

# Terms and Conditions 2017

## Terms and Conditions 2016 (part 1):

### How to Apply to the School

If you have any questions about your course, please contact us. Please apply as early as possible so we have time to process your application and find you the right type of accommodation and make arrangements for your visa if one is required.

### General and Intensive English courses (including Vocational programmes)

1. You need to complete an application form. You will find an application form at the back of this leaflet or obtain one by email, post or online at [www.inlingua-cheltenham.co.uk](http://www.inlingua-cheltenham.co.uk).
2. You need to calculate the total cost of your course by adding together:
  - Total tuition fee
  - £60 Registration Fee (if applicable)
  - Total accommodation price (if required)
  - £40 Accommodation Arrangement fee
  - (if booking accommodation)
  - £25 Visa Application Fee
  - Airport transfers and other transport services
3. Please email or post the application form, together with your Registration Fee (£60), Accommodation Arrangement Fee (£40) and Visa Application fee (£25, if applicable).
4. Send us your flight, train or coach details as soon as you have arranged your travel even if you have not booked the airport meeting and transport service through the school.
5. Tell us immediately if you have to change your course dates because of any delays or if your visa has been refused.
6. Pay the balance of your fees at least three weeks before your arrival date.

**Please note:** If you are a Visa student upon confirmation of your enrolment and invoice you must pay 15% deposit of the total invoice value before we issue the visa documents.

**Please note:** Upon successful completion of your Visa application, full payment of remaining fees must be paid at least 3 weeks before course starts.

**Please note:** If you were unsuccessful in gaining a Visa, the deposit is refunded in full, but not the Registration, Visa Application and Accommodation Arrangement Fees and any other costs the school have incurred i.e. bank charges, courier fees.

### Business Centre

1. You need to complete an application form. You will find an application form at the back of this leaflet or obtain one by email, post or online at [www.inlingua-cheltenham.co.uk](http://www.inlingua-cheltenham.co.uk).
2. You need to calculate the total cost of your course by adding together:
  - Total tuition fee
  - Total accommodation price (if required)
  - Airport transfers and other transport services
  - £25 Visa Application Fee (if applicable)
  - Any other costs i.e. Lunch with the teacher
3. Please email or post the application form. Send us your flight, train or coach details as soon as you have arranged our travel even if you have not booked the airport meeting and transport service through the school.
4. Tell us immediately if you have to change your course dates because of any delays or if your visa has been refused.
5. Fees should be paid at least three weeks before your arrival date or according to a prior arrangement. (Refer to Terms and Conditions - Deposit and Payment at the back of this price list.). If you are a Visa student, upon confirmation of your enrolment and invoice, you must pay 15% deposit of the total invoice value before we issue the visa documents unless you have a prior arrangement with the school.
6. Upon successful completion of your Visa application, full payment of remaining fees must be paid at least 3 weeks before your course starts unless you have a prior arrangement with the school.

### What we do:

When we have received your application form and deposit (if applicable), we will send you:

- A letter confirming the booking.
- Confirmation of the total amount you must pay for your course, accommodation and any other cost (your invoice).
- A Certificate of Enrolment if you need to obtain a Visa on entry, which will include your CAS number if appropriate.
- Information about your accommodation including travel details, confirmation of your airport meeting and transfer service if booked (this may be sent a few days after your enrolment documents)

If we cannot accept your application, we will offer you an alternative date for your course or refund your deposit.

**Once your booking has been accepted, your Registration, Visa Application and Accommodation Arrangement fees (where applicable) will not be refunded.**

# Terms and Conditions 2017

## How to pay:

The invoiced total is normally for full payment in advance for the course and accommodation. All payments must be made in £ Sterling (GBP).

## You can pay

- By cash direct to the school, (Do not send cash in the post).
- By a cheque drawn on an English bank, payable to inlingua Cheltenham.
- By Sterling bank transfer through your bank or via our website 'Pay to Study'
- By Credit Card via our website, please go to the link 'Pay to Study'

**Name of Account:** English and Vocational Academy (EVA) Ltd t/a inlingua Cheltenham  
**Bank:** Lloyds TSB  
Rotunda Montpellier  
CHELTENHAM GL50 1SH  
**Account Number:** 34564760  
**Sort Code:** 30-95-72  
**IBAN Code:** GB02 LLOYD 309572 34564760  
**BIC Code (Swift):** LOYDGB21108

(If you are paying by Sterling Bank Transfer, you should email or send a copy of the transfer document with your application form. Please ask the bank to include your name and invoice number or student number on the transfer).

We hope everything in this section is understandable and clear, if for some reason it is not clear please ask, we are here to help:

inlingua Cheltenham, Rodney Lodge, Rodney Road, Cheltenham, Gloucestershire, England. GL50 1HX

Tel: +44 (0) 1242 250493

**Email:** [info@inlingua-cheltenham.co.uk](mailto:info@inlingua-cheltenham.co.uk)

**Web:** [www.inlingua-cheltenham.co.uk](http://www.inlingua-cheltenham.co.uk)

## Terms and Conditions 2016 (part 2):

### Course fees

All course tuition fees include books and materials. If there are any changes to the UK VAT laws, inlingua Cheltenham books and reserves the right to pass on those changes to the client.

### Deposit and Payment

A non-returnable Registration Fee of £60 along with the Accommodation Arrangement Fee of £40 and a Visa Application Fee of £25 (if applicable) should be sent with your application form.

### Visa Students only

A further deposit of 15% of the total invoice value (in all cases a minimum of £100) should be paid on receiving course confirmation and the invoice. Payment of the 15% will then be credited to your account and a new invoice will be produced for visa purposes. Only after receiving the deposit are we able to issue a Confirmation of Enrolment and your unique visa reference number.

The rest of the course fee is payable in full no later than three weeks before the course commences. If a course is booked less than three weeks before the commencement dates, full payment should be made on receipt of the course confirmation and invoice, otherwise this will be subject to an interest charge of 8% per month or part thereof up to the first day of the course and until payment is received.

We reserve the right to cancel or terminate any course that has not been paid and students will not be allowed to start their courses until payment has been received.

For courses at the Business Centre, payments must be in advance unless there is a prior arrangement with the school. If there is an arrangement in place then the fees should be paid within 30 days of the start date otherwise an interest charge of 8% per month or part thereof up to the first day of the course and until payment has been received.

Please ensure that when you pay the fees you also pay the bank charges for the transfer so that the school receives the full amount. Shortfalls in payment will be requested and interest charged if need be.

Ensure when making your payment that you indicate who the payment is for so as to avoid embarrassing situations when we chase for payments. If a student wishes to pay their accommodation fees in instalments an admin fee of £25 per instalment paid will apply. Tuition fees should be paid in full before the course starts

## Confirmation

We reserve the right not to accept a student and/or to terminate without notice a course that has already begun if payment is not made in full in accordance with our payment terms.

## Cancellation

### A cancellation charge will apply according to the following scale:

- up to 21 days before the course begins: lose deposit plus non-refundable fees
- 21 days to 15 days 33% of the total invoice
- 14 days to 8 days 66% of the total invoice
- 7 days to 3 days 75% of the total invoice
- 2 days or less 100% of the total invoice
- no refunds will be made after the course has started

If a course is cancelled due to an unsuccessful visa application, all fees paid to us (minus our bank charges, Registration, Visa Application, Accommodation Arrangement and Courier fees) will be refunded in full, on receipt of written confirmation from the Visa Section of the British Embassy that your visa application has been unsuccessful.

## Group Courses

### General English

If there are fewer than three students on a Language Skills Programme 20 or 30 course, the number of lessons per day may be reduced according to the following scale:

LSP30 • 2 students – from 6 to 3 lessons, 1 student – from 6 to 2 lessons  
LSP20 • 2 students – from 4 to 2 lessons, 1 student – from 4 to 1 lesson

We reserve the right to offer LSP/20 lessons in the afternoon should we, at our sole discretion; feel that this is in the students' or schools' best interests.

### Business Centre

If there are no other clients of similar level, Business Centre mini-group lessons are upgraded to one to one, but with 50% fewer lessons. This policy will be implemented at the school's discretion. Please note that we do not accept beginners on group classes until they have progressed enough to join a group course of Elementary level.

### Bank Holidays

Please also note that there are no group course lessons on Bank Holiday Mondays - EXCEPT in Business Centre where classes run as normal. Please refer to Public Holidays dates on page 78 of this booklet. Students on short courses (1, 2 or 3 weeks) will have extra lessons to compensate for loss of lessons on Bank Holiday Mondays if it occurs.

## Extending Your Course

If you are a student with or without a visa you can extend your stay if you wish, and your visa allows. We will add the number of weeks of your original booking to your extension and this may mean you will pay a lower price per week for your extension depending which price bracket you fall in to. Please refer to the price list for details.

## Taking Holidays

If you have booked a long duration course of 12 weeks or more and wish to take a holiday during your course, this is possible AS LONG AS you request the number of weeks you wish to take for holidays at point of booking and when at the school you give us four weeks' notice in writing before taking the holiday. We normally allow students to take a maximum of 1 week's holiday for every 12 weeks that they are in the school.

Holidays arranged after the time of booking or exceed those pre-booked will be treated as absences and you will lose those weeks of tuition.

Alternatively you can ask for the free weeks as holiday. Please note no refund or extension will be granted in this situation. If you wish to retain your accommodation you must pay a retainer of £50 per week to the host family while you are away. If students shorten their course there is no refund of fees.

## Long-Term Bookings

Students cannot reduce the length of their course by changing programmes. Under Home office visa regulations we are responsible and duty bound to look after you for the whole duration of your course.

All examination classes are in the afternoon. Students who want exam classes must book the LSP 30 course. It is not possible to book LSP 20 and then change the timetable to 10 lessons in the morning and 10 lessons in the afternoon.

Any students in breach of their visa will be reported to immigration.

## Accommodation Fees

inlingua Cheltenham makes a charge of £40 for arranging accommodation. This charge is also applied if you change host families unless it is deemed the family is unsuitable for you. Please note to change a family is possible but you must have a good reason to do so. The fee that you pay to us for host family accommodation irrespective of the Accommodation Arrangement Fee is what we pay to the host family. We do, however, have a contract with the host family which stipulates that we must give them four weeks' notice if a student is going to change or leave the family. In exceptional circumstances (for example, the family does not provide what they have promised etc.) we may decide not to give the family 4 weeks' notice.

### Examination Fees and Skills Sessions

Examination Fees (for Cambridge examinations, IELTS etc.) are not included in the course price and will be charged separately. If there are fewer than 5 people enrolled on an LSP30 programme specifically wanting to follow a published IELTS or Cambridge examination preparation Skills Session, we reserve the right to cancel the Skills Session and offer alternative Skills Sessions instead. In these rare situations, we will also offer an extra programme of supervised self study, in order to help the students prepare for the exams.

### Activities and Excursions

#### General English

Activities and excursions are normally offered as optional extras. These activities are organised for students and offered either free of charge or at cost price (when a cost is incurred by inlingua). **Students who prepay activities on the summer programme will normally be guaranteed a place on the activities and excursions they have paid for, however they must still sign up for all activities and excursions, so that appropriate staffing and transport can be ordered.**

#### Business Centre

The Executive Social Programme is included in the fees, except the cost for public transport, meals, entrance fees and personal spending is to be paid by the client. Any students on a combined General and Business English course will need to pay for their social programme. Please note: inlingua Cheltenham organises activities and excursions as a service to clients and can accept no responsibility for loss of clients' belongings or any personal injury to clients whilst participating in these activities.

### Medical and Travel Insurance

inlingua Cheltenham include **Medical and Travel Insurance as part of your tuition fee. This policy is through Gibbs Denley StudentGuard insurance covers you throughout your stay.** Please ask for a copy of the insurance cover when you apply for your course or look at it on our website [www.inlingua-cheltenham.co.uk](http://www.inlingua-cheltenham.co.uk).

Students aged 18 and under will need to provide a signed Parental Consent Form for immigration and the school.

#### Declaration by the client (or Guardian if under 18)

When you enrol on a course at inlingua Cheltenham, whether you complete an inlingua Cheltenham enrolment form, enrol via an agent or by any other means, your act of enrolment means that you are fully in accordance with our terms and conditions and agree to abide by them.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

