

# Enrolment Details, Terms and Conditions 2009

## 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.
- **Minimum age:** 16, except Courses 17-21 age 22; Courses 31-32 age 17; Course 33 age 21; Internship Programmes age 18; Course 34 age 9; Course 36 age 50.
- **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 if 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 long course, 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 8 and 9.
- **Semester and Academic Year Courses (Course 8 and 9):** 28 week programme: 4 weeks' holiday, 36 week programme: 6 weeks' holiday, 48 week programme: 8 weeks' holiday. There is an extra 2 weeks' holiday from December 21, 2009-January 1, 2010.
- **One-to-One lessons:** requests for a change to your timetable must be made 48 hours in advance. Payment for One-to-One lessons must be made at time of booking.
- 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 – age 16. Children taking Course 34 may stay in A3-A11, A16, A20, A27-A28, A33, A34 (children over 12 years only) and A35-A36 if accompanied by a responsible adult over 21 years. Children over 14 years, taking Course 34 (Easter and Winter Programmes only) may stay in A18 if accompanied by a responsible adult over 21 years.
  - **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.
  - **Use of kitchen:** There is no use of kitchens in homestays except in Private Home (A1)
  - **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.
  - **Special requests:** we will do our very best to deal with your special requests but are not able to guarantee this. Please send your booking as early as possible to avoid disappointment.
  - **Location of Frances King accommodation:** accommodation is located in zones 1, 2 and 3 with an approximate travelling time of 25-45 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.
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- All students are required to present their passports 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.
  - 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.
  - 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 (£600 for Foundation Programme) £500 if you want to book a course and accommodation, or
  - **Payment in full:** if you are booking less than 15 days before arrival or if you are booking A35-A36 accommodation.
2. 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.
3. Frances King is not responsible for any bank transfer charges. Payment must be received in full – please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges. You will be asked to pay for any outstanding bank transfer charges on the first day of your course.

## 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.
    - Notice Period to cancel accommodation is:
      - 4 weeks' notice: A35-A36
      - 3 weeks' notice: A31-A34
      - 2 weeks' notice: A17-A18, A21, A25-A26, A29
      - 1 week's notice: A1-A14, A23-A24
      - 48 hours' notice: A16
      - 24 hours' notice: A19-A20, A27-A28
    - In A30 accommodation, if you cancel, you will be charged 1 week's rent (bookings of less than 6 weeks) or 4 weeks' rent (bookings of more than 6 weeks)
  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 inform us in writing.
    - The course deposit of £200 will be refunded less a reduced deposit of £50.
    - The accommodation deposit of £300 will be refunded, less a reduced deposit of £50, 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 a reduced deposit of £50 for the course and £50 for accommodation will be refunded, provided notice to cancel accommodation is given.
    - You must send us a copy of the visa refusal letter issued by the British Embassy/Consulate.
  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 and 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.
    - All applications for a course credit must be in writing on a form available from the school office. Responses will be given in writing and discussions will not be entered into.
    - 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 individual lessons you must give 48 hours' notice. 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 £50 cancellation fee. You must give notice beginning at a weekend to a Frances King Advisor.
    - Notice Period to cancel accommodation:
      - 4 weeks' notice: A35-A36
      - 2 weeks' notice: A17-A18, A21, A25-A26, A29, A31-A34
      - 1 week's notice: A1-A14, A23-A24
      - 48 hours' notice: A16
      - 24 hours' notice: A19-A20, A27-A28
    - 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.
    - A30: 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.
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- 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.

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## MEDICAL, TRAVEL AND COURSE INSURANCE

- Before you arrive in the UK, we strongly recommend that you take out insurance for your own financial and personal security. You can take out your own insurance or the International Student Policy offered by Endsleigh Insurance Services Limited, which has been specially designed for overseas students studying in the UK.
- It is advisable to take out your student insurance at the time of booking your trip as cover will commence for pre-departure cancellation from the policy issue date. This will, therefore, provide cover should you have to cancel your course for an insured reason such as illness or serious accident preventing you from traveling.
- Insurance arrangements are not included in the course and accommodation enrolment procedure. To take out insurance and for further details, please visit our website: [www.francesking.co.uk/insurance](http://www.francesking.co.uk/insurance)

### SHORT STAY RATES

1-8 days: £9.47	32-42 days: £23.67	93-123 days: £52.07
9-16 days: £11.36	43-65 days: £28.40	124-153 days: £64.37
17-24 days: £17.04	66-70 days: £35.97	154-183 days: £73.84
25-31 days: £18.93	71-92 days: £42.60	

For rates for longer stays, please visit our website: [www.francesking.co.uk/insurance](http://www.francesking.co.uk/insurance)

### POLICY COVER (for short stay international students):

Cancellation or Curtailment Charges	£3,000	Valuables Total Limit	£250
Emergency Medical & Other Expenses		Personal Money, Passport & Documents	
Emergency Medical Expenses	£2,000,000	Cash Limit	£50
Emergency Dental Treatment	£250	Other Money & Documents Limit	£500
Funeral Costs Abroad	£3,000	Passport	£100
Personal Accident (Subject to Age)	£30,000	Personal Liability	£1,000,000
Baggage		Missed Departure	£250
Baggage	£1,000	Overseas Legal Expenses & Assistance	£10,000
Single Article Limit	£200	Course Fees	£5,000

All information is correct at the time of going to print and maybe subject to change.

## GUIDE TO FRANCES KING AND EXAMINATION LEVELS

Your present level of English		CEFL Levels	Cambridge ESOL	IELTS	TOEFL (Computer)	TOEFL (Paper)	TOEFL (IBT)	TOEIC	Cambridge Business English		
G	Advanced 2	Proficient User	C2	CPE	A	9.0	300	677	120	905-990	
	B/C				8.5	293	670	119			
	C				8.0	280	650	114			
F	Advanced 1	Independent User	C1	CAE	A/B	7.5	263	623	106	785-900	BEC Higher
	B/C				7.0	250	600	100			
	A				6.5	233	577	90			
E	Upper Intermediate 2	Independent User	B2	FCE	B	6.0	213	550	79	605-780	BEC Vantage
	C				5.5	197	527	71			
	D				5.0	173	500	61			
D	Upper Intermediate 1	Basic User	B1	PET	Merit	5.0	173	500	61	405-600	
	C				4.5	153	477	53			
	B				4.0	133	450	45			
C	Intermediate	Basic User	A2	KET	Merit	4.0	133	450	45	255-400	
	B				3.5	113	423	38			
A	Beginner					1.5	50	323	15	10-250	

## ENGLISH LANGUAGE EXAMINATION INFORMATION FOR 2009

Examination	Which level?	Date of examination	Last day to register	Do I have to take a special course?	Fee
Cambridge First Certificate in English (FCE)	E	March 14; June 16; December 8	January 27; March 27; October 9	Yes, Course 12, 15a or 15b	£110
Cambridge Certificate in Advanced English (CAE)	F	March 14; June 17; December 9	January 27; March 27; October 9	Yes, Course 13, 16a or 16b	£115
Cambridge Certificate of Proficiency in English (CPE)	G	June 18; December 10	March 27; October 9	Yes, Course 14	£120
Cambridge Business English Certificates (BEC)	Vantage: D, E Higher: F, G	Vantage: March 20; May 30; December 5 Higher: March 18; May 23; November 21	8 weeks before examination date	No, but Course 10 will help you to prepare	£105 £110
TOEIC	C, D, E, F, G	January 30; February 27; March 27; May 1; June 26; July 31; August 28; September 25; October 30; November 27	Two weeks before examination date	No, but we strongly recommend you take Course 11	£70
TOEFL	D, E, F, G	Monday-Friday of each week, except public holidays, and the second Saturday of each month. Frances King cannot guarantee that all dates will be available	Students are advised to register in advance of their course at <a href="http://www.ets.org/toefl">www.ets.org/toefl</a> or by telephone +31 320 239 540. Payment is by credit card	Yes, Course 29 or 30	\$185
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 change. We will assist you to make alternative arrangements if necessary	Six weeks before examination date	Yes, Course 26, 27 or 28. Course Preparation can also be included in Semester, Academic Year, Pre-Masters and Foundation Programmes	£110

- Examination fees are not included in the course price and must be paid by the date shown
- It is your responsibility to register for an examination after arrival at the school
- Details and fees are set by examination boards and subject to change without notice

## AIRPORT TRANSFER TERMS AND CONDITIONS

- A £20 supplement will be added for airport transfers when arrival and departure times are between 23.00 – 05.00 hours. A supplement will also be charged on public holidays – prices available on application.
- 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 is charged at £10 for every 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.
- To change or cancel an airport transfer you must inform us in writing 24 hours before the flight arrival in the UK or the departure from the UK.
- Please request price for transfers for more than one person to more than one destination.
- If you book A25-A26 or A35-A36 accommodation, the airport transfer is to the London Solutions office and NOT to your Flatshare or Apartment. A supplement will apply if you request a further transfer.

## PUBLIC TRANSPORT FROM LONDON AIRPORTS

We recommend that students use public transport from London airports, which is cheap and very convenient.

Single journey from:	Approximate cost/single journey (All prices correct at the time of going to print)			
	By Bus (to Victoria Station)	By underground	By train	By London Black Taxi
Heathrow	From: £5.00 (National Express)	From: £4.00	£14.50 (Heathrow Express to Paddington station)	From £40 (depending on destination)
Gatwick	From: £6.50 (National Express)		£17.90 (Gatwick Express to Victoria Station)	From £70 (depending on destination)
Stansted	From: £10.00 (National Express)		£16.00 (Stansted Express to Liverpool Street Station)	From £80 (depending on destination)
Luton	From: £11.50 (National Express)		From: £10.90 (Thames Link to King's Cross Station)	From £80 (depending on destination)
London City		From: £4.00		From £20 (depending on destination)

For further information: visit: <http://uk.visitlondon.com/travel/airports>

# Enrolment Details 2009



FRANCES KING COURSE NUMBER/NAME		START DATE	LEVEL OF ENGLISH
<b>STANDARD GENERAL ENGLISH COURSES</b>			
1	General and Social English	Every Monday	Elementary and above
2a & 2b	General English with Extra Conversation - Morning	Every Monday for elementary and above 'First Steps' Course: beginners and near beginners accepted on these dates only: January 5; February 2; March 2; April 6; May 5; June 1; July 6; August 3; September 7; October 5; November 2	
3	General English - Morning	Every Monday	Elementary and above
<b>VALUE GENERAL ENGLISH COURSES</b>			
4a & 4b	General English with Extra Conversation - Afternoon	Every Monday	Elementary and above
5	General English - Afternoon		
6a & 6b	General English - Late Afternoon		
7	Part-time English - Evening		
<b>SEMESTER AND ACADEMIC YEAR COURSES</b>			
8	Intensive Semester/Academic Year	First Monday of every month	Elementary and above
9	Semester/Academic Year		
<b>ENGLISH FOR WORKING LIFE</b>			
10	General and Business English	Every Monday	Intermediate and above
11	TOEIC Preparation Course	January 26; February 23; March 23; April 27; June 22; July 27; August 24; September 21; October 26; November 23	
<b>CAMBRIDGE EXAMINATION COURSES</b>			
12	Intensive FCE Preparation - Morning	10 week course: January 5	Upper Intermediate
13	Intensive CAE Preparation - Morning	12 week course: March 30; September 21	Advanced 1
14	Intensive CPE Preparation - Morning	12 week course: March 30; September 21	Advanced 2
15a & 15b	FCE Preparation - Afternoon	10 week course: January 5	Upper Intermediate
16a & 16b	CAE Preparation - Afternoon	12 week course: March 30; September 21	Advanced 1
<b>COURSES FOR BUSINESS AND PROFESSIONAL PEOPLE</b>			
17	Club 8 Intensive English	Every Monday	Elementary and above
18	Club 8 Intensive and Business English		Intermediate and above
19	Club 8 International Business Communication	July 27 (1-4 weeks); August 3 (1-3 weeks); August 10 (1-2 weeks); August 17 (1 week)	Intermediate and above
20	Club 8 Intensive and Legal English	April 6; July 13, 27; August 10; September 14	Upper Intermediate
21	Club 8 Combination Course	Every Monday	Elementary and above
<b>ONE-TO-ONE COURSES</b>			
22	One-to-One 30	Every Monday	All levels
23	One-to-One 20		
24	One-to-One Flexitime	By arrangement	
25	One-to-Two Flexitime		
<b>UNIVERSITY PATHWAYS</b>			
26	Intensive IELTS Preparation with Academic English	8 week course: January 5; March 2; May 5; July 6; September 1; October 26	Intermediate and above to achieve IELTS 4.5-5 or Upper Intermediate and above to achieve IELTS 5.5 and above
27	IELTS Preparation - Morning	8 week course: January 5; March 2; May 5; July 6; September 1; October 26 4 week course: July 6; August 3	
28	IELTS Preparation with Academic English - Afternoon	8 week course: January 5; March 2; May 5; July 6; September 1; October 26	Upper Intermediate and above to achieve IELTS 5.5 and above
29	Intensive TOEFL Preparation with Academic English	January 5; February 2; March 2, 30; May 5; June 1; July 6; August 3;	Upper Intermediate and above
30	TOEFL Preparation - Morning	September 1, 28; October 26; November 23	
31	Foundation Programme - Business and Economics	September 28, 2009 - July 2, 2010	IELTS 4.5 or equivalent
32	Fast Track Foundation Programme	2009: January 5 - July 3 2010: January 4 - July 2	IELTS 5 or equivalent
33	Pre-Masters Programme	Every month, by arrangement	12 weeks: IELTS 6 or equivalent; 24 weeks: IELTS 5.5 or equivalent 36 weeks: IELTS 5 or equivalent
<b>HOLIDAY COURSES</b>			
34	Family Programme: Junior Course	Winter programme: January 5 (1-4 weeks); January 12 (1-3 weeks); January 19 (1-2 weeks); January 26 (1 week)	Elementary and above
35	Family Programme: Adult Course	Easter programme: April 6 (1-2 weeks); April 14 (1 week) Summer programme: June 22 (1-9 weeks); June 29 (1-8 weeks); July 6 (1-7 weeks); July 13 (1-6 weeks); July 20 (1-5 weeks); July 27 (1-4 weeks); August 3 (1-3 weeks); August 10 (1-2 weeks); August 17 (1 week)	
36	50+ English and Sightseeing for Seniors	May 11; August 17; September 1	Elementary and above
37	Christmas Course	December 21	Elementary and above

**Timetable:** 1 lesson = 50 minutes. 30 lessons = 25 hours' tuition, 28 lessons = 23.5 hours' tuition, 25 lessons = 21 hours' tuition, 20 lessons = 17 hours' tuition, 18 lessons = 15 hours' tuition, 15 lessons = 12.5 hours' tuition, 8 lessons = 6.5 hours' tuition, 6 lessons = 5 hours' tuition. When Monday is a public holiday, courses start on the following Tuesday: April 14; May 5, 26; September 1

## CALENDAR 2009

January						
WK	M	T	W	T	F	S
1				1	2	3
2	5	6	7	8	9	10
3	12	13	14	15	16	17
4	19	20	21	22	23	24
5	26	27	28	29	30	31

February						
WK	M	T	W	T	F	S
						1
6	2	3	4	5	6	7
7	9	10	11	12	13	14
8	16	17	18	19	20	21
9	23	24	25	26	27	28

March						
WK	M	T	W	T	F	S
						1
10	2	3	4	5	6	7
11	9	10	11	12	13	14
12	16	17	18	19	20	21
13	23	24	25	26	27	28
14	30	31				

April						
WK	M	T	W	T	F	S
			1	2	3	4
15	6	7	8	9	10	11
16	13	14	15	16	17	18
17	20	21	22	23	24	25
18	27	28	29	30		

May						
WK	M	T	W	T	F	S
					1	2
19	4	5	6	7	8	9
20	11	12	13	14	15	16
21	18	19	20	21	22	23
22	25	26	27	28	29	30

June						
WK	M	T	W	T	F	S
23	1	2	3	4	5	6
24	8	9	10	11	12	13
25	15	16	17	18	19	20
26	22	23	24	25	26	27
27	29	30				

July						
WK	M	T	W	T	F	S
			1	2	3	4
28	6	7	8	9	10	11
29	13	14	15	16	17	18
30	20	21	22	23	24	25
31	27	28	29	30	31	

August						
WK	M	T	W	T	F	S
						1
32	3	4	5	6	7	8
33	10	11	12	13	14	15
34	17	18	19	20	21	22
35	24	25	26	27	28	29
36	31					

September						
WK	M	T	W	T	F	S
			1	2	3	4
37	7	8	9	10	11	12
38	14	15	16	17	18	19
39	21	22	23	24	25	26
40	28	29	30			

October						
WK	M	T	W	T	F	S
				1	2	3
41	5	6	7	8	9	10
42	12	13	14	15	16	17
43	19	20	21	22	23	24
44	26	27	28	29	30	31

November						
WK	M	T	W	T	F	S
						1
45	2	3	4	5	6	7
46	9	10	11	12	13	14
47	16	17	18	19	20	21
48	23	24	25	26	27	28
49	30					

December						
WK	M	T	W	T	F	S
			1	2	3	4
50	7	8	9	10	11	12
51	14	15	16	17	18	19
52	21	22	23	24	25	26
	28	29	30	31		

**2009:** The school starts on Monday January 5, 2009. **Holidays in 2009:** January 1, 2; April 10, 13; May 4, 25; August 31  
**Christmas 2009:** The school will be closed from Monday December 21 and will open again on Monday, January 4, 2010  
 When Monday is a public holiday, all courses start on the following Tuesday. There is no reduction in the fee when a course includes a public holiday.  
 One-to-One Classes will be scheduled on different days by agreement with the school. Business and Legal English classes will be held from Tuesday to Friday