

# Terms and Conditions

**ONE TO ONE ENGLISH**

## 1. 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 2012, the school is closed on the following public holidays: 6, 7 & 9 April, 7 May, 4 & 5 June, 27 August. We will be closed from Saturday 22 December 2012, and will re-open on Monday 7 January 2013.
2. By accepting the school's Terms and Conditions, you also agree to the terms of the Student Handbook, as changed from time to time to meet the needs of the school and its students. A copy of the current Handbook is available on request. In particular, you agree to respect school staff and other students. Unreasonable behaviour will not be tolerated and may result in your being suspended or your course cancelled with no refund.
3. 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 get suitable insurance before leaving your home country. If you wish to arrange this with us, please contact the school.

## 2. Course Booking

1. Course fees are strictly non-refundable, except in the case of course cancellations with a minimum of 15 days' notice given [see section 3 'Course Cancellation']. It is your responsibility to book your course well in advance to meet any visa requirements and our cancellation terms apply to all reasons for cancellation, including illness and delayed or refused visas.
2. Payment constitutes acceptance of our full current Terms and Conditions.
3. Course fees are strictly non-transferable to any other person.
4. No refund will be given if you arrive late or do not attend part or all of your 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 but not limited to weather conditions, public transport incidents, strikes, terrorism or public disorder.
5. Any bank charges applied to payments or refunds must be paid by you. There is a 3% charge for payment by credit / debit card.
6. Course choice: General English courses focus on English for everyday purposes using our own exclusive course books (Levels 3-6 Pre-Intermediate to Advanced) or other appropriate course books (Levels 1-2 Beginner and Elementary). If you wish to take an examination; improve your English for work; focus on a particular skill such as writing; or use different materials to our own course books, you must take the correct course, not General English. Please ask the school for advice before booking.
7. Change of course type: In the case of Max-6 courses, you may only change your course type, for example from General English to a Cambridge examination course, if the school agrees and if there is a place available in the course which you wish to join. In the case of 1-1 courses, course types may usually be changed during the course (certain conditions apply). For 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.
8. You 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 use our own exclusive course books and CDs which are not transferable between students. Lost or damaged books, CDs and tapes will be replaced at your expense.
9. 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.
10. Examination course fees cover tuition but do not include course books or registration for external examinations. It is your responsibility to ensure that you register for examinations in time and that examination fees are paid on time.
11. Course teachers may be changed at any time at the discretion of the school.
12. The school reserves the right to alter course dates and timetables, fees and any particulars without prior notice. Students who have started or reserved courses will be unaffected by any such changes.
13. Your registration will expire if you do not take any course for a consecutive period of twelve months.

## 3. Course Cancellation

1. You cannot cancel all or any part of your course after the course has started. If you cancel your course *before* the course has started, the following refund policy applies:

◆ 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. If you have booked and paid for more than one type of course, for example a General English Intensive course followed by an IELTS Intensive course, your booking is for the entire period of the combined courses and it is not possible to cancel just one course or part of any course. A refund can only be made if you cancel your entire booking before the start of the first course, and in accordance with the time limits shown in section 3.1 above.
3. This refund policy applies to all course cancellations for whatever reason, including visa refusals.
4. Any notice of course cancellation must be sent in writing by post or by email (not by telephone or fax). The date of notification will be taken as the receipt date of the posted document or email. Evidence of posting or email delivery will be required.
5. There is an administration charge of £50 for all course cancellations, and the registration fee of £48 is non-refundable.
6. Refunds are made according to the original method of payment. Any transaction charges are paid by the student and are deducted from the amount refunded.

## 4. Flexible 1-1 Courses: Special Conditions

- Once your course has started, you may cancel any Flexible 1-1 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)
- School weeks are Monday to Saturday. Saturday lessons must be cancelled by noon Friday of the previous week i.e. at least 8 days before the lesson. [See 6.2].
- If you cancel a lesson with 'No charge' [see above] you may then book a new lesson at a new date or time. In order to reschedule a lesson to a date and time convenient for both you and the school, you must 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.
- If you cancel a lesson with '50% charge' [see above] you are given a credit which is 50% of the lesson cost. You can use this credit when you book your next course, or combine credits to book extra lessons. No refunds are given for unused credits.
- If you cancel a lesson with a '100% charge' [see above] you lose this lesson.
- Lesson cancellations can be accepted by telephone, in person or by email. When cancelling by email, the effective cancellation time and date is as per the email received, and proof of sending will be required.
- All Flexible 1-1 lessons must be taken within twelve months from the course start date.

## 5. Intensive 1-1 Courses: Special Conditions

- Intensive 1-1 course dates and times are fixed and cannot be cancelled, changed or postponed in any way after the course has started. You will be given a lesson timetable for your complete course when you book.
- If you do not attend an Intensive 1-1 lesson for any reason, the lesson cannot be made up at a future date.

## 6. Max-6 Courses: Special Conditions

- All Max-6 course dates and timetables are fixed and cannot be cancelled, postponed or changed for any reason, with the exception of General English Saturday Max-6 courses [see 6.2].
- General English Saturday Max-6 courses: Lessons can be cancelled and rescheduled. Any cancellation must be made by noon Friday of the week before the lesson, i.e. at least 8 days before the lesson. Cancellations can be accepted by telephone, in person or by email. When cancelling by email, the effective cancellation time and date is as per the email received, and proof of sending will be required. Lessons can be rescheduled to dates when there is a place available in a suitable class at the correct level. You may need to buy additional coursebooks if by rescheduling you extend your original course finish date. Lessons not cancelled with at least 8 days notice cannot be cancelled or rescheduled, you will lose these lessons if you do not attend. All lessons must be taken within 12 months of the course start date.
- Public holidays: When the school is closed for a public holiday on 6 & 9 April, 7 May, 4 June and 27 August there is no refund or rescheduling of General English or IELTS Intensive Max-6 classes. For General English and IELTS Intensive Max-6 courses including 5 June when the school is closed for the Queen's Jubilee public holiday: classes will be discounted for the one-day closure. FCE / CAE Intensive Max-6 courses and GE/IELTS/TOEIC/TOEFL Evening Max-6 courses are rescheduled to another day in the same week for all public holidays. You are given a detailed timetable when offered a place on any course.
- The total number of any personal holiday weeks allowed in a Max-6 Intensive course must be agreed in writing before your course start date. Each holiday period taken must be agreed in writing with at least 2 weeks advance notice before each period.
- Max-6 PLUS courses: all extra 1-1 lessons must be taken within the duration of the Max-6 course. You will be given a timetable for your extra 1-1 lessons. This timetable is fixed and cannot be changed.

## 7. Accommodation

- Homestay accommodation is arranged through our English UK corporate member agency partners, who select and regularly inspect host families to ensure the highest standards and quality of service.
- 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.
- The accommodation arrangement fee of £48 is non-refundable and non-transferable.
- Accommodation fees are valid only for the person and dates specified. Airport transfer fees are non-transferable.
- Cancellation before accommodation arrival date: If you cancel your homestay accommodation before the arrival date, the following refunds apply, minus the accommodation arrangement fee of £48 and an administration charge of £50:
  - ◆ 22 days' or more notice given: 100% accommodation fees refunded
  - ◆ 15 days' to 21 days' notice given: Accommodation fees refunded minus one week's fees
  - ◆ 14 days' or less notice given: Accommodation fees refunded, minus two weeks' accommodation fees
- Cancellation after arrival date: Accommodation fees are not refundable if you do not arrive on time or if you cut short your stay after your arrival. In the case of your accommodation being unsuitable, we will find you a suitable alternative.
- Cancellation terms for student residences and other categories of accommodation vary- terms are available on request.