

## 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 circumstances or low demand requires it to be cancelled or deferred. In such cases MSE would offer alternative arrangements or a full refund for any unused part of the course.
- c. MSE reserves the right to cancel a student's enrolment and accommodation in the event of misconduct without any reimbursement of course or accommodation fees.
- d. Courses start every Monday except where there is a Bank Holiday and during Christmas closure. New students may miss their first lesson on Monday to complete the induction.
- e. You must include on your application form information about any health matters or conditions that we need to be aware of or that may impact on another student, member of staff or host family.
- f. MSE reserves the right to refuse to accept a student due to health, learning or personal care issues and where the provider feels that there are significant health and safety concerns.
- g. Students are required to bring their passport (and visa documentation if appropriate) to school before the start or on the start date of their course. MSE reserves the right to cancel your registration without refund if these original documents are not provided.
- h. Students are issued with an identity card on arrival which, if lost, can be replaced at a cost of £5.
- i. A course book must be purchased at the time of enrolment for courses longer than one week.
- j. Students aged 16-17 may study in adult groups but all bookings for under-18s require a signed parental consent letter to be sent to the school before the course start date.
- k. Weekly progress tutorials for about 50 minutes per week are carried out by your teacher, and during this time you will be expected to work on tasks independently.
- l. Occasional off-site learning visits are organised for classes with their teacher.
- m. Health and travel insurance should be taken out before coming to the United Kingdom. This insurance should cover cancellation and curtailment, course fees, medical expenses, personal belongings cover, money, personal liability and personal injury. MSE will not be liable for payments of items or services that should be covered by insurance.

## 2. Payment and Fees

- a. To reserve a place on a full-time course we require a deposit of £150 to be paid and the balance paid 21 days before the start of the course. If a student books a course less than 21 days before the start of the course, fees must be paid in full. In the case of visa students, we require full fees before processing and confirming an application.
- b. All fees are payable in GBP (£). If you pay using another currency, the final payment received should be the correct amount in GBP (£) after currency exchange and bank charges.
- c. Course fees are not transferable and are valid only for the person and course(s) specified on the application form.
- d. 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.
- e. Bookings for English language courses from non-EEA citizens are accepted on receipt of the full course fee only plus the registration fee of £45.
- f. Included in your course fees: placement test, tuition, use of school resources and study facilities, 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.

\*Certificates and reports requested after one month after the course end date will be charged for.

- g. Mayfair School of English reserves the right to alter its Terms and Conditions at any time. Please check our website for any updates.

## 3. Holidays and Sickness

- a. There is no reduction in fees where a public holiday falls within your course dates, except for one-to-one lessons which can be re-scheduled.
- b. Students on full-time, full-time plus or intensive programmes may take holidays at any time during their course providing this allows the student to complete the course within the period of their leave to remain (visa) where applicable.
- c. Holidays may not be taken during evening or part-time courses.
- d. Holiday for full-time courses is limited to one week per six weeks of course time (up to a maximum of six weeks' holiday per year) but may be taken consecutively on courses of 12 weeks or more.
- e. Holidays can only be taken in week blocks (Monday to Friday) and not in individual days.
- f. Holidays must be booked at least two weeks in advance. Holidays taken without our permission may result in your visa being withdrawn by the Home Office. In such cases, fees will not be refunded.
- g. If you are unable to attend school because of short-term illness, you will not be compensated for any classes missed.
- h. If you are unable to attend school because of long-term illness, you should obtain a medical certificate and your course can be postponed (from the date when the medical certificate is seen) but not refunded.
- i. Non-EU students should ask in Reception for a holiday visa letter if visiting another country. This is needed on your return to the UK. The school cannot be responsible if you are delayed or prevented from returning to the UK.

## 4. Course changes

- a. Course modality cannot be changed, for example, from full-time to part-time or one-to-one.
- b. You may postpone the start of your course for up to six months from the original start date provided 14 days' notice is given. Only one course start date change is permitted.
- c. MSE reserves the right to charge £45 for administration costs each time course details are changed after your booking is confirmed.

## 5. Attendance

- a. Students are expected to attend classes regularly and on time. Students may lose their place on a course if they are frequently late, absent or leave before the end of their course.
- b. All students are expected to maintain an average attendance of 80% in accordance with Mayfair School's *Policy on Attendance*.

## 6. Course Cancellations & Refunds

You have the right to cancel your booking at any time on the following terms:

- a. Where bookings are made remotely, (online, by phone or email) and no visa documentation has been issued, you have the right to cancel with a full refund without giving a reason, within 14 days of the school's confirmation of the booking. Cancellation must be made in writing within the Cancellation Period. We will refund fees paid within 14 days of the date of your cancellation request. Any services provided during this 'cooling off' period will be charged for together with the Registration fee.
- b. Only written notification of intention to cancel is accepted and it should be sent to the school by post or email with the original Certificate of Enrolment if applicable.

- c. Cancellation periods are based on the school's working day between 8.00 and 18.00 Monday to Friday. If a cancellation notice is received after these hours, the notice period will be counted from the next working day.
  - d. In the case of cancellations received by non-visa students with a notice period of 14 or more days before the course start date, fees will be refunded after deductions of the £150 deposit and registration fee of £45.
  - e. In the case of a cancellation notice period of less than 14 days before the course start date, tuition fees paid will be refunded after the following deductions: £150 deposit + £45 registration fee + one week's tuition (calculated at the single week unit value).
  - f. If you cancel your course after the start date or decide to leave early, there is no refund under any circumstances.
  - g. Group-course tuition fees for cancelled weeks cannot be converted to equivalent individual lessons nor can course duration be extended by reducing the number of hours per week studied.
  - h. For courses that are longer than 4 weeks, in exceptional circumstances you may stop and postpone your course with a notice period of two weeks, and use the credit at a later date but within a year of the date of curtailment.
  - i. Tuition and registration fees are non-refundable in the case of late or no-show students.
  - j. If you miss a lesson, regardless of the reason, we cannot give a refund or allow you to take the lesson at another time.
  - k. In the event of the school being unable to supply services to which it is contractually bound resulting from a Force Majeure ie causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, etc. refunds will not be made.
  - l. If your visa is refused and you want to re-apply for a visa, you must do so within one month of the date of the refusal letter. In this case, you must inform the school of the new start date.
  - m. If your visa is refused and you want to apply for a refund of fees, you must do so within two weeks of the refusal date and before the course start date, whichever is the sooner. The school will refund any course fees paid less a charge of £150 and £45 registration fee when we have received your original visa refusal letter from the Embassy or Consulate plus a copy of your passport photo page. We also need and a letter authorising payment of the refund to a specified bank account.
  - n. The school will not refund course deposits, administration fees, accommodation deposits or courier fees. Please see the Terms and Conditions for all bookings.
  - o. You must give 24 hours' notice on a weekday to cancel a one-to-one lesson or you will be charged the full fee for the lesson. To cancel a block booking of one-to-one lessons, one week's notice must be given and your fees may be used towards a new booking.
  - p. If documents have been issued for a visa application, you may only apply for a refund if your visa has been refused.
  - q. Cancellations through serious illness or the death of a close family member should be reimbursed through your insurance.
  - r. Please allow up to 45 days to process any refund for course fees or accommodation.
  - s. Refunds can only be paid to the person who made the payment in the first instance.
- 7. Accommodation bookings and cancellations**
- a. A booking fee of £45 applies to all accommodation bookings.
  - b. 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.
  - c. 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.
  - d. The minimum notice period for any cancellation of accommodation is 4 weeks and any remaining fees can be refunded.
  - e. If homestay accommodation is not suitable on arrival, alternative accommodation will be offered subject to availability.
  - f. For no show or late arrivals accommodation fees are not refundable.
- 8. Visas**
- a. Students are responsible for their own visa applications.
  - b. Visa documentation will be sent by email once we have received full payment of tuition fees.
- 9. Complaints**
- a. Any complaints with our services should be addressed to a member of staff immediately who will respond according to our *Complaints Policy*.
- 10. Miscellaneous**
- 11.** Sometimes Mayfair School of English Ltd. or our representatives take photographs and videos during our courses that may be used for promotional purposes. Parental permission will be given for Under-18s. Please advise us at the time of booking if you do not wish to appear in any promotional material.

*\*The term 'student' is used here and throughout these terms and conditions to refer to any individual who has paid to undertake a programme of study at Mayfair School of English Ltd.*

I have read and accept the terms and conditions.

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_