

Phoenix School of Languages

Terms & Conditions

(revision 20/03/2018)

1. ENROLMENT

By enrolling on a course, you indicate your agreement to these Terms & Conditions. Enrolment becomes valid only when Phoenix School of Languages acknowledges the enrolment and the appropriate deposit/payment is received by the school.

1.1 Age

The minimum age for acceptance of an individual student is 16. If students are part of an organised group, summer school and/or accompanied by responsible adults and group leaders then a student under the age of 16 can be enrolled after approval from the Principal.

Parents and guardians of under-18s must complete a Parental Consent Form before the student's course starts. Students aged under 18 must abide by the rules set out on the form, including curfew times. Failure to do so may result in the student being sent home.

1.2 Travel and Medical Insurance

The school is not responsible for making insurance arrangements for students. We strongly advise all students to organise travel and medical insurance before leaving their home country. We also advise all students to take cancellation insurance that covers the course and accommodation fees.

2. PAYMENT OF FEES

All course fees must be paid in full no later than 30 days before the course starts. If booking is made less than 30 days before the course starts, the fees are immediately payable. If payment has not been received in full, you will not be able to start your course.

The student, or their agent, is responsible for the payment of all bank transfer fees (whether applied by sending or receiving bank).

3. CANCELLATION & REFUNDS

If you have booked your course at a distance, e.g. through our website, over the telephone, then you may cancel your booking within 7 working days and receive a full refund. We will not provide or start to arrange any services until this cancellation period is over. If you wish us to commence arranging your course before the cancellation period finishes then we can do so, but the cancellation charges detailed below will apply.

Please note that the Registration Fee is non-refundable.

All cancellations and requests for refunds must be made in writing to the Principal.

In the event of cancellation before the course starts, the following cancellation fees are payable:

More than 30 days before the first day of the course £100.

Less than 30 days before the first day of the course £150.

Less than 8 days before the first day of the course Full fee.

Where students require a visa to study and the school has provided a Visa Support Letter, a full refund of tuition fees will be made if the visa is refused, less an administration charge of £50. A copy of the Visa Refusal Letter must be supplied to the school before a refund can be made.

After the commencement of the course, refunds will only be granted in qualifying circumstances at the discretion of the Principal. If a refund is granted after the start of the course then an administrative fee of 20% of all fees will be deducted from the amount to be refunded.

If your booking and payment has been made through an agent, any refund will be paid to that agent.

Refunds will only be made to the same card/bank account that the original payment was received from. Any bank charges will be deducted from the amount to be refunded.

Transfer of fees from one student to another is not permissible.

3.1 Late arrivals, Sickness and Vacations

If you begin your course late or are absent during your course for any reason, no refund will be made. No compensation, e.g. course extensions, will be made for any periods of absence during the course.

Individual (1:1) lessons can be re-arranged provided 24 hours' notice is given. If notice is received later than 24 hours before the lesson, then the lesson cannot be rescheduled and will be lost as a result.

3.2 Books

The price of books is not included in the fee and students studying for 3 weeks or longer may be required to purchase the textbook used in class.

3.3 Examination Fees

The price of external examination fees is not included in the course fee; these have to be paid separately.

3.4 Accommodation Refund Policy

You must write to the school, giving at least 7 days' notice, if you wish to leave your accommodation early.

3.5 Changing your course

It may be possible to extend or change your course after you have arrived, subject to approval by the school. We charge an administration fee for amending the booking.

4. ACCOMMODATION

All accommodation options are subject to availability and early booking is advised. We recommend that you book accommodation for the full length of your course.

Accommodation can only be arranged for students who book a full-time course with the school, and can only be provided for the duration of the course.

If you leave your course early for any reason, you will be asked to leave the accommodation that has been provided by the school.

If your course dates change, or you extend your course, we cannot guarantee that the same accommodation will be available.

Any student who behaves in an unacceptable manner will be asked to leave their accommodation. Under these circumstances, the school cannot guarantee the provision of alternative accommodation.

Students arranging their own accommodation must provide the school with their accommodation address and contact telephone number before their course starts.

If you wish to have a friend to stay with you for a few days in your accommodation then you must agree this yourself with the school. We may ask the guest to pay for their accommodation.

Students booking long courses may wish to leave their homestay accommodation for a period of time, e.g. for a holiday. They must advise the school of any planned leave with at least 7 days' notice. If the period of leave is 7 days or less then the full accommodation charges will apply. If the period of leave is more than a week then a holding fee of 50% will apply to full calendar weeks.

5. HOLIDAYS

Classes are not held during school holidays, which include public holidays. Compensation is not made for classes not provided during holidays.

6. SPECIAL COURSE CHANGES

Phoenix School reserves the right to change course start dates, course curriculum and programmes at any time due to errors, omissions and circumstances beyond our control. However, in cases where the course is rescheduled prior to the start and the new date is unacceptable to the student, all fees will be refunded.

7. BEHAVIOUR POLICY - RULES AND REGULATIONS

Students are subject to the rules and regulations governing the school. Students are treated as responsible adults, but for their own benefit the school has established certain minimal standards. A copy of the Student Handbook is posted on the website, which provides details of the rules and expected behaviour. Please read it in advance of registration.

7.1 Expulsion

Any student, who commits a criminal offence, has been found guilty of gross or persistent misconduct in accordance with the school's disciplinary procedure or has a very poor attendance record, may be expelled and asked to return home. No refund will be given and the immigration authorities will be informed where necessary.

8. COMPLAINTS PROCEDURE

Details of our Complaints Procedure can be found in the Student Handbook.

9. OTHER

In very rare circumstances, the stated maximum class size might be exceeded. If this does happen, it will only be by one person and for a very limited period.

Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of individual lessons.

If your English level is not suitable for the course you have booked, we reserve the right to move you onto a different course.

The school reserves the right to change teachers at any time during the course.

The school reserves the right to alter dates, fees and any particulars without prior notice.

10. DATA PROTECTION

Data provided will be kept by Phoenix to contact you regarding the courses we provide and relevant news from the school. We will not pass this information onto other parties without asking for your consent.

11. PHOTOGRAPHY AND FILMING

Classes cannot be filmed or otherwise recorded in any way without the written permission of the Principal.

Phoenix may use photographs or video of students for promotional purposes.

You, or your parent/guardian if you are under 18 years of age, must inform the school in writing before your course starts if you will not allow us to use such images.

12. LIABILITY

Save where responsibility is imposed by law, Phoenix will not be liable for any loss or injury sustained by students whether within the school or elsewhere.

13. LAW AND JURISDICTION

This contract is subject to English law and the English courts shall have exclusive jurisdiction.