

## Terms and conditions

### What's included

UK - full board residential or homestay accommodation, 15 hours General English lessons per week, return airport transfers with groups, weekly travelcards for homestay students, activity and excursion programme including all public or private transportation, course materials, certificate and end of course report.  
NA - full board residential or homestay accommodation, 15 hours General English lessons per week, return airport transfers with groups, private shuttle for Vancouver homestay (public transit pass for Toronto and San Diego homestay), activity and excursion programme including all public or private transportation, course materials, certificate and end of course report, registration fee for groups only.

### How to book

Bookings will be processed upon receipt of a completed Booking Form and are secured once a 20% deposit has been received.

Completed booking forms should be sent to juniorbookings@oxfordinternational.com. Details required for a booking:

- Name of group
- Dates and flight information
- Programme requirements
- Student names, genders, dates of birth and passport numbers
- Sharing requirements
- Allergy, medical, dietary and disability information (including learning disability and mental health issues)
- Group leader name, gender, date of birth, passport number and contact number

### Visa Students

In accordance with Visas and Immigration guidelines, we require payment of fees in full prior to issuing a visa invitation letter. Courier fees are £50 per despatch in the UK and \$100 in NA. Agents must notify Oxford International immediately in the case of refusal or any changes to their status. If you fail to obtain your visa, you will receive a refund of the total amount except for a minimum £50 (UK) or \$175 (NA) administration fee only after we receive written documentation from the consulate of your visa denial

### Payment Conditions

A full invoice will be sent out along with the booking confirmation upon receipt of a completed booking form. A 20% deposit is payable upon receipt of this confirmation and invoice. Your booking is not confirmed until we receive this deposit, unless a prior agreement is in place. Full payment of all fees is required at least 14 days prior to arrival and payment is BACS, bank transfer, credit or debit card. No services are confirmed or guaranteed until full payment is received.

### Additional costs - Group Leaders

All group leaders will be pro-rated according to the number of students in the group. One free group leader is included for every 15 paying students.

**Extra leader costs UK** - £430 p/w for Winter camp, £305 p/w for Spring camp, £360 p/w for UK residential summer camps, £230 p/w for Greenwich, Oxford & Brighton summer homestay and £260 p/w in St Dunstan's. **Extra leaders in NA** will be charged CAD 980 p/w in Vancouver residence, CAD 1,100 in Toronto residence and USD 980 in San Diego, New Jersey and Boston residence. NA homestay extra leaders are charged CAD 880 in Vancouver, CAD 735 in Toronto and USD 675 in San Diego.

### Additional costs - Airport transfers

Airport transfers are included in the prices quoted overleaf subject to our conditions. Due to the limited number of coaches available on transfer days, we reserve the right to hold groups at the airport for up to 120 mins after arrival to maximise capacity on transfer coaches. **If your group requires a private transfer coach for them only there may be a supplement to pay.** Please advise at the time of booking in order for us to reserve such coaches and calculate the supplements applicable. Transfers for individual students are included in the prices for both UK and NA. However, in the UK individual students will wait at the airport up to 120 mins, with OIEG staff, until a group is leaving for the same campus. If some group students arrive on different flights, transfer supplements may be applicable. These will be charged at UK individual rates or CAD 135 in Canada and up to USD 105 in the USA (with the exception of students travelling to San Diego from LAX where USD 399 is charged), depending on airport. **If an individual requests a transfer by private taxi in the UK with a member of OIEG staff then there is a supplement to pay. (£125 each way for Oxford and Cirencester, all other centres £80 E/W).**

### Additional costs - Unaccompanied minor service

This service is mandatory for all individual students aged 12 and under. It is on request for 13-17 year olds. This is charged at \$65 per transfer in North America.

### Additional costs - Individual students and NA homestay students.

**A registration fee is payable on all individual student enrolments. This is CAD175 in Canada and USD200 in USA.** This is non-refundable in the event of a cancellation. **All students under 13 and staying in homestay accommodation in Toronto and San Diego must book our private daily pick up service to and from the campus.**

This is charged at CAD or USD 50 per student per day.

Hot lunch on campus can be provided on lesson days only for Vancouver homestay students only at CAD75 per person per week.

### Additional costs - Extra electives and activities

These programmes are still to be confirmed and any supplements applicable will be advised in due course.

It is possible to arrange for exams to be taken in the UK and NA. We offer the Trinity GESE exam with 2 x 90 min preparation sessions for £100 per student in the UK. A minimum 8 students per campus is required.

In NA we offer IELTS testing for CAD 339 in Canada and USD 265 in USA.

### Additional costs - Damage deposits

In the event of damage to property, students must pay the full cost in both residential and homestay accommodation. Students booking residential accommodation will be required to pay a **deposit of £20/€30 in the UK** towards any replacement keys or damages sustained. The deposit will be returned on departure after satisfactory accommodation checks have been carried out and all keys/fobs/cards have been returned. In **North America** any damage caused to property or any lost keys must be paid in full by the liable person before they depart the campus (charges from \$100).

### Additional costs - Custodianship fees (CANADA only)

Junior students who require a visa to enter Canada may require a custodian appointed for them in Canada. If a notarised custodianship declaration is required by the visa office in the students home country, we will arrange this on their behalf. This service is charged at CAD 75 per student. A 50% discount is applicable when this service is provided for a group all together. If the declaration does not need to be notarised, there is no fee.

### Cancellation Policy

UK - Students cancelling over 7 days prior to the course start date, or to students who have had their visa application rejected, Oxford International will refund fees received in full less a £50 administration fee. Students cancelling 7 days or fewer prior to the course start date will be charged a cancellation fee equivalent to one week's programme fee. NA - 90% of fees will be refunded if the course is cancelled, in writing, before 24th May 2019. No refunds will be given for cancellations received after 24th May 2019. Cancellation should always be made in writing and you will receive confirmation of cancellation by return.

### Exclusion Policy

Please refer to our Behaviour Policy for detailed information about our expected code of conduct. Failure to adhere to this will result in students being asked to leave our campus and this may result in being asked to return home, at their expense.

### Amendments to Services

Oxford International reserves the right to change the particulars of the services, including location, accommodation, facilities, excursions, lesson timetable and dates of the programmes where circumstances beyond Oxford International's control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

### Withdrawal Policy

Students withdrawing from the course once it has started, for whatever reason, will still be charged the full price of the programme. Part refunds of unused complete weeks may be paid at Oxford International's discretion, depending on the reason for withdrawal. Any refunds due will be paid to the person or organisation who originally paid the fees and will be made within 45 calendar days of written confirmation.

### Resolution of Disputes

In the event of a dispute between a student/group leader/agent and Oxford International, procedures are in place to facilitate the resolution of the dispute. Complaints should first be made to the Centre Manager. Each complaint will be fully investigated provided that it is received within 30 days of the course ending and all fees have been paid. If the matter is not resolved, the student should complain in writing to the Oxford International Education Group head office (see website for address). All our schools in England are accredited by the British Council and are members of English UK. Schools in Canada are accredited by Languages Canada. These organisations will handle unresolved complaints about our service. Please ask our Head Office for addresses and telephone numbers.

### Force Majeure

Oxford International will not be responsible for any costs incurred by or on behalf of the student as a result of causes beyond our reasonable control. Such causes shall include but shall not be limited to riot, war, threat of war, civil strike, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

### Insurance

Our Schools require students to have adequate health, accident and travel insurance while attending one of our programmes. It is possible to add insurance cover to your package with cover from the moment of booking. Please ask one of the booking team for more information. We can provide student travel insurance in the UK through Endsleigh Insurance for £6 per person per week. In NA, we can provide medical insurance through guard.me for CAD1.85 per person per day in Canada and USD2.40 per person per day in USA.

### Limitation of Liability

Oxford International shall not be liable for any damages, loss, costs, expenses claims or proceedings howsoever arising and whether actual or contingency except for death or personal injury resulting from negligence of Oxford International Education Group, its employees, agents, "consultants, subcontractors or suppliers whilst acting within the scope of or in the course of their employment or contract."

### Marketing

The student agrees to participate in promotional activities undertaken by Oxford International which include photography, videoing, recording and other such activities. These activities may result in the production of materials featuring the student such as brochures, posters, websites, newsletters and marketing campaigns. Students can opt out of involvement in marketing material on arrival by filling in the relevant part of the student registration form.

### Safeguarding

Agents are required to complete a suitability check of Group Leaders prior to arrival and complete the Oxford International Background Check form as part of the booking process.