

# Terms and Conditions for Adult Courses

## How to book a course

1. To secure a place on an OXFORD ILS full-time course, please return the Registration Form together with payment of a deposit of 30%. For more details please refer to our website.
2. All part-time and one-to-one courses must be paid in full or for a minimum of one month on registration and prior to the student joining a course.
3. All our adult courses are for students aged 18 and above. Students aged between 16 and 17 may attend adult classes on condition that a Consent to Travel and Study Form is completed, signed and returned to Oxford ILS by the parent or guardian.
4. We welcome group bookings for friends or family members wishing to study together, mini-stays and other group bookings. Please contact the School for quotes.
5. The School reserves the right to refuse admission to any student, or dismiss a student, in the event of misconduct, or unsatisfactory attendance, or timekeeping, without refund of fees.

## Payment of fees

1. On receipt of the Registration Form and deposit, a Confirmation Letter of a Place to Study at Oxford ILS is sent by email with a statement of fees (including airport taxi, if required). The full amount outstanding must be settled at least 8 weeks before the course starting date. The student or person making the payment must make sure that this is received by Oxford ILS in time, as it may take several days for funds to be transferred via the banking system.
2. In the case of registration less than 8 weeks before the course starting date, the full amount of the cost of the course plus accommodation fee must be sent with the Registration Form.
3. The School accepts payment by instalments ("Flexi payment") for longer-term (24 weeks +) students. Please contact the School for details.
4. All fees are payable in pounds sterling and payment can be made as follows:
  - By bank transfer directly to our account. Our bank account details are included in our invoices. Please email us a copy of the remittance advice and indicate the student's name as a reference for the transfer.
  - By UK Debit card. All debit card payments can only be in pounds sterling.
  - By Credit Card (Visa or MasterCard). Payments will be in pounds sterling and additional fees are payable by the student, parent or guardian or representative.
5. All charges for processing international bank transfers and currency exchange rate variations are payable by the student, parent or guardian, employer. Please ensure your remittance value takes this into consideration.
6. PLEASE NOTE: Students will not be allowed to start their course unless FULL PAYMENT, or, in case of "Flexi payment" for at least 24 weeks, has been received by the School. All travel fees, including airport taxis are payable by the student/parent/guardian/ employer. The course fee does not include costs for excursions, tours or extra-curricular activities.

## Accommodation

1. Homestay accommodation is booked on a weekly basis, e.g. from Sunday to Sunday, beginning on the Sunday before the course starts, and will end on the Sunday after the end of the course. During the month of July all homestay accommodation bookings must be Sunday to Sunday.
2. Details of the Homestay Provider will be sent to the student at least 14 days before the course start date.
3. Students must behave in an acceptable manner and observe the School's Code of Conduct Policy.
4. Arrival time at the Homestay Provider is between 14:00 and 20:00 on the date of arrival. If the expected arrival is outside of these times, then please contact the School as soon as possible, so that we can check the Homestay Provider's availability.
5. Departure time is no later than 12:00 on the last day at the Homestay accommodation.
6. The minimum age of students is 16 for adult courses. Where students are less than 18 years of age, then Homestay accommodation must be booked. The Homestay Provider will ensure that the student adheres to the evening curfew times in accordance to the Oxford ILS Safeguarding Policy.
7. Students wishing to extend their Homestay accommodation must provide at least two weeks' notice in writing to the Accommodation Manager. The School cannot guarantee the availability of the same Homestay Provider. Where the same Homestay Provider accommodation is not available, then the School will try to find an alternative. In this event an accommodation booking fee will be charged.
8. A student may ask to change the Homestay Provider up to 2 times. After that the School has no obligation to offer the student alternative accommodation. An accommodation booking fee will be chargeable when the student changes their Homestay Provider.

## Change or Cancellation of a course

### **A. By the full-time student**

1. Where a student wishes to change the course to another level, then the student must notify the School in writing. The School will take all reasonable measures to offer and transfer the student to a more suitable course of equivalent cost, where available.
2. For a course cancellation before the course start date for Group bookings (whole Group or individuals in the Group):
  - Less than 21 days' notice - 100% of total fees are charged
  - Between 21-30 days' notice - 60% of the total fees are charged
  - Between 31-60 days' notice - 30% of the total fees are charged
  - More than 60 days' notice - administrative cost of £200 per student are charged.

Where a course is cancelled by a Group (whole Group or individuals in the Group) after the course start date, then no refund is given.

3. For a course cancellation before the course start date for Adult individuals:

- Less than 28 days' notice – an administrative fee of £350 is charged.
- From 28 days' notice – an administrative fee of £150 is charged.

Where a course or accommodation is cancelled by an Adult individual student after the course start date, then a written notice to the School Director must be given 10 working days before cancellation. Two weeks tuition and 2 weeks accommodation fees are charged.

4. Where a course or accommodation is cancelled by an Adult individual student after the course start date, then refunds will be made after taking into consideration the applicable cancellation charges, as indicated above, and will be returned to the person making the original booking/payment at their address on the Registration Form.
5. If a student is denied a student visa or a study permit and provides the School with a copy of the rejection letter on or before the first day of classes, the School will refund the fees minus administrative costs of £350.

### **B. By the part-time student**

1. Where a student wishes to change the course to another level, then the student must notify the School in writing. The School will take all reasonable measures to offer and transfer the student to a more suitable course of equivalent cost, where available.
2. Fees equivalent to 1 week's tuition are charged for cancellations within 14 days of course start date for part-time classes.
3. For a course cancellation after the course start date, the student must provide the School with a minimum of 10 working days written notice. One week's tuition and one week's accommodation fees are charged.

### **C. Private tuition**

1. Fees for private tuition are paid one month in advance.
2. Fees equivalent to 1 week's tuition are charged for cancellations within 14 days of course start date for private tuition.
4. For a course cancellation after the course start date, the student must provide the School with a minimum of 10 working days written notice. One week's tuition and one week's accommodation fees are charged.

#### **D. By the School**

1. The School reserves the right to cancel, alter, or change course timings at any time, without liability. When this occurs, the School will seek to offer alternative arrangements. In the event that the School is forced to close for reasons beyond its control (see "Force Majeure" clause) then refunds cannot be made.
2. When there is only one person on a particular group course, the School reserves the right to offer the cost equivalent number of individual lessons instead of the group course.
3. Occasionally the School and the student may agree that it would be more beneficial to transfer the student to another course. Only a course of equivalent value will be offered to the student, subject to availability.
4. Where the School has cancelled a course, which has been booked and paid by the student, and in accordance with these terms, other than circumstances arising beyond the School's control, and the School's offer for an alternative course was not accepted by the student, then the School will refund the remaining tuition and accommodation fees. The School will retain the registration and accommodation booking fees.
5. PLEASE NOTE: The School is closed on Bank Holidays and public holidays. There are no refunds for classes which would have taken place on those days. The School is closed during Christmas and New Year. Classes are not scheduled so students are not charged for classes during this period.

#### **Terms applying for all Cancellations on all programmes**

- Any refunds due will be payable within 8-10 weeks. Refunds, less any bank transfer costs, can only be made to the person making the payment of fees to the School.
- Refunds cannot be made for non-attendance or absence due to holidays, illness, or any other cause.

#### **Resolution of Disputes**

1. All complaints will be fully investigated as per our Complaints policy providing:
  - The complaint is made while the student is attending Oxford ILS.
  - The complaint is registered in writing with the School Director.
  - All invoices relating to the student making the complaint have been settled in full.
2. We do not accept complaints received after the student has completed their course or left the School.

#### **Liability and Insurance**

1. The School is not responsible and cannot be held liable for any loss or damage to the student's property and/or personal effects. Oxford ILS strongly recommends that all students take out personal insurance before departure to cover themselves for emergencies, loss/damage to personal belongings, cancellation, shortening or postponement of their course.
2. All students must take out travel and medical insurance before arriving into the UK to cover themselves for medical treatment and changes to travel plans.
3. The student must pay for any damage they cause, either on the School's premises or to their accommodation.
4. The School acts as an intermediary, between the student, the Homestay Provider, and travel organisations. In this capacity, the School is not liable for any delay or any accident arising during a journey, nor can the School be held responsible for any incident whilst at the Homestay Provider. However, the School will endeavour to defend the student's interests in the event of a breach of contract by the Homestay Provider or travel company.
5. The School reserves the right to refuse admission to any student suffering from any illness, medical condition, or mental or physical disability which has not been disclosed on the Registration Form or Consent to Travel and Study Form.
6. The brochure issued by the School, website and these Terms and Conditions contain the only terms of reference in the event of a disagreement between the student and the School. These terms and conditions are governed under English Law, and do not affect your statutory rights under English Law.

#### **Personal Information and Photographs**

1. Students cannot film or record classes in any way, including audio only, without the permission (in writing) of the School Director.
2. The School reserves the right to use photographs and videos taken during courses to illustrate its promotional material. These photos and videos have no commercial or contractual value. If a student wishes that his or her photo should not appear in this material, they should indicate this on the Data Consent Form and return it to the School at the time of registration.
3. We use the personal information that students give us, including information about the student's health and dietary requirements, to perform our contract with students.
4. Students, parents/guardians must agree to provide these details and keep them up to date if they change. They also must provide any necessary medical information about the student to the School at the time of registration.
5. We may also use it to ensure that we comply with English and European Law, for internal training, or to send you further information about our courses and services.
6. We do not share students' details with third parties other than as necessary to perform our contract with students.
7. The information students give us is kept securely on our computer system and is accessible by the Schools and offices in the group of companies to which the School belongs.
8. If students do not want to receive further information from us, students can notify us at the time of registration and by completing the appropriate section of the Registration Form. Please contact us if you wish to see a copy of the information we hold, or have questions about our use of student information.
9. By accepting these Terms and Conditions students, parents, and guardians accept our right to use the personal information of students in this way.

#### **Other**

1. If your English level is not suitable for the course you have booked, we reserve the right to move you onto a different course or to refuse your admission to the School.
2. The School reserves the right to change teachers at any time during the course.
3. The School reserves the right to alter published dates, fees and any details without prior notice.
4. The Senior Management Team of the School reserves the right at their absolute discretion to refuse any application for enrolment of any student at any stage of the application or booking process. The School shall be under no obligation whatsoever to give reasons for the decision of the Managers. If an enrolment is refused, all paid fees will be refunded.

#### **Force Majeure**

The School is not liable for failure to perform its duties as a result of events beyond its reasonable control such as fire, flood, storm, earthquake, war (regardless if declared or not), civil war, acts of terrorism, act of foreign enemies, rebellion, revolution, insurrection, military or usurped power or confiscation, natural or national emergencies, the outbreak of diseases, epidemics, pandemics, failure or interruption of electricity, internet or telephone service, government sanctions, blockage, embargo, strike, labour dispute, lockout and other instances that constitute force majeure. In such instances no refunds can be made for services not received nor for any that are cancelled.

The term "School" refers to Oxford International Language School (OXFORD ILS), which will book and deliver courses. In the UK, OXFORD ILS is operated by Inspire Executive Solutions Limited, a company registered in England and Wales, registration number 05509496, and whose registered address is 1 Isis Close, Oxford OX1 4XX, United Kingdom.