



## **MSE: TERMS AND CONDITIONS OF ENROLMENT (Summary)**

### **1 General**

- a. All courses and accommodation bookings are subject to availability.
- b. MSE reserves the right to cancel, change or alter a course or a leisure activity if necessary.
- c. MSE may cancel a student's enrolment and accommodation without a refund in the event of misconduct.
- d. You should tell us if you have any medical issues or learning needs.
- e. You must bring your passport to school before you start your course.
- f. You must buy a course book when you enrol for a course of more than one week.
- g. Under-18s must bring a signed parental consent letter before the course start date.
- h. Health and travel insurance should be taken out before coming to the United Kingdom.

### **2 Payment and Fees**

- a. To reserve a place on course a deposit of £150 should be paid and the balance paid 21 days before the start of the course.
- b. Course fees are valid only for the person specified on the application form.
- c. Bookings for English language courses from EEA citizens are accepted on payment of a non-refundable £150 deposit or the full programme fee plus the registration fee of £45.
- d. Included in your course fees: Placement test, tuition, end-of-course certificate and course report,\* social programme activities (except where otherwise stated). Course books and exam fees are not included in the course fees.

### **3 Holidays and Sickness**

- a. Students on full-time programmes may take holidays of one week per six weeks of course time. Holidays can only be taken in week blocks (Monday to Friday) and not in individual days.
- b. Holidays must be booked at least two weeks in advance.
- c. Classes lost through short-term illness cannot be compensated.
- d. If you have a long-term illness, you should obtain a medical certificate immediately and you may postpone your course.

### **4 Course changes**

- a. You may postpone your course for up to six months from the original start date with 14 days' notice.
- b. There is a £45 for administration charge for course changes.

### **5 Attendance**

- a. You must attend classes regularly and on time. 80% attendance is expected.

### **6 Course Cancellations & Refunds**

You may cancel your booking on the following terms:

- a. Online, phone or email bookings may be cancelled (in writing) with a full refund if within 14 days of the school's confirmation of the booking. The Registration fee of £45 will be deducted.

- b. If the cancellation notice period is less than 14 days before the course start date, £150 deposit + £45 Registration Fee + one week's tuition will be deducted.
  - c. If you cancel your course after the start date or decide to leave early, there is no refund in any circumstances.
  - d. Group courses cannot be converted to one-to-one lessons nor can hours of study per week be reduced.
1. For courses longer than 4 weeks you may stop and postpone your course with 2 weeks 'notice and use your course credit within one year.
  2. Tuition and registration fees are non-refundable in the case of late or no-show students.
  3. If you miss a lesson we cannot give a refund or allow you to take the lesson at another time.
  4. In the event of a Force Majeure (causes outside the school's control, eg natural disasters, , government action, etc) no refund will be made.
  5. If your visa is refused and you want to re-apply, you must do so within one month of the date of the refusal letter and let the school know the new start date.
  6. If your visa is refused and you want to apply for a refund of fees you must let the school know straight away. The school will refund any course fees paid less a charge of £150 and £45 Registration Fee once we receive your original visa refusal letter from the Embassy.
  7. The school will not refund course deposits, administration fees, accommodation deposits or courier fees.
  8. You must give 24 hours' notice If you wish to cancel a one-to-one lesson and one week's notice to cancel a block booking of one-to-one lessons.
  9. In the event of serious illness or death in the family, your insurance should reimburse costs.
  10. Please allow up to 45 days for any refund which will be made to the person who paid originally.

## 10 Accommodation bookings and cancellations

- A booking fee of £45 applies to all accommodation bookings.
- Homestay and Student Residence 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.
- Four week's rent plus the booking fee (£45) is charged if the cancellation notice period is less than 4 weeks before the start date,
- The minimum notice period for any cancellation of accommodation is 4 weeks and any remaining fees can be refunded.
- If homestay accommodation is not suitable on arrival, alternative accommodation will be offered subject to availability.
- In the case of a no show or late arrival, accommodation fees are not refundable.

## 11 Visas

- Students are responsible for their own visa applications.
- Visa documentation will be issued and sent by email only once we have received full payment of tuition fees.

## 12 Complaints

Complaints will be handled by a senior member of staff according to our *Complaints Policy*.

**13 Miscellaneous**

Sometimes Mayfair School of English take photographs and videos of lessons that may be used for promotional purposes. Parental permission will be given for Under-18s. You should tell us if you do not wish to appear in any promotional material.

**1<sup>st</sup> September 2017**