

Young Learners Terms and Conditions (individuals and groups)

Terminology

MSE means Mayfair School of English Ltd.

The Parent or You means any person who has signed the booking form and/or has accepted responsibility for a child's attendance at the MSE Junior Course.

The Student means the child named on the registration form and/or the child attending the course.

General

- MSE reserves the right to make changes to the programme of study and activities at any time. We may vary the organization and content, or cancel some Language Skills Workshops and activities according to student numbers.
- MSE reserves the right to cancel the course in the event of low enrolments or circumstances beyond our control. If such a cancellation is necessary the fees will be refunded or an alternative course will be offered.
- All sports/activities/excursions are undertaken at students' own risk. MSE does not accept liability for accidents or injuries except where its staff have been found to be negligent. If you do not wish your child to participate in any particular activity or excursion, please advise us at the time of booking.

Deposits and Payments

Your application form must be accompanied by a non-refundable deposit of £150.00. An enrolment is not valid until the application form and deposit have been received and the booking has been confirmed by MSE.

- We must receive the full MSE Application Form as it includes important medical and other information, plus the signed Parental Consent Form.
- We must receive the flight details at least one month before the student's arrival date.

Cancellation and Leaving Early

If you wish to cancel your booking you must give notice in writing. Cancellation fees will be charged as follows:

- More than 30 days before arrival: loss of deposit
- 30 days or fewer before arrival: full fees

If you have booked and paid through a representative any refund will be made to the representative.

- If the Student has to stop his or her course early, the fees are non-refundable under any circumstances. Should an airport transfer be necessary MSE will require a notice period of 12 hours which takes effect from the time the MSE receives the notification. Full transfer costs must be paid by the Parent.
- We are unable to offer credits to students who leave early.
- Fees are non-transferable. This means you cannot transfer your fees to another person.

NB: In the event of the Student's early departure, you may be able to claim the fees through your insurance policy depending on the circumstances.

Cancellation for Groups

Additional group cancellation policies may apply. Please contact your MSE representative for more information

Visas

- It is your responsibility to ensure the student has a valid visa and travel documents.
- If a visa is necessary, MSE provides a Visa Invitation Letter.
- If the visa application is refused, the following refund policy applies:
you will need to provide documentary evidence from the relevant embassy before any refund can be considered. You must also return your letter of enrolment. Once we have received a copy of the Visa refusal letter with the signature and date of refusal, we will refund all monies received except a £45.00 administration fee and any courier fees incurred, minus bank charges.
- MSE will not refund you if the visa application has not been made with sufficient time for the visa to be approved.
- If a student is found to have the wrong type of visa, s/he will not be admitted onto the programme. In this case MSE will not be obliged to offer the Parent a refund of fees.
- **If you have booked and paid through a representative any refund will be made to the representative.**

Supervision

Our London Junior Courses includes supervision when students are in school, during breaks and when on social programme activities that have been organised by the school with an accompanying teacher supervisor. The supervisory ratio of teachers or group leaders to Under 18s is 1:10 or 1:15 students depending on the type of activity. the MSE staff members are accessible through emergency telephones 24 hours a day but the London programmes do not include 24-hour supervision.

Expulsion

MSE reserves the right to expel students for unacceptable behaviour including, but not limited to, possession or consumption of illegal drugs and alcohol, smoking in restricted areas, damage to school property or accommodation, misconduct, breaking local law and not respecting curfew times. No refund will be given in the event of expulsion and travel costs home must be met by the student.

Waiver

All Under 18s must provide a signed parental consent form in order to participate in the activity programme and to be able to receive medical assistance if needed.

Medical

The school must be informed of all student medical conditions and any student arriving with a serious medical condition which has not been previously reported, or which requires regular staff supervision, may be sent home without any refund of fees. Costs of travel must be met by the student.

Insurance

Students must have adequate health, accident and travel insurance while attending any of our programmes.

Complaints

Any complaint should be should be addressed to a member of staff immediately who will respond according to our Complaints Policy.

Liability

MSE will not be held liable for loss, damage or injury to persons or property.

Transport

MSE does not accept responsibility for expenses due to transport delays or anything else beyond our control.

Transfers

Arrival and departure details including: arrival and departure time, flight numbers, airline and point of origin MUST be advised 1 month prior to arrival in order for MSE to provide airport transfers.

Leisure Programme

MSE reserves the right to make changes to the leisure programme due to weather conditions or any other reasons beyond our control.

Programme Timetable

MSE reserves the right to alter the lesson schedule and to amend the teaching timetable to include both morning and afternoon sessions; however, the total number of lessons per week or programme would not be affected.

Other

- In rare circumstances the stated maximum class size may be exceeded. If this happens it will only be by one person & for a very limited period.
- The school reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund.
- If the student's English level is not suitable for the course booked, we reserve the right to move them onto a different course.
- The school reserves the right to change teachers at any time during the course.
- The school reserves the right to alter dates, fees and any particulars in the brochure without prior notice.
- The school reserves the right to refuse any application for enrolment of a student at any stage of the application or booking process. The School will be under no obligation to give reasons for the decision taken. If an enrolment is refused, all paid fees will be refunded.

Personal Information

- We keep students' information in electronic and paper format.
- Some of the personal information a student supplies will be passed on to the airport meeting service.
- We must give information as required to the UK Border Agency as required under UK law.
- In order to fulfil our obligations to the student and, in some cases, to the British authorities, it is necessary for us to see and copy the student's passport or ID card (and visa if applicable), and to have contact details of their next of kin in their country. The Parent therefore agrees to provide these details and keep them up to date if they change.
- Parents must disclose medical information about the student to the school when the application is made to ensure that the school and accommodation facilities meet the individual's needs.

Accommodation bookings and cancellations

A booking fee of £45 applies to all accommodation bookings.

Accommodation fees (less the booking fee of £45) can only be refunded where the cancellation notice period is more than 4 weeks before the start date.

Sleeping Arrangements

In residential accommodation the third or fourth bed may be a folding bed/sofa bed/pull-out bed and in some residences, bunk beds may be used.

Force Majeure

MSE will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide any compensation) if the failure is caused by reasons beyond the school's reasonable control. MSE cannot be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster and unusually adverse weather conditions.

MSE will do its best to provide the necessary care of students affected by causes beyond its control but additional costs incurred for accommodation, transfers, repatriation and any other expenses resulting from such causes will be met by the student. Should students have to be accommodated in emergency accommodation, the school cannot guarantee that it will be of the same standard or located in the same area as the accommodation originally booked. If the school meets any costs for which the student is responsible, MSE will seek a refund of these costs from the student.

By accepting these Terms & Conditions the Parents accepts our right to use their children's personal information in this way.

Signature: _____ Name: _____ Date: ____/____/____