

Enrolment details, terms and conditions 2020

LONDON AND DUBLIN FAMILY PROGRAMME

ENROLMENT

You can book in the following ways:

1. Online at www.francesking.com
2. By email to london@francesking.com or dublin@francesking.com
Download the Family Programme Enrolment Form from www.francesking.com/school-of-english-london/more-information/downloads
3. Visit one of our schools
London: 77 Gloucester Road, London SW7 4SS
Tel: 020 7870 6533
Dublin: 26 Merrion Square, Dublin 2
Tel: 01 486 6000
 - Take a test, pay a deposit and reserve a place on the next course
 - Please bring your passport/ID card with you to make a booking

PAYMENT

You must send payment with your enrolment. We can confirm your course or accommodation booking and send a letter of confirmation when you or your company have paid:

- Registration fee of £125/€125 per family and a deposit per person of
 - £200 (London) / €200 (Dublin) if you want to book a course
 - £500 (London) / €500 (Dublin) if you want to book a course and accommodation
 - 15 days before your arrival you need to pay the balance of your course and accommodation fees
 - Deposits are non-refundable and non-transferable
- Payment in full, in the following cases:
 - If you are applying for a Student Visa
 - If you are booking less than 15 days before arrival
 - Documents for visa applications will not be issued unless students have paid course and accommodation fees in full

You can pay by:

- Credit Card (Visa or MasterCard). Please request our card authorisation form or pay on line at:
 - London: <https://secure.francesking.com/payment/page010.aspx?city=LON>
 - Dublin: <https://secure.francesking.com/payment/page010.aspx?city=DUB>
It is safe to give your credit card details on our secure server.
- International Bank Transfer to our bank:

London

Nat West Bank
Business Education Ltd, trading as Frances King School of English, National Westminster Bank plc, Piccadilly, London W1A 2DG
Bank sort code: 56 00 03
Account number: 17054524
IBAN BIC number (SWIFT): NWBKGB2L
IBAN number: GB62 NWBK 5600 0317 0545 24

Dublin

Bank of Ireland
Business Education Ltd, trading as Frances King School of English (Ireland) Ltd, Bank of Ireland, Lower Baggot Street, Dublin 2
Bank sort code: 90 14 90
Account number: 62783119
IBAN BIC Number (SWIFT): BOFIE2D
IBAN number: IE18 BOFI 9014 9062 7831 19

- Frances King is not responsible for any bank transfer charges. Payment must be received in full – please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.
- You need to email a copy of the bank transfer with your Enrolment Form.
- Please make certain that your name appears clearly on the bank transfer.
- Sterling cheque drawn on an British bank account (for London) or Euro cheque drawn on an Irish bank account (for Dublin)

CONFIRMATION

When we receive your Enrolment Form and payment, we check the availability of your course and accommodation and send your confirmation documents by email or post within 3-4 working days. We can also send your documents by courier (DHL): £45/courier (for London) / €50/courier (for Dublin). We will contact you if the course or accommodation you want is not available and offer you an alternative.

If you would like us to arrange accommodation before your pre-entry visa is issued, you need to agree to our Accommodation Cancellation Policy, otherwise we will not arrange your accommodation until a visa has been issued.

If you want to book an airport transfer (either a single or return) you must email us your flight details and phone number. We will then confirm that we have booked this for you.

You must inform your homestay or other accommodation provider of your arrival time. If you do not do this, we cannot guarantee that your host/accommodation provider will be there to meet you.

INSURANCE

Before you arrive in the UK/Ireland, you should take out insurance for your own financial and personal security. EU nationals should bring their European Health Insurance Card (EHIC) which allows you access to health care services.

- You can take out your own insurance or the International Student Policy offered by Guard.Me Insurance

For further details, please visit:

London insurance: <http://www.francesking.com/school-of-english-london/more-information/downloads>

Dublin insurance: <http://www.francesking.com/school-of-english-dublin/more-information/downloads>

COURSE INFORMATION

Passport/ID card

All students are required to present their passport/ID card on their first day and the school will retain a copy.

Contact details

You are required to provide, and keep up-to-date, your contact details in London/Dublin and next of kin contact details in your own country and any other changes of circumstance that would affect your visa.

Private lessons

Requests for a change to your timetable must be made 48 hours in advance (during office hours, 9.00-17.00, Monday- Friday).

Photography/videos

Sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional material. It is your responsibility to absent yourself when photographs are being taken or videos made.

Unless directed by your teacher, classes cannot be filmed or otherwise recorded without the permission, in writing, of a Director, Principal or Academic Director. Teachers may organise filming and recording to enhance your educational experience.

Public holidays

There is no reduction in course fees when a course includes a public holiday.

Travel to/from school

Students must be accompanied to and from the campus by an adult of 21 years or over (unless 14 or over with parent/guardian permission). Students should be dropped off at 8.45 and collected at 13.00 or 17.00.

Cost of activities

Family Junior/Adult - any entrance charges not included. See details in More Information/Downloads on our website for upcoming and current Activity Programmes.

Day School - entrance charges included.

CANCELLATION

a) Cancellation of group courses

Before arrival: if you want to cancel your booking before starting your course or before arrival in the UK / Ireland, you must give notice in writing. We will refund all fees minus the Registration fee £125/€125/family and the deposit: £200/person (London) / €200/person (Dublin).

Before arrival when a student is refused a visa: if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. We will refund all course fees less registration fee of £125/€125/family.

After arrival: if you cancel or curtail your course after arrival in the country, there is no refund in any circumstances.

b) Cancellation of Private Lessons

- You must give 1 week's notice in writing. You may apply for a credit for the unused part of the course. This may be used as part-payment towards any Frances King course within 1 year.
- To postpone lessons you must give 48 hours' notice (during office hours 9.00 -17.00, Monday-Friday). All late cancellations are charged at the full rate.

c) Cancellation of bookings made at a distance

For course bookings made 'at distance' (e.g. via our website, telephone, email), you have the right to cancel, with a full refund of monies paid, without giving a reason, within 14 days (the Cancellation Period) of our confirmation. Cancellation must be made in writing by post or email within the Cancellation Period. We will not start providing services to you during the Cancellation Period unless you request us to do so in writing. We will refund fees paid within 14 days of the date of your cancellation request. In the event that you have confirmed in writing that you wish us to start providing services within the Cancellation Period, we will deduct from the refund, a reasonable sum for the services provided, based on the proportion of the course undertaken.

d) Cancellation of accommodation

Before arrival: if you want to cancel your accommodation before arrival in the UK / Ireland you must give notice in writing. We will refund all fees minus the Accommodation Deposit, £300/person (London) / €300/person (Dublin) unless the accommodation fees for the notice period exceed that amount. If so you will be charged £300/person (London) / €300/person (Dublin) plus the difference. This also applies to students whose accommodation has been confirmed by the school and have had their visa granted.

Before arrival when a student is refused a visa: if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. All accommodation fees will be refunded less an administration charge of £125/family (London) / €125/family (Dublin), provided the correct notice to cancel accommodation is given. If notice is insufficient you will be charged for the notice period. See notice period (below) to cancel accommodation.

After arrival: if you cancel or curtail your accommodation after arrival in UK / Ireland, you will be charged a cancellation fee of £75 (London) / €75 (Dublin). The notice period required varies according to your accommodation type. See Notice Period to cancel accommodation below. There is no refund for this period.

e) Non-arrival

In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.

f) Refunds

Course and accommodation refunds may take up to 60 days to process. Refunds cannot be processed until the school has been paid in full for all services booked. Refunds will only be made to the person or organisation that paid in the first instance.

NOTICE PERIOD TO CANCEL ACCOMMODATION

Providers may vary notice periods during the year. If there is a change, we will inform you when you book. You must give notice as below, "the notice period", to cancel accommodation before arrival, otherwise you must pay for the period.

2 weeks' notice: London - Fulham Palace Studios. Dublin - Serviced Studios and Apartments

1 week's notice: London and Dublin Homestays

24 hours' notice: London and Dublin Hotels

Fulham Palace Studios: 4 weeks' notice is required to shorten a stay.

Citadines Studio & Apartments: Stays of 7-29 nights – you must give 5 days' notice prior to arrival, otherwise a cancellation fee of 5 nights will be charged. Stays of 30 nights or more – you must give 10 days' notice prior to arrival, otherwise a cancellation fee of 10 nights will be charged

Chelsea Cloisters Studios & Apartments: 7 days' notice is required to cancel, otherwise a fee of 2 nights is charged. No refund is given if a stay is shortened or cancelled after arrival.

Native Apartments: 7 days' notice is required for stays up to 27 nights. When notice period is not given, students will be charged for 7 nights. For stays of 28 nights or more, there is a 14-day notice period and a 14-day cancellation charge if notice is not given.

ACCOMMODATION INFORMATION

In arranging accommodation Frances King will be acting as agent for the supplier, as principal or a sub-agent. The status of Frances King in relation to specific accommodation will be explained on request. Frances King is not responsible for payment of any tax claimed from students by UK, Irish or foreign authorities.

TRANSFER TERMS AND CONDITIONS

- Flight details and your mobile telephone number must be received in writing before 14.00 (UK / Irish time) on the Friday before arrival
- To cancel or change an airport transfer you must inform us in writing 12 hours before the flight arrival or departure time or you will be charged for the transfer
- For last minute changes or cancellations, please phone +44 (0) 7768 325 391 (London) / +353 (0) 83 450 2204 (Dublin)
- A supplement of £15 (London) / €25 (Dublin) will be charged for an airport transfer service between 23.00- 05.00. A supplement will also be charged for airport transfers on public holidays (and during the Christmas period) - please ask for prices
- Waiting time of 1¼ hours (Dublin) / 2 hours (London) is included in the transfer price. If you do not contact the driver within 1¼ hours (Dublin) / 2 hours (London) of the flight arrival time, the driver will leave the airport and any request for a further transfer will be charged at the full rate. Waiting time starts from the scheduled time of arrival, unless the flight is early.
- Please read your airport transfer confirmation documents carefully before departure as they include important baggage allowance and arrival information

COMPLAINTS AND CONDUCT

Complaints

Problems and complaints with courses, accommodation and other services should be brought to our attention immediately so that we can help.

Conduct

Frances King reserves the right to cancel a student's course and accommodation in the event of misconduct or unsatisfactory behaviour. Students will be responsible for all costs arising.

PERSONAL INFORMATION

We will keep your information in electronic and paper format. Details will be passed to airport transfer accommodation and other providers as needed. Information will also be passed to UK or Irish via and immigration and other government authorities if required.

FORCE MAJEURE

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemics and the like. Refunds will not be made in such circumstances.

LONDON AND DUBLIN TEENAGER PROGRAMMES

ENROLMENT

You can book in the following ways:

1. By email to london@francesking.com or dublin@francesking.com
Download the Teenager Programme Enrolment Form from www.francesking.com/school-of-english-london/more-information/downloads
2. Visit one of our schools
London: 77 Gloucester Road, London SW7 4SS
Tel: 020 7870 6533
Dublin: 26 Merrion Square, Dublin 2
Tel: 01 486 6000
 - Take a test, pay a deposit and reserve a place on the next course
 - Please bring your passport/ID card with you to make a booking

PAYMENT

You must send payment with your enrolment. We can confirm your course or accommodation booking and send a letter of confirmation when you have paid:

- Deposit of £500/€500 is payable on enrolment

The balance is payable 45 days before arrival. For bookings made less than 45 days before the course start date, payment in full is required.

You can pay by:

- Credit Card (Visa or MasterCard). Please request our card authorisation form or pay on line at:
 - London: <https://secure.francesking.com/payment/page010.aspx?city=LON>
 - Dublin: <https://secure.francesking.com/payment/page010.aspx?city=DUB>
 It is safe to give your credit card details on our secure server.

- International Bank Transfer to our bank:

London

Nat West Bank
Business Education Ltd, trading as Frances King School of English, National Westminster Bank plc, Piccadilly, London W1A 2DG
Bank sort code: 56 00 03
Account number: 17054524
IBAN BIC number (SWIFT): NWBKGB2L
IBAN number: GB62 NWBK 5600 0317 0545 24

Dublin

Bank of Ireland
Business Education Ltd, trading as Frances King School of English (Ireland) Ltd, Bank of Ireland, Lower Baggot Street, Dublin 2
Bank sort code: 90 14 90
Account number: 62783119
IBAN BIC Number (SWIFT): BOFIE2D
IBAN number: IE18 BOFI 9014 9062 7831 19

- Frances King is not responsible for any bank transfer charges. Payment must be received in full– please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.
- You need to email a copy of the bank transfer with your Enrolment Form.
- Please make certain that your name appears clearly on the bank transfer.
- Sterling cheque drawn on an British bank account (for London) or Euro cheque drawn on an Irish bank account (for Dublin)

MEDICAL AND TRAVEL INSURANCE

London: Insurance is included in the course fees. For details of the cover see: www.francesking.com/downloads/insurance.pdf

Dublin: Before arriving in Ireland students should take out their own medical and travel insurance. They can take out their own insurance or the International Student Policy offered by guard.me.

EU nationals should bring their European Health Insurance Card (EHIC) which allows them access to UK and Irish health care services.

PROGRAMME INFORMATION

What to bring

We will provide you with a list of things to bring when we confirm your programme.

Contact with family

Students are asked to telephone their families on arrival.

Pocket money and valuables

Students are recommended to bring £60-£80/€70-€90 per week to pay for incidental expenses such as drinks and souvenirs. We will charge a handling fee should any extra pocket money be sent during the programme. In London, tickets, passports, valuables and money must be handed to the Centre Manager for safety.

Laundry

Towels and bed linen are supplied and laundered weekly.

SCHOOL RULES

Students are accepted on the understanding that they follow these important rules and are prepared to obey them at all times:

ALWAYS...

- Carry your Frances King student card with you
- Be on time for classes, meals and activities everyday
- Take an active part in lessons and all activities
- Treat other students and staff members politely and kindly
- Be careful not to endanger others or yourself
- Keep your room tidy and be quiet after bedtime
- Try to speak English at all times

NEVER...

- Smoke, drink, use drugs, steal or shoplift
- Use bad language or fight with anyone
- Use your mobile phone or any handheld equipment during lessons or activities
- Break any UK or Irish law
- Behave in an anti-social way
- Eat chewing gum on campus

These rules must be obeyed at all times. Frances King reserves the right to cancel a student's course and accommodation in the event of misconduct or unsatisfactory behaviour. The student's family will be responsible for all extra costs arising.

TERMS AND CONDITIONS

a) Cancellation policy

If you want to cancel your booking you must give notice in writing. Cancellation fee:

- More than 45 days before arrival – deposit of £500/€500
- Less than 45 days – full fees
- Visa refusal received more than 45 days before course start date – £200/€200
- Visa refusal received less than 45 days before course start date – £500/€500

b) Refunds

Course and accommodation refunds may take up to 60 days to process. Refunds cannot be processed until the school has been paid in full for all services booked. Refunds will only be made to the person or organisation that paid in the first instance.

c) Valuables

Students are requested to avoid bringing valuables. We do not accept any liability for loss of money or valuables in our safekeeping or anywhere else.

d) Responsibilities

Students are accepted on the assumption that they are in good health. We do not accept responsibility for injury or loss of life, loss or damage to property, expenses due to delays in transport services or anything else out of our control. It is the student's responsibility to have a valid passport and, if required, a visa. Students are responsible for the full cost of any damage they may cause.

e) Changes to or cancellation of programme

Frances King reserves the right to change or cancel course programmes in case of low enrolments or unforeseen events outside our control.

f) Promotional materials/photography

Sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Parents must advise us at the time of booking if they do not wish their children to appear in any promotional material.

Unless directed by your teacher, classes cannot be filmed or otherwise recorded without the permission, in writing, of a Director, Principal or Academic Director. Teachers may organise filming and recording to enhance your educational experience.

g) Illness or injury

- In case of illness or injury Frances King will follow the advice of the attending medical consultant unless advised otherwise by a parent or guardian.
- Students may be charged for a medical consultation.
- Students from countries outside Europe are not entitled to free treatment. For London insurance included in the fee will cover costs but pre-existing conditions and the first £50 of any claim are not covered. For Dublin we strongly recommend all students take out travel and medical insurance before travelling.
- In case of emergency all students are taken to the nearest Accident and Emergency Hospital. In Dublin there is a charge of €100 for the initial visit to Accident and Emergency. Frances King can pay this fee and be reimbursed at a later date.
- Our appointed First Aiders will administer common medicines, but not prescription medicines, unless we are advised not to by parents.

h) Force majeure

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemic and the like. Refunds will not be made in such circumstances.

i) Day school

Students must be accompanied to and from the campus by an adult of 21 years or over, or 18 or over by arrangement, (unless 14 or over with parent/guardian permission). Students should be dropped off at 8.45 and collected at 17.45. The school rules, except those relating to accommodation, apply to day students.

PERSONAL INFORMATION

We will keep your information in electronic and paper format. Details will be passed to airport transfer accommodation and other providers as needed. Information will also be passed to UK or Irish via and immigration and other government authorities if required.

COMPLAINTS

Problems and complaints with courses, accommodation and other services should be brought to our attention immediately so that we can help.

2020 Calendar

January							
wk	M	T	W	T	F	S	S
1			1	2	3	4	5
2	6	7	8	9	10	11	12
3	13	14	15	16	17	18	19
4	20	21	22	23	24	25	26
5	27	28	29	30	31		

February							
wk	M	T	W	T	F	S	S
5						1	2
6	3	4	5	6	7	8	9
7	10	11	12	13	14	15	16
8	17	18	19	20	21	22	23
9	24	25	26	27	28	29	

March							
wk	M	T	W	T	F	S	S
9							1
10	2	3	4	5	6	7	8
11	9	10	11	12	13	14	15
12	16	17	18	19	20	21	22
13	23	24	25	26	27	28	29
14	30	31					

April							
wk	M	T	W	T	F	S	S
14			1	2	3	4	5
15	6	7	8	9	10	11	12
16	13	14	15	16	17	18	19
17	20	21	22	23	24	25	26
18	27	28	29	30			

May							
wk	M	T	W	T	F	S	S
18					1	2	3
19	4	5	6	7	8	9	10
20	11	12	13	14	15	16	17
21	18	19	20	21	22	23	24
22	25	26	27	28	29	30	31

June							
wk	M	T	W	T	F	S	S
23	1	2	3	4	5	6	7
24	8	9	10	11	12	13	14
25	15	16	17	18	19	20	21
26	22	23	24	25	26	27	28
27	29	30					

July							
wk	M	T	W	T	F	S	S
27			1	2	3	4	5
28	6	7	8	9	10	11	12
29	13	14	15	16	17	18	19
30	20	21	22	23	24	25	26
31	27	28	29	30	31		


August							
wk	M	T	W	T	F	S	S
31						1	2
32	3	4	5	6	7	8	9
33	10	11	12	13	14	15	16
34	17	18	19	20	21	22	23
35	24	25	26	27	28	29	30
36	31						

September							
wk	M	T	W	T	F	S	S
36		1	2	3	4	5	6
37	7	8	9	10	11	12	13
38	14	15	16	17	18	19	20
39	21	22	23	24	25	26	27
40	28	29	30				

October							
wk	M	T	W	T	F	S	S
40				1	2	3	4
41	5	6	7	8	9	10	11
42	12	13	14	15	16	17	18
43	19	20	21	22	23	24	25
44	26	27	28	29	30	31	

November							
wk	M	T	W	T	F	S	S
44							1
45	2	3	4	5	6	7	8
46	9	10	11	12	13	14	15
47	16	17	18	19	20	21	22
48	23	24	25	26	27	28	29
49	30						

December							
wk	M	T	W	T	F	S	S
49		1	2	3	4	5	6
50	7	8	9	10	11	12	13
51	14	15	16	17	18	19	20
52	21	22	23	24	25	26	27
1	28	29	30	31			

Holiday  LONDON  DUBLIN  BOTH

There are no classes on public holidays. There are no classes for 2 weeks from December 21 2020-January 1 2021, except for the Christmas Course and Family Programme in London. In 2021 the schools will open again on January 4.

Guide to English levels

Your present level of English		CEFR	IELTS	Cambridge	TOEIC	BEC	TOEFL (Paper)	TOEFL (IBT)
I speak English fluently and understand almost everything, although I sometimes have difficulty with very colloquial English	Proficiency	C2	8.0	CPE	850-975		625-680 (600)	116-120
I am fluent and confident in expressing myself although I sometimes have problems with more complex ideas or unfamiliar situations	Advanced	C1	7.0-7.5	CAE	750-850	BEC Higher	575 (550)	94-115
I speak well but not fluently in a variety of situations. I can express quite complex ideas, but I find it difficult to understand fast speech of native speakers	Upper Intermediate	B2	5.5-6.5	FCE	450-750	BEC Vantage	525 (500)	47-93
I understand and speak quite well in familiar everyday situations	Intermediate	B1	4.0-5.0	PET	300-450	BEC Preliminary	475 (450)	32-46
I can understand and speak basic English in familiar situations	Elementary	A2	3.5	KET	125-300		425	29-31
I speak very little English	Beginner	A1	3 or below		0-125			
I am a complete beginner	Complete Beginner	A0						