

Oxford ILS - Terms and Conditions for Junior Summer School

Registration and bookings

We welcome individual and group bookings (minimum of 8 students per group) for the Junior School. To secure a place on an Oxford ILS course, please return the Registration Forms together with payment of a deposit of 30% of the total fee. Your booking is not confirmed until you receive this in writing from Oxford ILS.

Fees and payment

A deposit of 30% is required at the time of booking. Full payment of all fees must be received in full at least 8 weeks before arrival. Where the booking is less than 8 weeks before arrival then all fees are payable at the time of the booking. Prices for group bookings are available on request. Please contact the School for a quote.

Cancellations

All cancellations must be notified to Oxford ILS in writing. Any cancellations by the student, before the course/accommodation starts, will be subject to the following charges:

1. Individual bookings:

Less than 28 days' notice – fees equivalent to the deposit are charged.

From 28 and more days' notice – an administrative cost of £200 per student is charged.

2. Group bookings:

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 – an administrative fee of £200 per student is charged.

3. If a student is denied a student visa or a study permit and provides the School with a copy of the rejection letter before the first day of classes, the School will refund the fees minus administrative costs of £350.

4. All cancellations made after the course/accommodation start date are not refundable.

Terms applying for all Cancellations on all programmes

1. Any refunds due will be payable within 6-8 weeks. Refunds, less any bank transfer costs, can only be made to the person making the payment of fees to the School.

2. 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:

a. The complaint is made while the student is attending Oxford ILS;

b. The complaint is registered in writing with the School Director;

c. 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.

Arrivals and departures

1. All students must arrive on Sunday prior to the course start date. Arrivals to Homestay providers must be between 14:00 and 22:00. Arrivals before or after these times are not accepted. On their first day students will be given dinner.

2. Students must leave their Homestay provider between 07:00 and 12:00 on Sunday. Departures before 07:00 are not accepted. On the last day students will be given breakfast only.

3. Extra nights must be requested in writing to Oxford ILS and, if available, will be subject to additional fees. Discounts are not available if the student stays fewer nights.

Pick-up and drop-off in Oxford

1. If you are arranging your own transportation to or from the airport then Oxford ILS has to be informed of your travel plans.

2. For safeguarding purposes, all individual students aged 13-14 travelling without an adult must be met at the airport, whether by an Oxford ILS representative or a local guardian. Students aged 15-17 travelling without an adult must be met at the airport, unless it has been specified otherwise in the Junior Consent Form by the parent or guardian.

3. Oxford ILS can arrange for a taxi pick-up and drop-off from a UK airport. For group bookings, the School can arrange private transport (e.g. coach) to/from the airport. Please contact us for a quote.

Flight details and changes

All confirmed flight and arrival details must be included in the Group Booking Form or the Registration Form. Any changes to these flight details must be notified to the School immediately. All flight and coach changes will be subject to additional charges to recover any costs that may be incurred by the School as a result of these changes.

Group Leaders and students' responsibilities

1. We aim to make the students' stay in Oxford a pleasant and enjoyable experience. Students will be cared for throughout their stay and will receive a quality service in their chosen programme. We expect Group Leaders to cooperate with the School and to be on hand at all times to help with any unforeseen problems, difficulties and emergencies.

2. The School expects all students and Group Leaders to behave in an appropriate manner in accordance with the School's policies. Oxford ILS reserves a right to remove a student from the School and/or Homestay provider if the student's behaviour is deemed to be unacceptable. No refund will be given and Oxford ILS will not be responsible for any additional costs incurred by the student.

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 arrival 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 Junior Consent 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.

Private groups

Oxford ILS reserves the right to amend/modify the Terms and Conditions for private groups requesting a tailored programme. Closed groups will receive these amendments in a supplementary contract to the Terms and Conditions for Junior Summer School.

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 this information 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 any student 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 a student's English level is not suitable for the course that was booked, we reserve the right to move the student onto a different course or to refuse the student's 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 Senior Management Team. 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.