

1. Definitions

- a. A **'course'** is defined as the minimum period of time permitted on a single course type as described on our website. For example, the minimum course period for the *Business & Professional 30+* course is one week; for the *Legal English 20-30* course it is three weeks (see Appendix One: Minimum Course Period Table).
- b. An **'enrolment'** covers your entire study period at the school and can consist of either a single course or a combination of courses, and any accommodation or services booked with us.

2. Booking with us

When you book a course, you must pay:

- a non-refundable registration fee of £70 (or £30 if you book online through our website www.londonschool.com or by simply clicking here: [online booking form](#)).
 - a course deposit of £500
- a. If you choose to stay in accommodation organised by us you must pay a non-refundable accommodation placement fee of £60. If you chose to stay in homestay accommodation or Prince Consort Village residence, then you will also need to pay an accommodation deposit of £200.
 - b. If you return to us to take another course at a later date, you will not be charged the registration fee again.
 - c. You must pay your deposit within five days of enrolling, and the rest of your course fees in full 30 days before the course starts. If you are enrolling less than 30 days before the start of your course, you must pay the full fees immediately.

3. Insurance

The school strongly recommends that you take out insurance in case you are unable to start or finish your course for reasons outside your control. Please visit [insurance](#) for more information. Please note that our terms apply in the case of unforeseeable 'force majeure' events, which may not be covered by insurance.

4. Visa Applications [Do you need a visa to come to the UK?](#)

- a. Please note that it is your responsibility to apply for your visa in good time.
- b. If your application for a visa is refused, we will refund any fees that you have paid less the registration fee, accommodation placement fee and any bank charges provided that you send us a copy of the visa refusal letter issued by the British Embassy/Consulate at least five working days before your course is due to start. If you fail to receive a visa or to send us a copy of the visa refusal letter, we reserve the right to charge you in line with our normal cancellation terms for both course and accommodation fees (*see points 9 & 13*).

5. Your level of English

- a. It is your responsibility to check the level of English you need for the course you wish to take and to make sure you have the required level. This is necessary to ensure the suitability of the course for you and to give you the best experience with us. We strongly recommend that you complete the online test on our website at <https://www.londonschool.com/online-english-level-test/> before you enrol. Once you have enrolled you must complete your Pre-Course Questionnaire in order to ensure we have the relevant information to tailor your course to your needs. If you are uncertain about your level, please contact the school and we will be happy to advise you.
- b. On arrival, if our assessment is that your level of English is unsuitable for the course you have booked, we reserve the right to move you to a more suitable one. If we move you to a more expensive course as a result, you will have to pay the difference. If we move you to a cheaper course, you will not receive any refund. Should you decide to cancel your course, we will follow our cancellation terms (*see point 9*).
- c. If your level is too low to join a group course, we may offer you a programme of Individual Tuition at our current rates, subject to availability. Because this will be more expensive, you can choose whether to pay extra and maintain the full length of your booking, or to pay the original fees and shorten your enrolment. Individual tuition must be booked in a minimum block of 15 hours per week.

6. Holidays

You are entitled to take a holiday during your enrolment on the following conditions:

- a. Your holiday must consist of whole calendar weeks.
- b. Course weeks taken as holiday will be added to the end of your enrolment.
- c. If you have a visa, it must be valid for long enough to extend your enrolment. If it is not, the break in your course will be treated as a postponement or cancellation.
- d. If you request a holiday with 13 days' or fewer notice, you will need to pay a £50 Course Change fee.
- e. You cannot take a holiday during exam courses, English for University or Legal English 20-30.
- f. If as a result of taking a holiday your course is extended into July or August, you will have to pay a summer supplement if applicable (please see our website for more details). If you take holiday in weeks for which you have paid a summer supplement, we will not refund it.
- g. If as a result of taking a holiday your course extends into the following year, you will have to pay the rates which apply in that year for those weeks.
- h. Once you have moved weeks of your course for a holiday, those weeks are not eligible for any refund if you choose to cancel them at a future date.

Holiday with 14 days' or more notice:

Course fees: you may extend your enrolment by the same number of weeks as your holiday.

Homestay/Prince Consort accommodation fees: you may extend your accommodation by the same number of weeks as your holiday (*see accommodation, 13b*).

No Course Change fee.

Holiday with 13 days' or fewer notice:

Course fees: No refund

Homestay/Prince Consort accommodation fees: No refund

£50 Course Change fee.

7. Changes to your enrolment

- a. Once your enrolment has started, any change will incur a £50 Course Change fee apart from:
 - i. Upgrades to a more expensive group or combination course
 - ii. Extensions of your current enrolment
 - iii. Additions to your current enrolment such as adding Individual Tuition to a General English 30+ course
 - iv. Holiday requests with 14 days' or more notice
- b. Once your enrolment has started, if you choose to change to a less expensive course you will not be eligible for a refund.
- c. For enrolments of longer than 12 weeks the school will allow you to make one change after your enrolment has started with no course change fee. For all additional changes, you will be charged a £50 course change fee.
- d. If you want to extend your Intensive General English (IGE) course, the additional fees will be based on the length of your original course **or** the length of your extension, whichever is longer. For example: if your original IGE course was 2 weeks and you want to add 8 weeks, your extended course will be charged at the 8-week rate. If your original course was 16 weeks and you want to add 2 weeks then your extended booking will be charged at the 16-week rate [click through to IGE fees](#)
- e. If you want to extend your Academic Year course, the additional fees will be based on the length of your original course. For example: if your original enrolment was 26 weeks and you want to add 4 weeks, your extended enrolment will be charged at the 26-week rate. [\(click through to AY rate scale\)](#)
- f. If you want to change a group course to 1:1 tuition it must be booked in a minimum block of 15 hours per week subject to availability and will be charged at our current Individual Tuition rates. If this change is made once your enrolment has started, it will incur a £50 Course Change fee. If the group course you wish to change costs less than 15 hours of 1:1 then you will need to pay the difference. It is not possible to convert a group course to less than 15 hours per week.

8. Postponing your enrolment

You are entitled to postpone your enrolment on the following conditions:

- a. An Academic Year booking cannot be postponed after it has started.
- b. You cannot postpone an exam, English for University or Legal English 20-30 course after it has started.
- c. Once your enrolment has started, you must give a minimum of 14 days' notice to postpone a course with no penalties.
- d. Course & accommodation fees are not refundable in the case of a postponement.
- e. After it has started, an enrolment (or part of an enrolment) can only be postponed once.
- f. Once an enrolment (or part of an enrolment) has been postponed, it cannot be changed again. If you choose to cancel a course that you have postponed, no refund will be given.
- g. If you want to postpone ad-hoc 1:1 lessons, you must inform a Courses Manager in writing by Wednesday of the week before the lesson is due to take place. After Wednesday of the

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week before, it will be treated as a cancellation. Ad-hoc 1:1 lessons are those booked in the evenings or outside of our standard booking hours of 9am-5pm Monday-Friday.

- h. You must start a postponed enrolment within 12 months of the date the postponement was agreed. Failure to use your postponed enrolment within this period will result in a loss of all course fees paid. If as a result of postponing your course it extends into the following year, you will have to pay the rates which apply in that year for those weeks. Postponed weeks must be taken in a single block.
- i. If your postponed course is in July or August, you will have to pay a summer supplement where applicable (please see our website for more details).
- j. All credit is minus the registration fee, accommodation placement fee & any bank charges.

8.1 Postponing before your enrolment starts

- a. Postponing 21 days or more before start date:
Course fees: full credit
Homestay/Prince Consort accommodation fees: full credit
- b. Postponing 20 days or fewer before start date:
Course fees: credit minus the first week's course fee.
(see Appendix One: Minimum Course Period Table)
Homestay/Prince Consort accommodation fees: credit minus the first week's accommodation fee.

8.2 Postponing part of your enrolment once it has started

- a. Postponing with 14 days or more notice:
Course fees: full credit
Homestay/Prince Consort accommodation fees: full credit
Course change fee: £50
- b. Postponing with 13 days or fewer notice
Course fees: 100% penalty of following week's course fees then full credit for the remaining weeks.
Homestay/Prince Consort accommodation fees: 100% penalty of following week's accommodation fees then full credit for the remaining weeks.
Course change fee: £50

9. Cancelling your enrolment

You are entitled to fully or partially cancel your enrolment on the following conditions:

- a. An Academic Year booking cannot be cancelled or shortened.
- b. There is no refund if you cancel an exam, English for University or Legal English 20-30 course after it has started.
- c. You cannot shorten a course below the minimum course booking period. (See Appendix One: Minimum Course Period Table)
- d. On the Intensive General English course, you cannot shorten a booking of less than 12 weeks in length once the enrolment has started.

9.1 Cancelling before your enrolment starts

All refunds are minus the registration fee, accommodation placement fee & any bank charges.

- a. Cancelling 21 days or more before start date:
Course fees: full refund
Homestay/Prince Consort accommodation fees: full refund
- b. Cancelling 20 days or fewer before start date:
Course fees: refund minus the minimum booking period for the first course in your enrolment (See Appendix One: Minimum Course Period Table).
Homestay/Prince Consort accommodation fees: refund minus the first week's accommodation fee.

9.2 Cancelling once your enrolment has started

Course fees: No refund for the following 2 weeks then 50% refund of remaining course fees
Homestay/Prince Consort accommodation fees: No refund for the following week then full refund of remaining accommodation fees

10. Examination courses

Exam courses cannot be booked without booking the exam itself. Exam fees are not refundable as a separate item from the course. Examination booking dates depend on the examination authority. The examination may take place either during the last week of the course or the day after the course has finished.

11. Skype

- a. Training is only confirmed once payment has been made.
- b. Skype training hours must be used within 12 months of the date of purchase.
- c. If you need to postpone any of your lessons, please inform us in writing at least 48 hours before the start of the session. Skype lessons booked for Monday must be postponed in writing by 12:00 GMT the Friday before. Lessons cannot be postponed without sufficient notice.

12. Voice & Accent Training

- a. Training is only confirmed once payment has been made.
- b. If you need to cancel or postpone any of your lessons, please inform us in writing at least 48 hours before the start of the session. Voice Training booked for Monday must be cancelled or postponed in writing by 12:00 GMT the Friday before. Cancellations cannot be refunded without sufficient notice.
- c. Postponed hours must be taken within 3 months of the postponement agreement date.

13. Accommodation

- a. Homestay accommodation is booked in whole week blocks from the Sunday before your course starts to the Sunday after it ends. If you want to arrive earlier, or leave later, we will try to arrange this but we may have to offer you an alternative such as a hotel for the extra night or nights at an additional cost to you.
- b. If you take a holiday break during a long course, you may be able to remain in your homestay or Prince Consort Village accommodation, but this is not guaranteed. If you wish to leave your accommodation at this time, you must give us at least 14 days' notice. We will try to arrange for you to return to the same accommodation or organise an alternative, but we cannot guarantee to do so.
- c. Prince Consort Village residence is booked in whole week blocks from Sunday before your course starts to Sunday after it ends. If you want to arrive earlier, or leave later, we will try to arrange this at a rate of £50 per night but we may have to offer you an alternative such as a hotel for the extra nights.
- d. We recommend that you reserve accommodation for the whole time you are in the school. If you reserve accommodation for a shorter period than your course, and then wish to extend it, you must give us at least 21 days' notice. We will do our best to extend it, but we cannot guarantee to do so.
- e. Accommodation is only available while you are taking a course in the school, including any time necessary to take an exam connected with your course, and in multiples of whole weeks.

You may pay for your accommodation in 4-week blocks. In this case you must pay one week in advance of each 4-week block.

- f. You are liable to pay for any damage that you cause at your accommodation.

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- g. All accommodation providers other than homestay and Prince Consort Residence arranged through the school have their own cancellation and postponement policies. It is your responsibility to carefully read the terms of third party providers (other residences, hotels and apartments).

14. General

- a. A study hour is 60 minutes.
- b. If you make a booking that means you will miss more than 5% of your course(s) at Westcroft Square because the school is closed for public holidays while you are here, we will adjust your fees to reflect the time that you will lose. If you extend your course, then the 5% rule will be applied to the extension.
- c. Course fees will be adjusted to reflect the hours lost on Holland Park Gardens & Canterbury courses due to closures over the Easter Bank Holiday weekend.
- d. If you take a course that starts in one year and finishes in the next, we will calculate your fees and accommodation payments according to the applicable fees at the time of booking.
- e. If you have booked and paid through a representative, any refund due will be made to the representative.
- f. No refund is due if you arrive late, leave early or miss any classes.
- g. We reserve the right to exclude you in the event of
 - i. late arrival to start your course of more than one day without prior agreement.
 - ii. irregular attendance.
 - iii. Attendance below 80%
 - iv. unacceptable or disruptive behaviour either in the school or in your accommodation.In this case you will not be entitled to any refund of course fees. If your attendance falls below 80% without the prior agreement of a Courses Manager, you will not be issued with an end of course certificate.
- h. We try to run all advertised courses, but we reserve the right to cancel courses where we deem it necessary. In this case we may offer you an alternative, but if you choose not to accept it, or there is no viable alternative, we will refund you all fees paid.
- i. If you have come to us through a representative, their Terms and Conditions may apply to you, but we reserve the right to apply our own Terms and Conditions.
- j. In order to fulfil our obligations to you and, in some cases, to the British authorities, it is necessary for us to see and copy your passport (and visa if appropriate), to have contact details for you in The UK (including a mobile phone number if you have one), and to have details of your next of kin in your country of residence. By enrolling with us, you therefore agree to provide these and tell us immediately if they change during your stay.

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- k. All of our courses have a minimum age specification. It is your responsibility to make sure that you are in the correct age range for the course you have booked. Please see the course information on our website for more information.
- l. We reserve the right to hold our courses at our centres or at a suitable offsite location, irrespective of the published location.
- m. Although we will always try to respect the stated maximum class size, we reserve the right to exceed it by one additional participant.
- n. If you request that individual tuition be conducted off-site then you must cover any additional costs incurred.
- o. Course fees are non-transferable. You cannot transfer your fees to another person.
- p. If a situation arises that has not been covered by these Terms and Conditions, we reserve the right to take any fair and reasonable action that we think appropriate

Appendix One

Minimum Course Period Table:

| | |
|-------------------------------------|---------|
| Business English 20-30 (BEN) | 1 week |
| Legal English (LGL) | 1 week |
| Human Resources (EHR) | 1 week |
| Business & Professional 30+ (BP30+) | 1 week |
| General English 30+ (GE30+) | 1 week |
| Intensive General English (IGE) | 2 weeks |
| BEC Vantage (BECV) | 2 weeks |
| IELTS | 8 weeks |
| Cambridge Advanced (CAE) | 8 weeks |
| Cambridge First Certificate (FCE) | 8 weeks |
| English for University (EfU) | 4 weeks |
| Legal English 20-30 (LEN) | 3 weeks |