen to travel independently will be sent precise train and coach information when booking a course.		

Insurance		<i>Insurance for your course is strongly recommended, either the school's policy or another in your own country</i>	
Do you want us to arrange insurance for you?		Yes <input type="checkbox"/>	No <input type="checkbox"/>

## English Ability Questionnaire

Please answer all the questions

Family Name:							
First Name(s):							
Have you studied at Churchill House before?		Yes <input type="checkbox"/>		No <input type="checkbox"/>			
If not, have you ever studied English before?		Yes <input type="checkbox"/>		No <input type="checkbox"/>			
If yes, please say where:		At school <input type="checkbox"/>		At university <input type="checkbox"/>		With a private teacher <input type="checkbox"/>	
At another language school in the UK <input type="checkbox"/>			In another English speaking country <input type="checkbox"/>				
Please give details ( <i>when you studied English, for how long, average number of hours per week etc.</i> )							
School:							
University:							
Other:							
Have you taken any of these examinations?		Cambridge KET <input type="checkbox"/>		Cambridge PET <input type="checkbox"/>		Cambridge FCE <input type="checkbox"/>	
Cambridge Advanced <input type="checkbox"/>		Cambridge Proficiency <input type="checkbox"/>		IELTS <input type="checkbox"/>		TOEFL <input type="checkbox"/>	
When did you take the exam and what was your result?							
What do you think your level of English is?		Beginner <input type="checkbox"/>		Pre-Intermediate <input type="checkbox"/>		Upper Intermediate <input type="checkbox"/>	
Elementary <input type="checkbox"/>			Intermediate <input type="checkbox"/>		Advanced <input type="checkbox"/>		
Please assess your English ability (✓)		Nil	Basic	Fair	Good	Very Good	Advanced
Speaking							
Writing							
Understanding							
Please write a few sentences in <b>English</b> ( <i>without the help of a dictionary</i> ) explaining why you want to learn English:							

## Payment

**Please note: the deposit of £250 must be paid when you enrol for a course. The full lesson and accommodation fees can also be paid when you enrol but must be paid at least 28 days before you arrive.**

**For payment options, please see page 3 – How do I pay?**

I authorise Churchill House School to charge my credit card <input type="checkbox"/>		I will pay by Bank Transfer <input type="checkbox"/>	
I have paid all my fees to my Churchill House agent <input type="checkbox"/>		I will pay by Bank Draft <input type="checkbox"/>	
I will pay full lesson and accommodation fees now <input type="checkbox"/>			
I will pay the deposit now and the balance at least 28 days before arrival <input type="checkbox"/>			
<i>(if paying by Bank Transfer please send a copy of the transfer document by fax, post or email attachment)</i>			
Card details:	Mastercard <input type="checkbox"/>	Visa <input type="checkbox"/>	Card number
Security code:	<input type="text"/>		<input type="text"/>
Expiry date:	<input type="text"/>	Name of card holder	<input type="text"/>
Signature of card holder		If you would prefer to give us your credit card details by phone you are welcome to do so.	

## Your signature

**I have read and agree to Churchill House's terms and conditions and wish to enrol for the above course(s).**

Signature

Date

**NB If you are under 18 your parent or guardian should sign for you. Their signature also permits the school to authorise medical treatment, including general anaesthetic, in case of emergency and agrees to you having unsupervised periods of free time.**

# General Information, Terms and Conditions

## **Your First Day**

- This is always a Sunday so you can start lessons on Monday (or Tuesday, if Monday is a public holiday). When you enrol you will be given a specific time when you should come to the school to register, have your interview with a Course Director, collect your timetable, course books, Social Club Membership card and book any trips you want from our *Social Club Excursion Programme*.
- You should go to your family before coming to school so you can meet them and leave your luggage.

## **Public Holidays**

- The school will be closed on the following weekdays which are public holidays in Britain

03/01/22    15/04/22    18/04/22    02/05/22    02/06/22    03/06/22    29/08/22    26/12/22    27/12/22

**The school is closed for lessons from 16/12/22 – 02/01/23**

## **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.