

Terms and Conditions 2020

1. CLASS INFORMATION

Courses run from Monday to Friday and are scheduled in the morning and/or afternoon depending on product and location. British Study Centres (BSC) reserves the right to change the timetable structure.

BSC reserves the right to use classrooms in alternative premises.

Special focus classes including exam classes, free language workshops and language activities may vary between schools and are subject to change due to availability.

One-to-One lessons are subject to availability and will be scheduled accordingly. Lessons may be offered outside of regular class times and may occur outside of the school premises.

All One-to-One lessons require 72 hours' notice for cancellation, postponement or changes for a refund. Sessions cancelled, postponed or changed with less than 72 hours' notice will be charged in full.

One-to-One lessons booked as a course package (15 lessons or more per week), will be treated like all other BSC programmes and refunded as per standard terms and conditions.

Any class or one-to-one lessons cancelled by BSC will be entitled to a full refund.

2. PAYMENTS

A 20% deposit must be paid immediately upon booking. A booking confirmation will only be sent when a deposit has been received. Bank details are provided on the invoice.

Payments must be received in full 14 days prior to the course start date.

Bookings made within 14 days of arrival must be paid in full at the time of booking.

Payment must include all bank transfer charges (including intermediary bank charges).

Payment plans are available for courses and accommodation longer than 12 weeks. For further details, please speak with your BSC representative.

3. CHANGES TO ENROLMENT

BSC reserves the right to charge an administration fee of £50.00 each time the course, accommodation or centre is changed or postponed after BSC has confirmed the initial enrolment. This also includes requests for changes whilst the student is at school. A downgrade in course type after booking is considered a cancellation and the same refund policies will apply

4. REFUNDS AND CANCELLATION FEES

All refunds will be made to the original fee payer only.

If BSC cancels a programme after a student's enrolment, BSC will refund all monies already paid.

In the event that a refund is due, prorated refunds will be calculated on a weekly basis.

When determining the number of weeks of a student's program, BSC will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

All refunds will be made within 45 days of cancellation.

a. Cancellation prior to arrival

Students cancelling courses or accommodation at least 14 days prior to arrival date, or students who have had their visa application rejected, will be refunded in full (less non-refundable charges such as registration fee, accommodation fee, courier fees and student insurance fees). Non-refundable costs are listed for each school in the price list.

Students cancelling or postponing accommodation within 14 days of arrival date, for reasons other than visa denial, will be charged a one-week accommodation fee at the standard accommodation rate.

Non-BSC accommodation (i.e. accommodation booked by BSC through 3rd Party suppliers) may be subject to different cancellation terms. Any accommodation booked through BSC that is not subject to the

standard cancellation terms must be cancelled or postponed according to the cancellation terms quoted at the time of booking to avoid a cancellation fee (which may amount to the full stay charge). We remind you that in cases of non-BSC accommodation bookings, a deposit is required at the time of booking and payment in full is required one month prior to arrival. BSC will inform you of the booking terms of your chosen accommodation when confirming the booking.

b. Cancellation after arrival and non-arrivals

Students wishing to leave their accommodation early must give notice in writing 4 weeks prior to termination. After deducting the price of accommodation used, including the required notice period, charged at standard accommodation rates, students will be refunded the remaining accommodation costs.

If the 4-week notice period is not provided, a cancellation fee equal to 4 weeks of the accommodation cost will apply.

Please note: Certain accommodation options may be subject to alternative cancellation charges. Should these differ from above, students will be notified at the time of booking.

After the start date of a student's course, any lesson hours reduced, cancelled or shortened are non-refundable.

Students who wish to change location and have not booked on a multi-centre package will not be entitled to a refund should the chosen product or location be offered at a lower price or if the course duration is shortened.

5. ACCOMMODATION

Students arriving at a Residence or Homestay between 22.00 – 08.00 may be asked to book alternative accommodation in a hotel on their first night due to late/ early arrival at accommodation. Some accommodation options may charge late arrival surcharges, this information is available at the time of booking.

Where possible special dietary requirements will be accommodated (fees may apply). Availability and any applicable fees will be confirmed upon request

BSC may use carefully selected partners to house students with suitable Homestay providers.

Students under 18 at the time of booking an adult course unaccompanied by a parent or guardian are required to book a homestay with half board with BSC for the duration of their course.

6. Level of English

If a student does not have the minimum level of English required to follow a specific course, as determined by the BSC Placement Test, BSC reserves the right to move the student to an appropriate course for their level.

7. Visas

BSC cannot be held responsible for decisions taken by embassies or immigration officials regarding entry visas or visa extensions.

Visa advice can only be given by the appropriate Embassy, Consulate or High Commission. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen location. Students must maintain a valid visa status and their course will be terminated without a valid visa.

It is the responsibility of the applicant to ensure that the most updated regulations/processes are being followed. BSC cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations.

A visa document courier fee or postal fee is charged each time documents have to be sent by courier or post. Please see individual school pages for exact fees.

If a visa application is rejected and we receive written evidence at least 7 days prior to arrival, we will refund the fees received in full, less

any bank charges and any non-refundable fees (registration fee, accommodation fee, courier fees and bank charges). Accommodation cancellation fees will apply. Should BSC receive positive visa application results fewer than 14 working days prior to arrival, BSC reserves the right to offer alternative accommodation, which may incur additional charges.

If the arrival day is postponed due to a delayed visa application BSC reserves the right to offer alternative accommodation, which may incur additional charges.

In the event that BSC have incurred any charges in reserving the accommodation for the student, BSC reserves the right to pass these charges on.

8. SESSION BREAKS

Session breaks are dependent upon destination, course duration and visa requirements and are subject to BSC session break policy, available from: <https://www.british-study.com/adults/policies.php>

9. PUBLIC HOLIDAYS

All centres will be closed on Public Holidays. Centres do not make up for lessons missed on these dates, with the exception of One-to-One lessons, which will be made up. An updated list of public holiday dates can be found on individual school pages and on the BSC website.

There is no refund for lessons missed. Published course start dates fall on a Monday. If this day is a public holiday, the course will begin on the following working day.

10. ARRIVAL TRANSFERS

Flight/Train details including: arrival time, flight numbers, airline and point of origin must be advised 7 days prior to arrival in order for BSC to provide airport transfers.

No refunds will be granted on transfers if arrival details are not sent to BSC at least 7 days prior to arrival. Airport transfer fees include a maximum of

1 hour waiting time. Further delays may result in additional charges

Transfer cancellations made within 24 hours of arrival will be charged in full. Students under 18 booked on an adult course and not traveling with a parent or guardian and arriving between 20:00 and 8:00 are required to purchase transfers through BSC.

11. SUPERVISION

BSC does not provide supervision for students who book an adult course.

All students under 18 will be required to complete a parental consent form prior to arrival. Please speak with your BSC contact for more details.

12. EXPULSION

BSC has a zero-tolerance policy for discrimination, bullying and harassment in the workplace and the classroom and will expel students for unacceptable or unlawful behaviour. No refund will be given and any unpaid fees become immediately payable. Repatriation is at student's own expense.

BSC reserves the right to expel students for lack of attendance. No refund will be given and any unpaid fees become immediately payable. Repatriation is at student's own expense.

BSC requires that students maintain an attendance level of a minimum of 90%.

Students studying on a UK Tier 4 Visa are subject to alternative attendance monitoring.

Students expelled from a BSC course are no longer eligible for BSC accommodation. Standard refund policies will apply.

13. PHOTOGRAPHY & FILMING

Students agree that photographs, videos, artwork or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by BSC, or by a third party agent, for promotional purposes including printed and online marketing

materials and on any social media network without further consent or notification. If students do not wish to participate, BSC will respect their wishes but it is the student's responsibility to absent themselves from the photograph/video.

14. HEALTH DECLARATION

It is recommended that students willingly choose to disclose any mental or physical illness, allergy, disability or condition that may impact their ability to successfully complete their programme, the wellbeing of any other student or staff member, that may require monitoring, treatment or emergency intervention during the student's period of enrolment, or that may require special accommodation.

BSC will not discriminate on the basis of any above mentioned conditions and will provide reasonable accommodation to meet all students' needs. Nevertheless, BSC reserves the right to terminate a student's enrolment if the student's participation represents a risk to their, other students' or staff members' health and safety, or if, notwithstanding reasonable accommodations, in the opinion of BSC, the student's physical or mental condition makes the student unable to successfully complete their programme. Refunds will be provided based on standard refund schedules as per terms and conditions.

15. DAMAGE TO PROPERTY

Students must pay the full cost of any damage they wilfully cause to School or Accommodation property

16. INSURANCE

Student combined health and travel insurance is available from BSC in UK & Ireland

For detailed information on the insurance policies above, please refer to your BSC contact or the Agent Zone.

17. LIABILITY

BSC and its employees 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. BSC will not be liable in the event that any service contracted to be supplied by BSC becomes impossible to supply for any reason or any cause outside the control of BSC.

18. FORCE MAJEURE.

BSC will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is the result of any cause beyond BSC's reasonable control. BSC shall not be responsible for any costs incurred by or on behalf of the student as a result of any such occasion. Such instances include but are not limited to; war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

19. APPLICABILITY

BSC Terms and Conditions are applicable to all students and agents representing students.

20. REISSUING LOST/MISPLACED STUDENT CERTIFICATES

Paper reprint £40.00

Electronic files £10.00

21. VALID PRICES

Prices are valid for courses commencing 1 January 2020. Prices are subject to change without notice and will be confirmed upon booking.

22. TERMS AND CONDITIONS

The current BSC Terms and Conditions supersede any previous Terms & Conditions that were applicable at the time of student's booking. The most up to date terms and conditions can be found at www.british-study.com