



Terms & Conditions of Booking

Once we receive your booking, we will contact you to confirm your place on the course. We will also let you know if the course is not possible on your selected dates.

Payment

We will send you an invoice with details of how you can pay.

To confirm your course we need the following payments:

- A course deposit of £250
- Registration fee of £60
- Homestay booking fee of £30 (if applicable)

Alternatively, you can choose to pay the full amount of the course. You must pay the balance of your course fees, homestay accommodation (if booked) and any additional fees 14 days before the start of your course.. If we do not receive payment by this time, we may cancel your place on the course. If your booking is made within 14 days of the course start date, you need to pay the course in full.

Upon receipt of your fees, we will send you a Course Confirmation and Confirmation of Homestay Accommodation (if booked). You will also receive a visa invitation letter if you need one.

Insurance

You are responsible for your own travel insurance and we recommend that you take out insurance to cover for loss of personal belongings and personal liability, as well as events such as cancellation or curtailment of your course or accommodation (due to, for example, illness or accident).

Visas

It is important that you understand all regulations about visa entry to the UK. For full information about visa requirements, please check: <https://www.gov.uk/browse/visas-immigration>. If you are refused a visa and can provide a copy of the refusal notice, we will refund all course costs minus your registration fee, if you notify us more than 14 days before the start of the course.

Your contact details

To fulfil our obligations to you, it is necessary for us to see and copy your passport (and visa if appropriate) and to have contact details for you in London (including a mobile phone number if you have one) as well as details of your next of kin in your own country. You must agree to provide these and tell us if they change.

Accommodation

Your homestay accommodation is booked through an agency. Please read through the information on accommodation in our brochure, and then complete the accommodation section of the Registration Form.

Homestay accommodation is only available while you are taking a course at the school.

We try to take into account any preference you have for the category of homestay accommodation. However in busy periods we may not be able to satisfy this preference. If this is the case, we will inform you as soon as possible. Your accommodation is provided from the day before your course starts to the day after it ends. If you wish to arrive earlier, or leave later, we will try to arrange this but we cannot guarantee that it will be possible.



Cancelling a course

If you cancel a course, you must do so in writing. The following terms apply:

- More than 14 days before course start date: we will keep your registration fee. We will refund the deposit and remainder of the course fees in full if already paid.
- Between 8 and 14 days before course start date: we will refund 50% of the course fees.
- Between 1 and 7 days before course start date: you are not entitled to any refund.

Rescheduling or postponing a course

If you reschedule a course you must do so in writing. You can reschedule any of our courses within 6 months of the original start date. Please note you can only reschedule a course once.

The following terms apply:

- More than 14 days before course start date: if you reschedule and book a course at a different price from the original course you must pay the difference.
- Between 8 and 14 days before course start date: we will keep your £60 registration fee and if you reschedule and book a course at a different price from the original course you must pay the difference.
- Between 1 and 7 days before course start date: you will not be allowed to reschedule the course and will not be entitled to any refund.

Cancellation by us

We reserve the right to cancel courses where there are not enough bookings. In such cases we will offer you a replacement course either at Professional Language Solutions or at one of our partner schools in central London. If the replacement course offered is less expensive than the course originally booked, we will refund you the difference. If the replacement course offered is more expensive than the course originally booked, we may charge you the difference.

Homestay Cancellation Policy

- If you cancel your homestay accommodation giving more than 14 days' notice you will be refunded for the accommodation but not the accommodation booking fee.
- If you cancel your homestay accommodation giving between 8 and 14 days' notice you will still be charged for 1 week's accommodation + the accommodation booking fee.
- If you cancel your homestay accommodation giving 7 days' notice or less you will be charged for 1.5 weeks' accommodation + the accommodation booking fee. If you have only booked 1 week of accommodation, no refunds will be given.
- If you decide to leave homestay accommodation after arrival, you must give more than 7 days' notice or you will be charged for the following week.

You have to pay for the loss of front door keys and change of locks (if applicable) or any damage you cause at your accommodation. We may remove a guest from accommodation or refuse to accommodate any guest if their behaviour is unacceptable.

Hotel or serviced apartment accommodation

We provide information on serviced apartments and hotels but you or your company must book and pay directly.

Booking via an agent

If you book via an agent, please note that you are bound by our terms and conditions and by those of the agent.

**Class size**

Although we always try and respect the maximum class size quoted in our brochure, there may be one extra student in exceptional circumstances.

If you have booked a group course and we do not have enough students at your level, we will offer you one-to-one tuition with a reduced number of hours. We will discuss this with you before your arrival whenever possible.

Public holidays

If there are any public holidays during your course there will be no lessons on these days. See our brochure and price list for details.

Student complaints procedure

We certainly hope that you will not have cause to complain about your course or accommodation. However, please let us know if you do have a problem so that we can deal with it before it escalates. We are here to help you and want you to be as happy as possible during your course with us.

If you are unhappy with anything, please speak to your client manager in the first instance, who will do his or her best to resolve the problem.

If you are not satisfied with the solution offered you should ask to speak to our Managing Director, Crispin Tucker, or contact English UK, the national association of accredited English language centres in the UK. <http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>.

Unacceptable behaviour

We reserve the right to exclude you from a course due to abusive behaviour. In this case you will have to pay all your course fees as well as any additional cost incurred.