



Enrolment Details, Terms and Conditions 2011

COURSE INFORMATION

- **Starting day:** most courses start on a Monday (Tuesday, when Monday is a public holiday) and finish on a Friday. On your first day you may miss one or more lessons because of the time needed to administer the entry test, complete registration and travel to your Frances King school.
- **Passport/ID card:** all students are required to present their passport/ID card on their first day and the school will retain a copy. You are also required to provide and keep up to date your contact details in London and next of kin contact details in your own country.
- **Minimum age:** 16, except Courses 30-33, 45, 47 age 21; Courses 34,35 age 20; Internship Programmes age 18; Course 42 age 40; Course 44, 46 age 8; Course 48, 49 age 13.
- **Location and course:** Frances King School of English cannot guarantee a particular course, timetable or Frances King school until you have taken the entry test at the school. Every attempt will be made however to place you in the school or course of your choice. In the event of insufficient enrolments for a course, the school reserves the right to offer an alternative course of equal value. Frances King School of English reserves the right to change course programmes and locations without prior notice in the event of unforeseen circumstances beyond our control or in the best interests of the school.
- **Progress meetings:** from time to time you will have a short, 5 minute, meeting with your teacher. About 20-30 minutes per week of class time will be used for progress meetings, while the class carries on with work set by the teacher.
- **Student holidays:** if you are on a course of more than 12 weeks, except examination preparation courses, you may take a holiday of two weeks every 12 weeks without losing your course fee for this period, providing 1 week's notice is given. If you are staying in Frances King homestay accommodation and wish to take a holiday, you must give 1 week's notice to the school. To leave your luggage at your homestay during your holiday you must pay a £50 retainer/week. In all other accommodation, you will be charged the full weekly rate during your holiday period and may leave your luggage in your room. If you book a course of 12 weeks or more (and need a visa to enter the UK) you should request extra weeks when applying for your visa, if you wish to take a holiday either during or after your course. This does not apply to students on courses 14, 15 and 16.
- **Semester and Academic Year Courses (Courses 14, 15 and 16):** 28 week programme: 4 weeks' holiday, 36 and 42 week programme: 6 weeks' holiday, 48 week programme: 8 weeks' holiday. There is an extra 2 weeks' holiday for those present from December 19, 2011-December 30, 2011.
- **One-to-One lessons:** requests for a change to your timetable must be made 48 hours in advance (during offices hours, 09.00-17.00, Monday- Friday). Payment for One-to-One lessons must be made at time of booking.
- **Photography:** sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional material.

ACCOMMODATION INFORMATION

- **Minimum age for accommodation:** 18, except A1-A14, B1- B11 age 16. Children taking course 44, 46, may stay in A2-A11, A16, A20, A27-A29, A31 and A38-A39 (summer only), if accompanied by a responsible adult over 21 years. Children over 14 years, taking course 44, (Winter and Easter Programmes only) may stay in A18, if accompanied by an adult over 21 years.
- **Arrival and departure:** Accommodation is booked from Saturday-Saturday or Sunday-Sunday (7 nights). A16, A19-A20, A27-A29 can be booked from other days, subject to availability.
- **First and second choice of accommodation:** please always include a second choice of accommodation on the Enrolment Form. Where the first choice of accommodation is not available we will book the second choice.
- **Maximum booking length:** 12 weeks in all accommodation. We are happy to extend your accommodation for you after your arrival in London.
- **Accommodation only:** we are happy to organise accommodation for people who do not study with us (subject to availability). Accommodation only prices apply, inclusive of V.A.T.
- **Arrival times:** It is not always possible to arrive at accommodation before 07.00 or after 22.00. Please check with us before making travel arrangements.
- **Location of Frances King accommodation:** accommodation is located in zones 1, 2 and 3 with an approximate travelling time of 10-45 minutes by underground, mainline train or bus. In July and August, for late bookings (and with the agreement of students) we may also use homestays in zone 4.
- **Accommodation arrangements:** in arranging accommodation Frances King School of English may be acting as agent for the supplier, as principal or as a sub-agent. The status of Frances King in relation to specific accommodation will be explained on request.

16 AND 17 YEAR OLD STUDENTS

- Students age 16 and 17, without a guardian in the UK, must stay with a homestay (A1-A14, B1-B12). They are also advised to book an arrival airport transfer unless a guardian (over 21 years) is meeting them at the airport (see page 8, Airport Transfer).
- Students age 16 and 17 should carry a letter of consent to travel alone and present it, if requested, on arrival in the UK. We will send a form letter with the confirmation documents.

COMPLAINTS AND CONDUCT

- **Complaints:** problems and complaints with courses, accommodation and other services should be brought to our attention immediately so that we can help. We do not accept complaints made after your course has finished.
- **Conduct:** Frances King School of English reserves the right to cancel a student's course and accommodation in the event of misconduct or unsatisfactory behaviour. Students will be responsible for all costs arising.

PAYMENT TERMS

1. Before we can confirm your course or accommodation booking or send a letter of confirmation, you or your company need to pay either:
 - **A deposit of:**
 - £200 if you want to book a course
 - £500 if you want to book a course and accommodation, or
 - **Payment in full:** if you are applying for a Student Visa, booking less than 15 days before arrival or if you are booking A35-A36, A38-A39 accommodation.
2. If you are applying for a General Student Visa (GSV) to take a course of over 6 months, you will need a Confirmation of Acceptance of Studies (CAS) from the school. The cost is £10 and will be added to your invoice.
3. 15 days before arrival you need to pay the balance of your course and accommodation fees. Full fees for course and accommodation must be received before you can arrive in your accommodation.
4. Payment must be received in full – please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.

CANCELLATION POLICY

1. **Cancellation of courses and accommodation BEFORE arrival in the UK:** If you want to cancel your booking before arrival in the UK you must give notice in writing. We will refund all fees minus the £200 Course Deposit and £300 Accommodation Deposit. If the accommodation fees for the notice period exceed £300 you will be charged the difference. This also applies to students whose accommodation has been confirmed by the school and have had their visa granted.
 - **Notice Period to cancel accommodation is:**
 - 6 weeks' notice: A38-A39
 - 4 weeks' notice: A35-A36
 - 3 weeks' notice: A37
 - 2 weeks' notice: A17-A18, A21-A22, A25-A26, A30-A32, A33-A34
 - 1 week's notice: A1-A14, B1-B12, A23-A24
 - 48 hours' notice: A16
 - 24 hours' notice: A19-A20, A27-A29
 - In A35-A36 accommodation, 4 weeks' notice is required to cancel a stay of 6 weeks or under, otherwise 1 week's rent will be the cancellation fee. Any student who cancels a stay of over 6 weeks will be charged 4 weeks' rent.
2. **Cancellation of courses and accommodation BEFORE arrival in the UK when a student is refused a visa:**

If you want to cancel your booking before arrival in the UK you must send us a copy of the visa refusal letter issued by the British Embassy/Consulate.

 - All course fees will be refunded less an administrative charge of £100.
 - All accommodation fees will be refunded less an administrative charge of £100, provided notice to cancel accommodation is given.
 - If you cancel your course and accommodation before arrival and have paid your fees in full, all fees minus an administration charge of £100 for the course and £100 for the accommodation, will be refunded, provided notice to cancel accommodation is given. See Notice Period (above) to cancel accommodation.
3. **Cancellation of courses AFTER arrival in the UK:**

If you cancel or curtail your course after arrival in the UK there is no refund in any circumstances:

 - If your course is longer than 4 weeks, you must give 4 weeks' notice in writing. Responses will be given in writing and discussions will not be entered into. You may apply for a credit for the unused part of the course. There is no credit for cancelled courses during the first 4 weeks of a course. The course credit may be used within 2 years and cannot be transferred to another student. Course credits may not be used to pay for One-to-One lessons or accommodation.
 - To cancel One-to-One Courses you must give one week's notice in writing. You may apply for a credit for the unused part of the course. This may be used as part-payment towards any Frances King course within 2 years.
 - To cancel One-to-One lessons you must give 48 hours' notice (during offices hours, 09.00-17.00, Monday - Friday). All late cancellations are charged at the full rate.
 - If you leave because you are ill or because of the death or serious illness of a close relative you may be able to claim reimbursement of fees through your insurance.
4. **Cancellation of accommodation AFTER arrival in the UK:**

If you cancel or curtail your accommodation after arrival in the UK you will be charged a £55 cancellation fee. You must give notice beginning at a weekend to a Frances King Advisor.

 - **Notice Period to cancel accommodation:**
 - 6 weeks' notice: A38-A39
 - 4 weeks' notice: A35-A36
 - 3 weeks' notice: A37
 - 2 weeks' notice: A17-A18, A21-A22, A25-A26, A30-A32, A33-A34
 - 1 week's notice: A1-A14, B1-B12, A23-A24
 - 48 hours' notice: A16
 - 24 hours' notice: A19-A20, A27-A29
 - A16: you must give 48 hours' notice and you will be charged a cancellation fee which will be approximately 1 night's fee for each week booked.
 - A35-A36: it is not possible to cancel after arrival without losing full fees for the period that you have booked.
 - Where notice is not received, accommodation fees for the above periods will be added to the cancellation fee.
5. In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.
6. Course and accommodation refunds may take between 30-60 days to process. Refunds cannot be processed until the school has been paid in full for all services booked. Refunds will only be made to the person or organisation that paid in the first instance.

FORCE MAJEURE

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemic and the like. Refunds will not be made in such circumstances.