

## Booking Terms and Conditions

### MSE Terms and Conditions of Booking

#### 1 Your Contract

- 1.1 Mayfair School of English Ltd, company registration number 5561696.

#### 2 Conditions of Enrolment

- 2.1 Courses will be confirmed when a non-refundable deposit of £350 is received. Any bank and PayPal charges will be met by the students. An enrolment is not valid until the application form and deposit have been received and the booking has been confirmed by MSE.
- 2.2 We must receive the full MSE Application Form as it includes important medical and other information including the signed Parental Consent section.  
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.
- 2.3 Mayfair School of English will send a confirmation of booking, invoice and payment receipt once full payment is received.  
Students and Group Leaders will also receive an information pack with important information about airport transfers, what to bring and pocket money guidelines.

#### 3 Travel

- 3.1 All student arrival & departure details must be provided to the school no later than 20 working days before the start of the course.  
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. Any changes after this time, will incur an admin charge of £ 25.
- 3.2 Transfer fees will not be refunded if you fail to inform the school of any changes to an itinerary or a missed connection.
- 3.3 MSE does not accept responsibility for expenses due to transport delays or anything else beyond our control.

#### 4 Additional costs

- 4.1 Participants will be invoiced for any additional costs incurred to a prolonged length of stay.
- 4.2 An administration fee of £25 will apply for administration costs for any students wishing to alter or amend a course.

#### 5 Cancellation

- 5.1 All cancellations must be notified in writing. Cancellations will be acknowledged in writing and will incur the charges as outlined below:
- Cancellation more than 30 days before arrival: loss of deposit
  - Cancellation within 30 days of course start date:  
full fees will be forfeited
  - After commencement of course: no refund at all
- 5.2 If you have booked and paid through a representative any refund will be made to the representative.

- 5.3 If the Student has to stop his or her course early, the fees are non-refundable under any circumstances and no credit can be given.

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.

- 5.4 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.
- 5.5 Fees are non-transferable. This means you cannot transfer your fees to another person
- 5.6 Additional group cancellation policies may apply. Please contact your MSE representative for more information.

#### 6 Visas

- 6.1 It is your responsibility to ensure the student has a valid visa and travel documents.
- 6.2 If a visa is necessary, MSE provides a Visa Invitation Letter.
- 6.3 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 for a £45.00 administration fee and any courier fees incurred, minus bank charges.
- 6.4 MSE will not refund you if the visa application has not been made with sufficient time for the visa to be approved.
- 6.5 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.

## **7 Admission terms**

- 7.1 We accept students on the basis that they have good health and any relevant medical information is provided at the time of enrolment. All students must have accident and health insurance and will be responsible for any medical expenses incurred.
- 7.2 The admission of a student is conditional on acceptance of these Terms & Conditions and of the rules published by our venue. While every effort will be made to contact parents or guardians regarding serious breaches of centre rules, the Course Director may at his/her discretion impose sanctions, including suspension or expulsion. We reserve the right to dismiss any student whose standard of conduct is unsatisfactory.
- 7.3 MSE reserves the right to make changes to the leisure programme due to weather conditions or any other reasons beyond our control.
- 7.4 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. If we do so, we will offer either an alternative course or a refund.

## **8 Accommodation arrangements**

- 8.1 Sleeping Arrangements: the number of beds varies from 2-3 beds per room.

## **9 Injury/Loss**

- 9.1 We do not accept responsibility for personal injury or for loss or damage to personal property unless it is due to the negligence of MSE or its employees. Any valuables should be left at home or given to the school for safekeeping.

## **10 Behaviour**

- 10.1 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. There will be no refund of fees in cases of expulsion.

## **11 Waiver**

- 11.1 All Under 17s 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.

## **12 Medical**

- 12.1 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.

## **13 Insurance**

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

## **14 Health & Safety**

- 14.1 We operate a rigorous Health & Safety policy. Staff undergo a period of training and orientation prior to students arriving at each centre. All the relevant student: teacher ratios are adhered to as set out by the Children's Act and relevant governing bodies of language travel courses such as English UK.

## **15 Supervision**

- 15.1 The supervisory ratio of teachers or group leaders to Under 17s during activities is 1:10 or 1:15 students depending on the type of activity undertaken. MSE staff members are accessible through emergency telephones 24 hours a day.
- 15.2 The supervisory ratio of teachers or group leaders to students in residential accommodation is 1:15

**16 Injury/Loss**

16.1 We do not accept responsibility for personal injury or for loss or damage to personal property unless it is due to the negligence of MSE or its employees. Any valuables should be left at home or given to the school for safekeeping

**17 Medical**

17.1 The campus has a fully-qualified first aider on site. In addition, local accident & emergency facilities are within easy reach of the school.

**18 Complaints**

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

**19 Liability**

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

19.2 All students are liable for loss or damage for which they are responsible and will have to pay the full cost of replacement. A refundable deposit of £50 should be paid on arrival and will be refunded at the end of the programme provided there has been no damage to centre property.

**20 Data Protection**

20.1 Sometimes MSE or our representatives take photographs and videos during our courses or social activities which may be used for promotional purposes. Please advise at the time of booking if you do not wish to appear in any promotional material.

20.2 We keep students' information in electronic and paper format. Personal information a student provides will be only passed on to the airport meeting service, the UK Border Agency and in some cases to the British authorities as needed.

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.

**21 Meals**

21.1 Our centres provide tasty nutritious meals with a choice of hot or cold food. All dietary requirements are also catered for at each centre.

**22 Disclaimer**

22.1 All information provided by MSE is the responsibility of Mayfair School of English. We reserve the right to alter any particulars such as fees at the discretion of the company. We reserve the right to cancel any course or close any centre for whatever reason. Should this be necessary, we shall offer either a full refund or an alternative course for the same value.

- MSE reserves the right to make changes to the programme of study and activities at any time. We may vary the organization and content from time to time to meet the needs of the centre and of the students.
- MSE reserves the right to cancel the course if there are insufficient 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.

**23 Force Majeure**

23.1 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.