

Oxford ILS Terms and Conditions for Live Online Classes

These are the terms and conditions for Oxford ILS Live Online Classes. Oxford ILS Terms and Conditions are binding on all students, regardless of whether the booking is direct, or through a representative.

How to book a course

- 1) To secure a place on an OXFORD ILS full-time course, please return the Online Classes Registration Form together with full payment of the fees. For more details please refer to our website.
- 2) The minimum age for individual students on adult online classes is 16 years. There is no maximum age. The minimum age for students in closed groups is 13 years. There is no maximum age.
- 3) Parents or guardians of any students aged under 18 years of age must complete sign and return the Parental Consent for Online Classes Form, which will be sent with the confirmation of booking.

Payments and registration

- 1) Payment should be sent with the registration.
- 2) The booking confirmation will be sent by email and your place in class at Oxford ILS is confirmed once we have received the full payment.
- 3) Students will not be sent the class link until full payment has been received.
- 4) All fees are payable in pounds sterling and payment can be made as follows:
 - a) By bank transfer directly to our account. Our bank account details are included in our invoices. Please note that students are responsible for any bank charges. Please email us a copy of the remittance advice. Please indicate the student's name on the remittance.
 - b) By UK Debit card. All debit card payments can only be in pounds sterling.
 - c) 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.

Extensions and continuing students

- 1) Students can extend their online course if they want, provided there is a place available. Extensions must be paid in full before a place can be reserved.
- 2) The course extension fee is the difference between the published price for the total weeks booked and the amount already paid.
- 3) All returning students who extend their online classes or exchange their course for another online course will not be charged the registration fee.
- 4) Online students who want to transfer their course to a face-to-face programme will not be charged the applicable registration fee. Students will have to buy the required course text books.
- 5) The absence period for a student who wants to extend or continue with their programme, or transfer to a face-to-face programme is a maximum of one month. After this period the applicable registration fee must be paid again.

Pre-course cancellations & refunds

If students are not able to take the course as planned, there are two options:

- 1) Postponement: We will give students a credit voucher valid for 6 months from the course start date. This voucher can be used for the equivalent online course, or used towards a course at Oxford ILS.
- 2) Cancellation: Students may cancel the course with no penalties up to 14 days before the course start date. We will refund any paid fees in full, less any bank charges. If you have booked through an Agent, the refund will be given via the Agent.
 - a) If a student cancels less than 14 days before the course start date, we will give the student a credit voucher, as above.

Cancellation or change of course after starting the course

If a student has to stop a course early, the tuition fees are not refundable.

- 1) We are unable to offer credits to students who stop their course early.
- 2) Fees are non-transferable. This means students cannot transfer their fees to another person. Students cannot convert full-time group study to One-to-One study.
- 3) Periods of absence due to accident or sickness are not refundable.

Cancellation 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 fees. The School will retain the registration fees.

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.

Holidays and absence

- 1) Oxford ILS Live Online Classes do not run on Saturdays or Sundays or on UK public (Bank) holidays.
- 2) If students wish to take a holiday, they must give 7 days' notice in writing to the School Director. Please note that we do not give refunds for holiday periods, but students can extend their course (subject to availability).

- 3) If a student misses a lesson, regardless of the reason, we cannot give a refund or allow them to take the lesson at another time.

Attendance

- 1) We expect every student to be on time, attend every lesson and do all their homework. Latecomers are not allowed into class.
- 2) We keep attendance registers.
- 3) Any student who is sick must send an email to their teacher or the School Office, if possible, before the lesson.
- 4) Students will only receive a certificate if their attendance has been 85% or more.

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.

By accepting these Terms and Conditions students, parents, and guardians accept our right to use the personal information of students in this way.

Conduct

- 1) We expect students to behave reasonably at all times (including when online or using any form of messaging or social media) towards other students and School staff and to respect cultural, racial, gender and religious differences. We expect all students to uphold the core British values of respect and tolerance.
- 2) We expect all students to follow Oxford ILS Code of Conduct and E-Safety Policy.
- 3) Oxford ILS reserves the right to refuse admission to any student or to dismiss any student from School without refund of tuition fees in the event of misconduct, unsatisfactory attendance or work, or any other reason deemed necessary by the Senior Management Team such as an undisclosed mental medical condition.
- 4) The School expects students to adhere to the standards and rules we set.
- 5) If a student is asked to leave the School for poor attendance or conduct, their fees will not be refunded.

Resolution of disputes

- 1) All complaints will be fully investigated as per our "Complaints Procedure" 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.

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 online 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.

All information is correct at time of publication.