

# Terms and Conditions 2008

**ONE TO ONE ENGLISH**

## General

1. One to One English is open 50 weeks per year. We are closed on public holidays and during the Christmas / New Year vacation. In 2008, the school is closed on the following public holidays: 21 & 24 March, 05 and 26 May, 25 August. We will be closed from Saturday 20 December 2008, and will reopen on Monday 05 January 2009.
2. Minimum age: 16, except for English for Professionals courses, with a minimum age of 18.
3. Giving information which is incorrect may result in either refusal of admission or dismissal from the school.
4. Disruptive or inappropriate behaviour may lead to dismissal from the school and no refund will apply.
5. Food and drinks may not be consumed on the premises except in special areas. Smoking is prohibited anywhere in the building.
6. One to One English does not accept any responsibility or liability in the case of accidents, illness, loss of or damage to personal effects. We strongly recommend that you take out adequate insurance before leaving your home country. If you wish to arrange this with us, please contact the school.

## Course Booking

1. All fees must be received by the school at least two weeks before the first day of the course. Enrolment certificates can only be issued after payment in full has been received.
2. Course fees are strictly non-refundable, except in the case of course cancellations with a minimum of 15 days' notice given [see section 'Course Cancellation']. It is the responsibility of the student to book their course well in advance to meet any visa requirements and our cancellation terms apply to all reasons for cancellation, including delayed or refused visas.
3. Course fees are strictly non-transferable to any other person.
4. Any bank charges applied to payments or refunds must be paid by the student.
5. Students with a student visa are required by Home Office regulations to attend a minimum of 80% of their lessons.
6. No refund will be given if a student arrives late or does not attend part or all of his or her course. This includes any period of holiday taken or illness during the course. Courses will not be extended due to absence or illness. In addition, no refund will be given in the event of disruption or cancellation of lessons due to circumstances beyond the control of the school, including public transport incidents, strikes, terrorism or public disorder.
7. Any student who has not attended their 3-1 Full-Time course for eight days consecutively, or four lessons consecutively in the case of any 3-1 Part-Time course, without any notice given, will be removed from the course, and no refund will be given.
8. Registration will expire if no course is taken for a consecutive period of twelve months.
9. Students are required to buy a course book for all General English courses and certain other courses (see Course Information). Students taking General English courses levels 3-6 (Pre-Intermediate to Advanced) use our own exclusive course books and CDs which are not transferable between students; for General English courses levels 1-2 (Beginner and Elementary) other course materials are used. Lost or damaged books, CDs and tapes will be replaced at the student's expense.
10. Acceptance for examination courses is subject to passing an entry test. Students who do not pass this test will be placed in another suitable class until the appropriate language level is reached.
11. Examination course fees cover tuition but do not include course books or registration for external examinations. It is the student's responsibility to ensure that examination fees are paid on time.
12. Change of course type: In the case of 3-1 courses, the student may only change their course type, for example from General English to a Cambridge examination course, at the discretion of the school. In the case of 1-1 and 2-1 courses, course types may be changed during the course (certain conditions apply). If the school accepts any change in course type, an administration fee of £30 per change of course type will be made, and any additional course fees must be paid. No refunds or credits will be given in the case of any change of course type.
13. Course teachers may be changed at any time at the discretion of the school.
14. The school reserves the right to alter course dates and timetables, fees and any particulars without prior notice.

## Course Cancellation

1. If you cancel your course before the course has started, the following refunds apply:

◆ Cancellation 22 days or more before course start date:	100% refund of course fees
◆ Cancellation 15-21 days before course start date:	50% refund of course fees
◆ Cancellation 14 days or less before course start date:	No refund
2. Cancellation charges apply to all course cancellations for whatever reason, including visa refusals.
3. Any notice of course cancellation must be sent in writing or by fax (not by telephone or email). You may be required to return any original documents which could be used for obtaining visas or entering the U.K.
4. There is an administration charge of £50 for all course cancellations, and the registration fee of £42 is non-refundable.
5. Refunds will be made according to the original method of payment. Any transaction charges are paid by the student and will be deducted from the amount refunded.
6. If you have booked more than one term of a 3-1 course, for example, GEFT0801 and GEFT0802, your course booking is for the whole course and it is not possible to cancel any term or part of that course. Refunds will only be made if you cancel your course at least 15 days before the start of the first term of your course.

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## **1-1 and 2-1 Flexi-Time courses: Special Conditions**

1. You will be given a lesson timetable for your whole course when you book. Once your course has started, you may cancel any 1-1 or 2-1 lesson subject to the following charges:
  - ◆ Cancellation *by noon* Friday of week before lesson: No charge
  - ◆ Cancellation *by noon* of day before lesson: 50% of lesson fee  
(or *by noon* Friday before a lesson the following Monday)
  - ◆ Cancellation *later than noon* of day before lesson: 100% of lesson fee  
(or *later than noon* Friday before a lesson the following Monday)
2. If you cancel a lesson with 'No charge' [see above] you may then book a new lesson at a new date or time, subject to availability. In order to reschedule a lesson at a date and time convenient for both you and the school, you are required to give the school *three* alternative times for each lesson to be rescheduled. If you cannot do this we may be unable to reschedule and you will lose the lesson.
3. If you cancel a lesson with '50% charge' [see above] you will be given a credit which is 50% of the cost of the lesson. You can use this credit when you book your next course, or you can add credits together to book extra lessons. No refunds will be given for unused credits.
4. If you cancel a lesson with a '100% charge' [see above] you will lose this lesson.
5. Lesson cancellations during the course can only be accepted by phone or in person
6. In the case of 2-1 lessons, both students must cancel the lesson, it is not possible for just one student to cancel.
7. All Flexi-Time lessons must be taken within twelve months from the course start date.
8. These terms apply only to 1-1 and 2-1 Flexi-Time courses. Full-Time course dates and times cannot be changed after booking.

## **1-1 and 2-1 Full-Time courses: Special Conditions**

1. 1-1 and 2-1 Full-Time courses must consist of at least 10 lessons per week, each week. You will be given a lesson timetable for your whole course when you book. Full-Time course dates and times cannot be changed after booking.

## **3-1 Full-Time and 3-1 Part-Time courses: Special Conditions**

1. 3-1 Full-Time and 3-1 Part-Time course dates and timetables are fixed and cannot be changed.
2. There is no discount for 3-1 Full-Time courses when the school is closed on a public holiday during the course. 3-1 Part-Time course dates are rescheduled when there is a public holiday and you will be given the course timetable at the time of booking.
3. 3-1 Full-Time PLUS courses: all extra 1-1 lessons must be taken within the duration of the 3-1 course booked. You will be given a lesson timetable for your extra 1-1 lessons when you book the course and this timetable cannot be changed after booking.

## **Accommodation**

1. Accommodation is arranged through our agency partners who select and regularly inspect host families and student residences to ensure the highest standards and quality of service.
2. If the requested accommodation is not available, we will offer you the next best alternative. Although we will do our best to meet any special requests, this is not always possible. Please book as early as possible to avoid disappointment.
3. The accommodation arrangement fee of £42 is non-refundable and non-transferable.
4. Accommodation fees are valid only for the person and dates specified.
5. If you cancel your homestay accommodation before the accommodation arrival date, the following refunds apply:
  - ◆ 22 days' or more notice given: Accommodation fees will be refunded, minus the accommodation arrangement fee of £42 and an administration charge of £50.
  - ◆ 15 days' to 21 days' notice given: Accommodation fees will be refunded, minus one week's accommodation fees, the accommodation arrangement fee of £42 and an administration charge of £50.
  - ◆ 14 days' or less notice given: Accommodation fees will be refunded, minus two weeks' accommodation fees, the accommodation arrangement fee of £42 and an administration charge of £50.
6. Cancellation terms for other categories of accommodation vary- terms are available on request.
7. Accommodation fees are not refundable if you cut short your stay after your arrival. In the case of your accommodation being unsuitable, we will find you a suitable alternative.
8. The airport transfer fee is non-refundable and non-transferable. Airport transfer prices include 1 hour of driver waiting time. Additional time is charged at £15 per hour. If you have not ordered an airport transfer you must contact your homestay to tell them when you are arriving, so that they will be at home to welcome you.