



Enrolment Details, Terms and Conditions 2012

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 29-31, 42, 44, 46 age 21; Courses 32-34, 50, 50a age 20; Internship Programmes age 18; Courses 48-49 age 13; Courses 41, 43, 45 age 8.
- **Location and course:** Frances King 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 reserves the right to change course programmes and locations without prior notice in the event of unforeseen circumstances beyond our control or if in the best interests of the school.
- **Personal 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 personal 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 24, 2012 – January 4, 2013.
- **One-to-One lessons:** requests for a change to your timetable must be made 48 hours in advance (during office hours, 09.00-17.00, Monday-Friday). Payment for One-to-One lessons must be made at time of booking. On Courses 35 and 40 participants meet the cost of their own and their teacher's lunch.
- **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 A2-A14, B1-B12 age 16. Children taking course 41, 43, may stay in A3-A11, A15-A16, A20, A28-A29 and in the summer only: A31 & A34, A39-A40, if accompanied by a responsible adult over 21 years. Children over 14 years, taking courses 41 & 45, (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). A15-A16, A19-A20, A28-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 (or longer in the summer) 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 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, study alongside adult students, with minimal supervision outside class times. If closer supervision is required, we recommend our London Teenager Programme (summer only).
- Students age 16 and 17, without a guardian in the UK, must stay with a homestay (A2-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 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 A22, A35-A36, A39-A40 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: A39-A40	4 weeks' notice: A22, A35-A36
3 weeks' notice: A38	2 weeks' notice: A17-A18, A21,
1 week's notice: A2-A14, B1-B12, A23-A24	A25-A26, A30-A31, A33-A34, A37
48 hours' notice: A15-A16	24 hours' notice: A19-A20, A28-A29
 - In A22, A35-A36, 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 office 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 £60 cancellation fee. You must give notice, beginning at a weekend, to a Frances King Advisor.
 - **Notice period to cancel accommodation:**

6 weeks' notice: A39-A40	3 weeks' notice: A38
2 weeks' notice: A17-A18, A21, A25-A26, A30-A31, A33-A34, A37	1 week's notice: A2-A14, B1-B12, A23-A24
48 hours' notice: A15-A16	24 hours' notice: A19-A20, A28-A29
 - A15-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.
 - A22, 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, pandemics and the like. Refunds will not be made in such circumstances.

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TRANSFER TERMS AND CONDITIONS

- Flight details must be received in writing before 14.00hrs (UK time) on the Friday before arrival in the UK
- To cancel or change an airport transfer you must inform us in writing 24 hours before the flight arrival or departure time. For last minute changes or cancellations, please phone: 07768 325 391
- A £20 supplement will be charged for airport transfer service between 22.00 – 05.00hrs. A supplement will also be charged for airport transfers on UK public holidays, please ask for prices.
- Waiting time of 1½ hours is included in the transfer price. If you do not contact the driver within 1½ hours of the flight arrival time, the driver will leave the airport and any request for a transfer will be charged at the full rate. Extra waiting time: £20 per ½ hour. Waiting time starts from the scheduled time of arrival unless the flight is early in which case waiting time will start from the actual flight arrival time
- In A25-A26, A39-A40, the airport transfer is to the London Solutions office and not to the flatshare or apartment. A supplement will apply if you request an extra transfer

TRANSFER FEES – FOR AIRPORTS OUTSIDE LONDON

- During the London Olympics, students may find it cheaper to fly to/from airports outside of London

Airport Transfers & Approximate Time From/To central London	Price/Single Transfer (for 1-3 people travelling to same address)	Price/Single Transfer (for 4-7 people travelling to same address)	To/From
Southampton – 127 kms, 1 hour & 50 minutes	£285	£315	Accommodation arranged by the school, in zones 1, 2 & 3
Bournemouth – 168 kms, 2 hours & 20 minutes	£315	£345	
Birmingham – 180 kms, 2 hours & 25 minutes	£325	£355	
Bristol – 203 kms, 2 hours & 40 minutes	£325	£355	

PUBLIC TRANSPORT FROM AIRPORTS

- We recommend that students use public transport which is cheap and convenient. Please visit the Frances King website for more information:
<http://www.francesking.co.uk/prices/airporttransfers.asp>

Single Journey To/From central London	Approximate time & cost/single journey (all prices correct at time of print)			
	By Bus (to Victoria station)	By London Underground	By Train	By London Black Taxi
London City Airport (15 kms)	From £5.90 – National Express, 35 minutes		From: £4.00 – 25 minutes to Bank station	From £30
Heathrow (34 km)	From: £5.00 – National Express, 45-75 minutes	From: £5.00 – 45 minutes	£16.50 – Heathrow Express to Paddington Station, 15 minutes	From £50
Gatwick (45 kms)	From: £6.80 – National Express 45-70 minutes		£18.00 – Gatwick Express to Victoria Station, 30 minutes	From £78
Luton (56 kms)	From: £15.00 – National Express, 1 hour & 20 minutes		From: £14.00 – Thames Link to King's Cross Station, 25 minutes	From £80
Stansted (63 kms)	From: £10.00 – National Express, 1 hour & 45 minutes		£20.00 – Stansted Express to Liverpool Street Station, 46 minutes	From £85
London Southend (68 kms)	From £17.00 – National Express, 1 hour & 45 minutes		From £14.50 – National Express East Anglia to Liverpool Street Station, 1 hour & 10 minutes	From £90
Southampton (127 kms)	From £32.00 – National Express, 2 hours & 45 minutes		From £35.00 – Southwest trains to Waterloo or Southern Trains to Victoria, 1 hour & 10 minutes	From £170
Bournemouth (168 kms)	From £43.00 – National Express, 3 hours & 50 minutes		From £46.00 – Southwest trains to Waterloo, 2 hours	From £220
Birmingham (180 kms)	From £18.00 – National Express, 3 hours & 45 minutes		From £46.00 – Virgin Trains or London Midland to Euston, 1 hour & 30 minutes	From £250
Bristol (203 kms)	From £37.00 – National Express, 4 hours & 15 minutes		From £35.00 – First Great Western to Paddington, 2 hours & 30 minutes	From £270

GUIDE TO ENGLISH LANGUAGE LEVELS

Frances King levels	Your present level of English	CEFR	IELTS	Cambridge	TOEIC	BULATS	BEC	TOEFL (Paper)	TOEFL (Computer)	TOEFL (IBT)
G Advanced 2	I speak English fluently and understand almost everything, although I sometimes have difficulty with very colloquial English	C2	7.5+	CPE	905-990	90-100		625-680	263-300	113-120
F Advanced 1	I am fluent and confident in expressing myself although I sometimes have problems with more complex ideas or unfamiliar situations	C1	6.5-7.0	CAE	785-900	75-89	BEC Higher	575	232	90-91
E Upper Intermediate	I speak well but not fluently in a variety of situations. I can express quite complex ideas, but I find it difficult to understand fast speech of native speakers	B2	4.5-6.0	FCE	605-780	60-74	BEC Vantage	525	196	69-70
D Intermediate	I understand and speak quite well in familiar everyday situations	B1	3.5-4.0	PET	405-600	40-59 Preliminary	BEC	475	152	49-50
B Elementary	I can understand and speak basic English in familiar situations	A2	3.0	KET	255-400	20-39		425	113	29-30
A Beginner	I do not understand or speak any English	A1	Below 3		10-250	0-19				

ENGLISH LANGUAGE EXAMINATION INFORMATION

Examination	Which level?	Date of examination	How to register	Do I have to take a special course?	Results	Fee
Cambridge FCE	D, E	4 week courses: July 27; August 23; September 28 12 week courses: March 24; June 9; December 8	4 week courses: we will reserve a place for you when you book a course. 12 week courses: register in Frances King reception during the first week of your course.	Yes, Course 17 or 20	2 months after examination	£117
Cambridge CAE	F	4 week courses: July 26; August 24; September 22 12 week courses: March 23; June 13; December 8	4 week courses: we will reserve a place for you when you book a course. 8 week courses: register in Frances King reception during the second week of your course.	Yes, Course 18 or 21	2 months after examination	£122
Cambridge CPE	G	12 week course: December 6	First week of course	Yes, Course 19	2 months after examination	£129
IELTS	C, D, E, F, G	The examination takes place on the Saturday after the end of the course, except for the 4 week course in July, when the examination takes place a week later. These dates are subject to availability and change. We will assist you to make alternative arrangements if necessary.	4 week courses: we will reserve a place for you when you book a course. 8 week courses: register in Frances King reception during the second week of your course.	Yes, Course 24, 25 or 26. Course Preparation can also be included in Semester, Academic Year, Pre-Masters programme	Within 2 weeks of examination	£135
TOEFL	D, E, F, G	Please check dates on www.ets.org/toefl . Available dates in London do not always coincide with the end of a course but this examination can be taken in many countries.	Students are advised to register in advance of their course at www.ets.org/toefl or by telephone +31 320 239 540. Payment is by credit card.	Yes, Course 27	2 weeks after the test	\$185
TOEIC	C, D, E, F, G	January 27; February 24; March 30; June 1; June 29; July 27; August 24; September 28; October 26; November 30	Two weeks before examination date	No, but we strongly recommend you take Course 28	Within 7 days of examination	£75
BULATS	B, C, D, E, F, G	On request	One week before examination date	No, but we strongly recommend you take One-to-One lessons	Same day as test (after one week for speaking and writing papers)	£35
Pearson Test of English	C, D, E, F, G	On request	Register in Frances King reception one week or more before	No, but we strongly recommend you take One-to-One lessons	Same day as test (after one week for speaking and writing test)	£140

- Examination fees are not included in the course price and must be paid by the date shown. Details and fees are set by examination authorities and subject to change without notice
- It is your responsibility to register for an examination after arrival at the school, except for 1) TOEFL – you must register yourself online. Please see information above. 2) 4-week FCE and CAE courses – register for the examination when you enrol for the school
- Cambridge Examination dates are for the reading, writing and listening papers. The speaking test will take place on another day during the same week, either before or after the other papers