

# 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 2010, the school is closed on the following public holidays: 02 & 05 April, 03 and 31 May, 30 August. We will be closed from Saturday 18 December 2010, and will reopen on Tuesday 04 January 2011.
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. You must pay your course fees in full at least two weeks before the first day of your 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 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.
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 all credit card payments and refunds to credit cards.
6. Students with a student visa are required to follow the rules of their visa, especially regarding regular attendance.
7. Your registration will expire if you do not take any course for a consecutive period of twelve months.
8. Course choice: General English courses focus on English for everyday purposes and use our own exclusive coursebooks (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 coursebooks, you must take the correct course, not General English. Please ask the school for advice before booking.
9. 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.
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 your responsibility to ensure that examination fees are paid on time.
12. 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.
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. Students who have started or reserved courses will be unaffected by any such changes.

## 3. 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 £45 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 and paid for more than one type of course, or more than one term of a Max-6 course, for example GEFT1021 and GEFT1022, your course booking is for the whole course or combined courses and it is not possible to cancel any single term or part of that course. Refunds will only be made if you cancel your whole booking before the start of your first course, and in accordance with the time limits shown in section 3.1 above.

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## 4. Flexi-Time 1-1 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 Flexi-Time 1-1 lesson subject to the following charges:
 

◆ Cancellation <i>by noon</i> Friday of week before lesson:	No charge
◆ Cancellation <i>by noon</i> of day before lesson: (or <i>by noon</i> Friday before a lesson the following Monday)	50% of lesson fee
◆ Cancellation <i>later than noon</i> of day before lesson: (or <i>later than noon</i> Friday before a lesson the following Monday)	100% of lesson fee
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 telephone or in person (not by email or by fax).
6. All Flexi-Time 1-1 lessons must be taken within twelve months from the course start date.
7. These terms apply only to Flexi-Time 1-1 courses. Intensive 1-1 course dates and times cannot be changed after booking.

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

1. Intensive 1-1 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. Intensive 1-1 course dates and times cannot be changed after booking.

## 6. Max-6 Standard and Max-6 Part-Time Courses: Special Conditions

1. Max-6 Standard and Max-6 Part-Time course dates and timetables are fixed and cannot be changed.
2. There is no refund or rescheduling of Max-6 Standard courses when the school is closed for a public holiday during the course. Max-6 Part-Time course dates are rescheduled when there is a public holiday to another day in the same week.
3. General English Max-6 PLUS courses: all extra 1-1 lessons must be taken within the duration of the General English Max-6 course. You will be given a timetable for your extra 1-1 lessons and this timetable cannot be changed after booking.

## 7. 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 £45 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 £45 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 £45 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 £45 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.