

<b>Terms and Conditions</b>	<b>ALL STUDENTS</b>
Updated: February 2017	Due to be reviewed: February 2018

Arrangements with Capital School of English (referred to as 'CSE Ltd') are governed by English Law and subject to the jurisdiction of the English Courts.

CSE Ltd's corporate details: **Capital SE Limited (Company Number: 04789251)**  
**Registered Office: 324 Wimborne Road, Winton, Bournemouth, Dorset, BH9 2HH**

## 1 REGISTRATION AND TUITION FEES

The following are included within registration and tuition fees:

- Taught lessons, use of computer room including internet, Wi-Fi, use of listening room, use of study centre, in-school social programme, use of all study materials including photocopied materials, folders, student identity card, map of Bournemouth, CSE Ltd wristband, and tour of the local area or town centre (dependent on start dates).
- A Certificate of Studies on satisfactory completion of the course – see Section 3 "Attendance".
- An End of Course Report subject to course length and satisfactory attendance – see Section 3 "Attendance".

## 2 TUITION

Lessons are scheduled between 09:00 and 17:00, Monday to Friday. Lessons times are:

- 09:00-10:30/ 10:40-12:10 (referred to as 'Morning Classes')
- 12:30-13:30 (referred to as 'English+ Classes')
- 13:45-15:15/15:30-17:00 (referred to as 'Afternoon Classes')

Lesson Duration

Morning & Afternoon classes: 1 lesson is 45 minutes.

English+ classes: 1 lesson is 60 minutes.

**CSE Ltd reserves the right to:**

- Place students in morning or afternoon classes.
- To change course arrangements, syllabuses, times and fees at any time and without notice – see Section 5 "Payments"

### a Induction & Code of Conduct

- Students are required to attend an induction on their first day. Visas and identification will be checked on arrival.
- During induction students will be required to complete CSE Ltd's placement test.
- Students will be given a copy of the Student Code of Conduct relating to studying at CSE Ltd and staying with a homestay provider and/or in CSE Ltd's residential accommodation. Students must sign to indicate they have read and understood the Student Code of Conduct. The Student Code of Conduct is also available on CSE Ltd's website. Under 18s will be given a copy of the Under 18 Student Code of Conduct at their first Under 18 meeting with Capital School of English's Under 18 Welfare Officer. It is expected that parents and/or legal guardians discuss this Under 18 Student Code of Conduct with their child/children so that they fully understand the implications before arriving in the UK.



**b Student English Level**

Students' English language level will be assessed through CSE Ltd's placement test during induction. Students who do not meet the required level for their course will be transferred to a suitable alternative.

**3 ATTENDANCE**

Students must attend all lessons on time and are not allowed to be absent unless permitted by CSE Ltd. No Certificate of Study and/or End of Course Report will be given if attendance is less than 80%. End of Course Reports are only given to students who study for 5 or more weeks. Requests for End of Course Reports for students studying for the less than 5 weeks must be made in writing 1 week prior to departure.

**a Illness**

Students unable to attend class due to illness must inform CSE Ltd. Absences of 7 or more days must be authorised via a doctor's note.

**b CSE Ltd's 24 Hour Emergency Contact Telephone Number**

All students will be provided with CSE Ltd's Emergency telephone number within their pre-arrival information. This information is also provided during induction, and is printed on the reverse of each student card.

**4 EXPULSION**

Students must follow the Student Code of Conduct and UK laws. If unacceptable behaviour is very serious or continues, students will not be allowed to continue at the school (expelled) immediately with no refund of any fees. If students do not follow the rules of the homestay provider or Residential Manager they may be asked to leave the accommodation and the school with no refund of any fees.

If a student breaks the Student Code of Conduct they will be given a warning. If a student gets a warning Capital School of English may tell your Educational Tour Operator, parents and/or legal guardians (if applicable).

Below outlines Capital School of English's warning procedure:

Stage	Action	
1	Verbal (spoken) Warning	Capital School of English will speak to the student regarding the issue.
2	1 <sup>st</sup> Written Warning	Capital School of English will speak to the student and give them their first official written warning letter. The student will also be told that if their actions/behaviour continues, they will receive a second (2 <sup>nd</sup> ) written warning.
3	2 <sup>nd</sup> Written Warning / Final Warning	If the student's actions/behaviour continues Capital School of English will speak to the student and give them their second (2 <sup>nd</sup> ) official written warning letter. The student will also be told that if their actions/behaviour continues, they will not be allowed to continue at the school (expelled) with no refund of any fees.
4	Expulsion	Capital School of English will speak to the student and give them an official expulsion letter stating that you are not allow to continue at the school (expelled). Capital School of English will also contact UK Visa and Immigration (UKVI) to state your visa is being cancelled (if needed).



## 5 PAYMENTS

The total amount due must be paid **4 weeks before course commencement.**

### Additional information:

- All payments must be in Pounds Sterling (£GBP) only. Prices are calculated in accordance with high / low season.
- All bank charges must be paid by the student or Educational Tour Operator (ETO).
- Payments made via credit card or international debit card will incur a 5% additional commission charge.
- Student registration, accommodation arrangement fees and DHL costs are non-refundable.
- *Low season only* - Students enrolled for 24 weeks or greater are able to pay for their accommodation in advance on a 4 weekly basis. A **late fee of £25.00** will be charged if the balance is not paid by the agreed date.
- Bookings made for summer residential accommodation must be paid for by 1<sup>st</sup> June 2017 in order to guarantee availability.
- An additional course upgrade fee is applicable for all Cambridge English Examination Preparation courses.
- All costs e.g. registration, transport, associated with externally moderated examinations - IELTS, Cambridge English - are the responsibility of the student.

## 6 'COOLING OFF' PERIOD, CANCELLATIONS AND REFUNDS

### a 'Cooling Off' Period

Any enrolment is entitled to a 14-day 'cooling off' period during which time you have the right to cancel without any cancellation charges being incurred. The 14-day period begins when confirmation of enrolment at CSE Ltd has been received and an invoice has been sent via email.

### Cancellations

- b CSE Ltd must receive written notification for all cancellations. Cancellation charges are based on the notice period given for the cancellation and are as follows:

Notice Period	Cancellation Charges
During 'cooling-off' period	No charges
More than 2 weeks before course start date	Registration fee Accommodation registration fee if applicable DHL fee if applicable
Within 2 weeks of course start date	Registration fee Accommodation registration fee if applicable DHL fee if applicable One week's tuition fee One week's accommodation fee if applicable Any arrival transfer fees incurred Any sundry fees incurred
After course start date	Registration fee Accommodation registration fee if applicable DHL fee if applicable <b>All</b> tuition fees Accommodation fees incurred, plus one additional week if applicable Any transfer fees incurred Any sundry fees incurred



c CSE Ltd **does not offer refunds** for the following:

- Non-attendance.
- Holiday that has not been prearranged.
- Illness or any other cause.

In addition:

- Tuition fees cannot be used for payment for accommodation.
- Fees and unused lessons cannot be transferred under any circumstances.
- Fees received but not utilised will be forfeited to CSE Ltd.

d **Homestay accommodation:**

When a homestay provider has been arranged and a student wishes to cancel or postpone their course, one week's accommodation fee plus accommodation arrangement fee will be retained by CSE Ltd.

e **Refunds for all students**

Refunds will be returned to the original source. Refunds can take up to 28 days to process, commencing from receipt of written request.

f **Refunds for visa students**

Once a visa has been granted there will be no refund of tuition fees, this includes if a visa has been granted within the 'cooling off' period – see Section 6a "Cooling off Period"  
If a student has a visa rejected by the Home Office, CSE must be provided with a copy of the visa refusal letter.

g **Refunds of visa refusal students**

If a student has a visa rejected by the Home Office, CSE must be provided with a copy of the visa refusal letter. Registration and accommodation arrangement fees, bank charges or deposits of £200.00 or less are non refundable. If DHL has been used the non refundable deposit will be £270.00.

**7 POSTPONEMENT OF COURSE**

Students needing to postpone a course for reasons outside their control, for example in the event of documented illness or the death of a relative; tuition and accommodation fees can be held for up to one year. If prices increase before the commencement of the course, the difference in costs will be invoiced.

a **Visa students with a granted visa:**

Tuition & accommodation can be held up to the visa period granted.

b **Visa students without a granted visa:**

Tuition & accommodation can be held for up to one year.

**8 CURTAILMENT OF COURSE**

CSE Ltd strongly advises students to purchase travel insurance to cover all expenses in the event of curtailment or cancellation due to personal illness or serious illness or death of a close relative. Any visa student wishing to curtail their course must present CSE Ltd with a copy of their departure flight tickets back to their home country before receiving their Certificate of Study and/or End of Course report.

## 9 INSURANCE

Students are responsible for obtaining personal, medical and/or travel insurance in the event they are unable to attend or continue their course.

Non-European Union (Non-EU) students will be required to pay for any medical treatment they receive whilst within the U.K.

## 10 HOLIDAY ENTITLEMENT PERIOD DURING COURSES

Students are entitled to the following holiday absence

Course duration less than 12 weeks	No holiday
Course duration 13-23 weeks	1 week's holiday
Course duration 24-35 weeks	2 week's holiday
Course duration 36 week or more	3 week's holiday

### a Students Informing CSE Ltd of Intended Holiday Prior to Course Commencement

Students must inform CSE Ltd of intended holiday at enrolment stage or 4 weeks before course commencement date. These weeks will not be considered study weeks and will not be charged as such. Course dates will be extended to cover holiday entitlement and all extra weeks will incur extra accommodation fees.

### b Students Informing CSE Ltd of Intended Holiday Post Course Commencement

Students informing CSE Ltd of holiday after course commencement may have their course duration extended at the discretion of CSE Ltd. These weeks may be considered study weeks and may be charged as such (Not including Christmas/New Year period when the school is closed).

### Additional Information:

- Holidays can only be taken as complete weeks (Monday to Friday).
- Individual days taken as holiday are not added onto the end of a course. Lesson time lost due to absence/sickness may not be recovered.
- Approval from the Academic Department is required for student holidays.
- Students will be required to complete a Student Holiday/Absence form and sign a disclaimer once at the school in order to arrange any holidays to be taken after course commencement.
- Parents/Guardians of under 18s will be required to complete an *Under 18 permission to travel* document. This must be received by the school prior to permission being given by the school to travel outside of Bournemouth for an overnight stay.

## 11 PUBLIC HOLIDAYS (please see our website for dates and calendar)

CSE Ltd is closed on public holidays and are payable. When a public holiday falls on a Monday, student inductions will take place on Tuesday.

Capital School of English is closed for 2 weeks during Christmas/New Year ([please refer to our website for dates](#)).



## 12 ACCOMMODATION

If requested on enrolment, CSE Ltd will assist in finding accommodation (homestay provider and/or residence). All accommodation is subject to availability and is subject to a non-refundable £60.00 accommodation arrangement fee.

Accommodation is booked on a weekly basis from 12:00 Sunday to 10:00 on the following Sunday. It may be possible to change this in low season but this must be agreed in advance with CSE Ltd.

### Note:

- Additional nights' accommodation will be charged accordingly ([please refer to CSE Ltd website – Accommodation Prices](#)).
  - CSE Ltd must be informed of dietary, medical needs and other specific requirements on enrolment or a minimum of 14 days before the student's arrival at the homestay provider.
  - Additional charges apply for dietary requirements ([please refer to CSE Ltd website – Accommodation Prices](#)).
- a Students are reminded that they are guests of the homestay provider and should respect the rules and decisions of the homestay provider.
  - b CSE Ltd will provide accommodation for the period you have requested but this may not be with the same homestay provider for the entire duration of a course. CSE Ltd reserves the right to change accommodation arrangements and fees at any time and without notice.
  - c Students wishing to change/leave homestay provider, must notify CSE Ltd at least one week in advance. This can only be arranged by CSE Ltd, and only in exceptional circumstances. An administration charge of £60.00 will apply.
  - d CSE Ltd is not responsible for any additional costs incurred by students whilst staying with the homestay provider.

## 13 VISAS

Students are responsible for ensuring they have the correct visa and the appropriate leave to remain in the UK. If a student does not have the appropriate leave to remain, CSE Ltd will terminate the student's course immediately with no refund.

CSE Ltd is able to assist with visa applications in order to find out if a visa is required and where to apply please refer to the [UK Government website](#). *\*You may be required to return to your home country in order to obtain a visa for entry in to the UK.*

## 14 PHOTOGRAPHY, FILM, SOUND RECORDINGS AND WRITTEN WORKS

CSE Ltd often takes photographs and film footage including sound recordings, which may be used in, but not limited to, newsletters, educational and marketing materials. CSE Ltd may also wish to use examples of students' written work. During induction, students will be asked for their permission to be included in any such recordings and for the use of any work they produce whilst studying at CSE Ltd.

Lessons or members of staff conducting their duties cannot be recorded in any way without the written permission of CSE Ltd.

## 15 LIABILITIES AND INSURANCE

Liability of CSE Ltd for losses arising from negligence (except in the case of liability for death or personal injury), breach of contract or otherwise will be limited to the full amounts paid by the student. CSE Ltd will have no liability for indirect or consequential loss or damage whatsoever - see Section 9 "Insurance"



**16 FORCE MAJEURE**

CSE Ltd reserves the right to cancel a course or make changes to course arrangements or timetable, without liability, if forced to do so for reasons beyond its control. In these events CSE Ltd will seek to offer alternative arrangements, dates and venues, where possible – see Section 9 “Insurance”

**17 SOCIAL PROGRAMME ORGANISED BY CSE LTD**

CSE Ltd aims to provide a minimum of 3 social activities per week, one of which will be free of charge. The approximate cost of social events and activities are published weekly in the Social Programme. This programme is also available via CSE Ltd’s website. Students are required to pay any additional costs where applicable such as transport charges, entrance fees, food and drink etc.

**18 DISABLED ACCESS**

CSE Ltd has no comprehensive access for disabled students

**19 COMPLAINTS POLICY**

CSE Ltd has a comprehensive Complaints Policy – please refer to CSE Ltd’s website for further details.

**20 PERSONAL INFORMATION**

- a CSE Ltd stores students’ personal data both electronically and on paper. Relevant personal information will be shared with third parties such as homestay providers, transport providers and UK Visas & Immigration (UKVI).
- b Any medical information must be disclosed to CSE Ltd on enrolment. CSE Ltd will use this information to determine if we can accept the enrolment. If false, inaccurate or incomplete medical information is given CSE Ltd reserves the right to cancel the enrolment.

