



THE LONDON SCHOOL OF ENGLISH
BOOKING TERMS AND CONDITIONS
MARCH 2020

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1 Definitions

- 1.1 A **'course'** means a continuous period of study on one course type.
- 1.2 The **'minimum period'** means the minimum period of time permitted on a single course type. See section 14 for information about minimum course periods.
- 1.3 An **'enrolment'** means 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.
- 1.4 A **'working day'** is Monday to Friday, excluding any day when the Holland Park Gardens school office is closed.

2 Making a booking

- 2.1 When you book a course, you must pay:
 - a. a non-refundable registration fee of £80 (£40 if you [book on our website](#)).
 - b. a minimum course deposit of £500.

If you take another course with us at a later date, you will not be charged the registration fee again.
- 2.2 If you want to stay in accommodation organised by the school, you must pay:
 - a. a non-refundable accommodation placement fee of £60.
 - b. for homestay or residence an accommodation deposit of £200.
- 2.3 When you book, you have 5 working days to pay your deposit(s). We will not process your booking until you have paid. You must make full payment of the rest of your course fees 20 working days

before the course starts. If you are booking less than 20 working days before the start of your course, you must pay the full fees immediately.

3 Insurance

- 3.1 We strongly recommend that you take out insurance. Please see <https://www.londonschool.com/information/about-us/services-facilities/insurance> for more information on suitable policies for students. Please note that our terms may apply in situations which are not covered by insurance.

4 Visas

- 4.1 You must [check if you need a visa](#) and apply in good time if you do. Please *see sections 7.1 and 8.1* for possible penalties if your visa is refused or you are late in receiving it.
- 4.2 If you need a visa it must be valid for the entire period of your enrolment including any extension because of postponements or holidays.
- 4.3 If your application for a visa is refused, you must send us a copy of the visa refusal letter issued by the British Embassy/Consulate. We must receive this at least 7 working days before your first course is due to start. If you do this, we will refund any fees that you have paid, less the registration fee, accommodation placement fee and any bank charges. If you do not do this, we will charge you our normal cancellation penalties for both course and accommodation – please *see section 8.1.b*.

5 Your level of English

- 5.1 You must check the level of English you need for your course and make sure you have the required level. [You can check your level here](#). Once you have booked a course, you must complete your pre-course questionnaire.
- 5.2 When you arrive, if we think that your level of English is unsuitable for the course you have booked, we may move you to a more suitable one. If we move you to a more expensive course, you will have to pay the difference. If we move you to a cheaper course, you will not receive any refund. If you decide to cancel your course, we will follow our cancellation terms (please *see section 8.1*).
- 5.3 If your level is too low to join a group course, we may offer you a programme of Individual Tuition at our current rates. Because this will be more expensive, you can choose either 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 may take a holiday during your course on the following conditions:

- 6.1 You must give us 10 working days' notice. If you fail to do so, you will lose one week's course fees. If you want to leave your homestay or residence accommodation during your holiday, please *see section 12.4*.
- 6.2 Your holiday must consist of whole calendar weeks.
- 6.3 Course weeks taken as holiday will be added to the end of your enrolment.
- 6.4 If you have a visa, it must be valid for long enough to extend your enrolment. If it is not, you will lose the weeks you take as holiday.

- 6.5 You may either leave your accommodation during your holiday, in which case the weeks will be added to the end of your enrolment, or remain in it, in which case you must pay extra for the weeks added to the end of your enrolment if you want to extend your accommodation.
- 6.6 You cannot take a holiday during exam courses, English for University or Legal English 20-30.
- 6.7 If you move weeks of your course for a holiday, we will not make any refund if you choose to cancel them at a future date.

7 Postponing

A course, or part of a course can only be postponed once. All postponements must be made in writing.

7.1 Postponing your enrolment before you start:

- a. You may postpone your enrolment without a penalty by telling us 15 working days before the start of your first course.
- b. If you give us less than 15 working days' notice you may postpone your course, but you must pay one week's course fees. For homestay and residence terms, please *see section 12.4*.
- c. If you postpone because you are still waiting for your visa the period of notice required is reduced to 7 working days. Please *see section 4.1*.
- d. You must start a postponed enrolment within 12 months of the postponement date. If you do not start your postponed enrolment within this period, you will lose all course fees paid. If a postponed course extends into the following year, you will have to pay for those weeks at the rates which apply in that year including any summer supplement. Postponed weeks must be taken in a single block.

7.2 Postponing part of your enrolment after you have started:

- a. You cannot postpone part of an Academic Year booking, or an exam course, English for University course or Legal English 20-30 course after it has started. These courses can only be postponed in full, before they have started (please *see section 7.1*).
- b. You may postpone any other course (please *see section 7.2.a*) or part of it without a penalty if you give 10 working days' notice. You may only make one postponement per enrolment. Only full weeks can be postponed. If you cancel a course that you have postponed, you will not get any refund. For homestay and residence accommodation terms, please *see section 12.4*.
- c. If you give less than 10 working days' notice, you may postpone any other course or part of it, but you will lose one week's course fees. You may only do this once. Only full weeks can be postponed. For homestay and residence accommodation terms, please *see section 12.4*.
- d. 1-1 lessons which are not booked as part of a combination course, or in a block of at least 15 hours per week are considered 'Ad-hoc'. If you want to postpone ad-hoc 1-1 lessons, you must inform us in writing by Wednesday of the week before the lesson is due to take place. After Wednesday of the week before, it will be treated as a cancellation (please *see section 8.2*).
- e. You must start a postponed enrolment within 12 months of the postponement date. If you do not start your postponed enrolment within this period, you will lose all course fees paid. If a postponed course extends into the following year, you will have to pay for those weeks at the rates which apply in that year. Postponed weeks must be taken in a single block.

8 Cancelling

All cancellations must be made in writing.

8.1 Cancelling before your enrolment starts:

- a. You may cancel your whole enrolment by giving 15 working days' notice. We will refund all fees paid, except the registration fee, accommodation placement fee, insurance & any bank charges.
- b. You may cancel your whole enrolment with less than 15 working days' notice, but we will charge you for the minimum period (*see section 14*) for your first course. For homestay and residence accommodation terms, please *see section 12.4*.
- c. If you cancel because you are still waiting for your visa the period of notice required is reduced to 7 working days. Please *see section 4.1*.

8.2 Cancelling part of your enrolment after you have started:

- a. You cannot shorten an Academic Year booking or an exam course, English for University course or Legal English 20-30 course.
- b. You cannot shorten a course below the minimum course booking period (*see section 14*).
- c. If you are taking more than one type of course, a future course is considered to be separate and you may cancel it with the same conditions as in *section 8.1*.
- d. 1-1 lessons which are not booked as part of a combination course, or in a block of at least 15 hours per week are considered 'Ad-hoc'. If you want to cancel ad-hoc 1-1 lessons, you must inform us in writing by Wednesday of the week before the lesson is due to take place. After Wednesday of the week before, it will be treated as a cancellation (please *see section 8.2*).
- e. If you have already started a course, you may shorten it by giving 15 working days' notice. You will also lose 30% of the fees for the remainder of the course after the notice period. For homestay and residence accommodation terms, please *see section 12.4*.
- f. If you give less than 15 working days' notice, you will lose the fees for the notice period.

9 Other changes to your enrolment after you have started

- 9.1 If you are taking more than one type of course, a future course is considered to be separate and you may change it without a penalty if you give us 10 working days' notice.
- 9.2 You may make one change to a course you have started without a penalty. After that, we reserve the right to charge a £50 course administration fee.
- 9.3 If you change to a cheaper course, there will be no refund for the difference in fees for the following 3 full weeks of your course.
- 9.4 If you want to extend your Intensive General English (IGE) or Academic Year (AY) course, the additional fees will be based on the longest period booked at a single time. 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. [See IGE fees](#).
- 9.5 If you want to change a group course to 1-1 tuition you must book at least 15 hours per week. If the group course you wish to change costs less than 15 hours of 1-1 you must pay the difference.

10 Virtual Group Classes

- 10.1 Training is only confirmed once payment has been made or a financial guarantee letter by the sponsoring organisation has been provided.
- 10.2 A course or part of a course can only be postponed once. All postponements must be made in writing.
 - a. Postponing your enrolment before you start:

- 10.2.a.1 You may postpone your enrolment without a penalty by telling us 2 working days before the start of your first course. For example, courses booked starting on Monday must be postponed by 9am UK time the Thursday before.
- 10.2.a.2 If you give us fewer than 2 working days' notice you may postpone your course, but you must pay a penalty equivalent to 25% of your course fees for 1 week only.
- b. Postponing part of your enrolment after you have started:
 - 10.2.b.1 You may postpone part of your course without a penalty if you give 2 working days' notice. You may only make one postponement per enrolment. Only full weeks can be postponed. If you cancel a course that you have postponed, you will not get any refund.
 - 10.2.b.2 If you give fewer than 2 working days' notice, you may postpone any further course booked or part of it, but you must pay a penalty equivalent to 25% of your course fees for 1 week only. You may only do this once. Only full weeks can be postponed.
 - 10.2.b.3 You cannot postpone part of the Legal English 20-30 course after it has started. This course can only be postponed in full, before it has started (please see section 10.2.a).
- 10.3 All cancellations must be made in writing.
 - a. Cancelling before your enrolment starts:
 - 10.3.a.1 You may cancel your whole enrolment by giving 2 working days' notice. We will refund all fees paid, except insurance & any bank charges.
 - 10.3.a.2 You may cancel your whole enrolment with less than 2 working days' notice, but we will charge you for 1 week.
 - b. Cancelling part of your enrolment after you have started:
 - 10.3.b.1 You may cancel the remainder of the course with no penalties by giving 2 working days' notice. For example, courses booked starting on Monday must be cancelled by 9am UK time the Thursday before.
 - 10.3.b.2 If you give fewer than 2 working days' notice, you will lose the fees the remainder of the week and there is a penalty of 1 week.
 - 10.3.b.3 You cannot cancel part of the Legal English 20-30 course after it has started. This course can only be cancelled in full, before it has started (please see section 10.3.a).

11 Skype Individual Training and Voice and Accent Training

- 11.1 Training is only confirmed once payment has been made.
- 11.2 Training hours must be used within 12 months of the date of purchase.
- 11.3 For voice and accent training, you may postpone any of your lessons by informing us in writing at least 48 hours before the start of the session. Lessons booked for Monday must be postponed by midday UK time the Friday before.
- 11.4 For Skype training, you may postpone any of your lessons by informing your trainer in writing at least 24 hours before the start of the session. Lessons booked for Monday must be postponed by midday UK time the Friday before.
- 11.5 For Skype 2:1 training, the rules in section 11 apply.

12 Accommodation (homestay and residence)

- 12.1 Homestay and residence are booked from the Sunday before your course starts to the Sunday after it ends. If you choose to arrive later or leave earlier than shown above, the accommodation fees will not be adjusted. 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 nights. See [here](#) for the cost of extra nights for homestay.
- 12.2 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 15 working days' notice. We will do our best to extend it, but we cannot guarantee to do so.
- 12.3 You may pay for your accommodation in 4-week blocks. In this case you must pay 7 working days in advance of each 4-week block.
- 12.4 You may leave or cancel your homestay or residence at any time by giving 7 working days' notice. You may leave or cancel your homestay or residence with less than 7 working days' notice, but we will charge you for one week's stay as penalty.
- 12.5 If you take a holiday break during a long course, you may be able to remain in your accommodation, but this is not guaranteed. If you leave your accommodation at this time, we will try to arrange for you to return to the same accommodation, but we cannot guarantee to do so.
- 12.6 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.
- 12.7 You must pay for any damage that you cause at your accommodation.
- 12.8 The school can also arrange serviced apartments and hotels. They have their own cancellation and postponement policies. Please make sure you read them carefully.

13 General

- 13.1 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.
- 13.2 For transfers booked on a Saturday, Sunday or Monday, cancellations must be received in writing by 3pm UK time on the Friday before the transfer.
- 13.3 For transfers booked on any other day, cancellations must be received in writing 24 hours prior the booked transfer time.
- 13.4 If you have booked and paid through a representative, any refund due will be made to them.
- 13.5 If you have paid for your course by bank transfer or credit card, any refund will be made to the same account or card. If the account or card is no longer available, no refund can be made.
- 13.6 We reserve the right to remove you from the course if:
 - a. You arrive more than one day late to start your course without prior agreement.
 - b. You attend irregularly or have an average attendance below 80%.
 - c. Your behaviour is unacceptable or disruptive, either in the school or in your accommodation.If this happens, you will not be entitled to any refund of course fees.
- 13.7 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 and you may not be allowed to make any changes to your course.

- 13.8 No refund is due if you do not arrive in time for your course start date or you miss any classes.
- 13.9 We try to run all advertised courses, but we reserve the right to cancel courses. In this case we may offer you an alternative, but if you choose not to accept it, or if there is no viable alternative, we will refund you all fees paid.
- 13.10 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.
- 13.11 We need 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 an emergency contact. You agree to provide this information and to tell us immediately if it changes during your stay.
- 13.12 We are unable to take clients under the age of 18. All of our courses have different age requirements. You must make sure that you are the correct age for your course. Please see the course information on our website for more information.
- 13.13 We reserve the right to hold our courses at any location local to the one advertised.
- 13.14 Although we will always try to respect the stated maximum class size, we reserve the right to exceed it by one additional participant.
- 13.15 You cannot transfer your fees to another person.
- 13.16 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.

14 Minimum course period table

Business & Professional 30+ (BP30+)	1 week
Business & Professional 30+ (BP30+) combination	1 week
General English 30+ (GE30+)	1 week
General English 30+ (GE30+) combination	1 week
Human Resources (EHR)	1 week
Legal English (LGL)	1 week
English for Work & Careers (EWC)	2 weeks
Intensive General English (IGE)	2 weeks
Intensive General English (IGE) combination	1 week
Legal English 20-30 (LEN)	3 weeks
English for University (EFU)	4 weeks
Cambridge First Certificate (FCE)	8 weeks (or published length of course)
Cambridge Advanced (CAE)	8 weeks (or published length of course)
IELTS	8 weeks (or published length of course)