

# 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 non-refundable deposit to the address provided on the Registration Form. For more details please refer to "Payments and Cancellations" on our website. All part-time and one-to-one courses must be paid in full on registration and prior to the student joining a course.
2. 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.
3. We welcome group bookings for friends or family members wishing to study together, and other group bookings. Please contact the School for quotes.
4. 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 email is sent 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. All charges for processing international bank transfers and currency exchange rate variations are payable by the student/parent/guardian/employer. Please ensure your remittance value takes this into consideration.
4. PLEASE NOTE: students will not be allowed to start their course unless FULL PAYMENT has been received by the School. All travel fees, including airport taxes are payable by the student/parent/guardian/employer. The course fee does not include costs for excursions, tours or extra-curricular activities. Students who require a visa need to pay a deposit of 30% of the total fees before a "Confirmation letter of place to study at Oxford ILS" is issued.

## Accommodation

1. Homestay accommodation is booked on a weekly basis, from e.g. Sunday to Sunday, beginning on the Sunday before the course starts, and will end on the Sunday after the end of the course.
2. Details of the Homestay provider will be sent to the student at least 14 days before the course start date. Students can then contact the Homestay provider to give them details of their travel arrangements and approximate arrival time.
3. 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 the Homestay provider can be notified.
4. Departure time is no later than 12:00 on the last day at the Homestay provider.
5. 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.
6. 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 an alternative must be found. In this event an accommodation booking fee will be charged.

## 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 a written notice to the Academic Director must be given 10 days before cancellation. Two weeks tuition and 2 weeks Accommodation fees are charged.
3. For a course cancellation before the course start date for Adult individuals:
  - Less than 28 days' notice – fees equivalent to the deposit are charged
  - From 28 days' notice – full refundWhere a course is cancelled by Adult individual students after the course start date, then a written notice to the Academic Director must be given 10 days before cancellation. Two weeks tuition and 2 weeks Accommodation fees are charged.

4. Where a course is cancelled by the 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 course fee.

### **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 28 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. The School retains one week's tuition and one week's accommodation fees.

### **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 28 days of course start date for private tuition.
3. For a course cancellation after the course start date, the student must provide the School with a minimum of 10 days written notice. The School retains one week's tuition and one week's accommodation fees.

### **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, such as fire, flooding or other natural emergencies, then refunds cannot be made.
2. 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.
3. 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.
4. PLEASE NOTE: The School is closed on Bank Holidays. There are no refunds for classes which would have taken place on those days.

## Terms applying for all Cancellations on all programmes

- Registration and Accommodation booking fees are non-refundable.
- Days = working days only
- Any refunds due will be payable at the scheduled end of the course.
- Refunds cannot be made for non-attendance or absence due to holidays, illness, or any other cause.

## Liability and Insurance

1. The School is not responsible and cannot be held liable for any loss or damage to the student's property. Oxford ILS strongly recommends that all students take out personal insurance before departure to cover themselves for medical treatment, emergencies, loss/damage to personal belongings, cancellation, shortening or postponement of their course.
2. The student must pay for any damage they cause, either on the School's premises or to their accommodation.
3. 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.
4. 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.
5. The brochure issued by the School contains 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. We use the personal information that you give us, including information about your health and religious or dietary requirements, to perform our contract with you. We may also use it to ensure that we comply with English Law, for internal training, or to send you further information about our courses and services. We do not share your details with third parties other than as necessary to perform our contract with you.
2. The information you 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, including those outside the European Union.
3. If you do not want to receive further information from us, please write to us. Please contact us if you wish to see a copy of the information we hold, or have questions about our use of your information.
4. The School reserves the right to use photographs taken during courses to illustrate its promotional material. If a student wishes that his or her photo should not appear in this material, they should write to the School within one month of the photo-shoot. These photos have no commercial or contractual value.

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.

All information is correct at time of printing