

**THE LONDON SCHOOL OF ENGLISH SUMMER PROGRAMME**

**BOOKING TERMS AND CONDITIONS**

**MARCH 2024**

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7. **Definitions**
   1. A **‘course’** means a continuous period of study on one course type.
   2. The **‘minimum period’** means the minimum period of time permitted on a single course type. See section 10 for information about minimum course periods.
   3. An **‘enrolment’** means your entire study period at the school and can consist of either a single course or a combination of courses, and any accommodation or services booked with us.
   4. A **‘working day’** is Monday to Friday, 9am to 5pm UK time, excluding any day when the school office is closed.
   5. A **‘week’** is defined as a continuous period of Monday to Friday inclusive.
   6. A **‘course participant’** is the person who attends a course at any location owned or used by The London School of English.
   7. ‘Summer Programmes’ refer to either the *Young Adults Summer Programmes* or *Discover London*, which are seasonal fixed-date courses which do not run in Holland Park Gardens.
8. **Making a booking for a Summer Programme (Young Adults/Discover London) course.**
   1. When you book a course, you must pay a minimum course deposit of £500. This guarantees the course participant a place on the Summer Programme until 60 days before the commencement of the course.
   2. All deposits and course fees paid for the Young Adults Summer Programme up to March 1st 2024 are unconditionally refundable. From March 2nd 2024, and up to 60 days before course commencement, any fees paid can be refundable as credit notes to be used on any future course(s) offered by The London School of English.
   3. All deposits and course fees paid for the Discover London Programme are non-refundable and can be used as credit notes on any future course(s) offered by The London School of English up to 60 days before course commencement. Any cancellations received less than 60 days before course start date will have deposit and/or course payments taken as penalty fees.
   4. On the 60th day prior to the commencement of the course, full fees are payable to secure placement for the course participant. For 2024, these deadlines are as follows:
      1. Course 1 (commencing w/c 30th June 2024): Full payment deadline: 1st May 2024
      2. Course 2 (commencing w/c 14th July 2024): Full payment deadline: 14th May 2024
      3. Course 3 (commencing w/c 28th July 2024): Full payment deadline: 28th May 2024

3.4 The fees as advertised are all-inclusive, and comprise all tuition, accommodation, catering, and t and London travel expenses. (Discover London courses do not include airport transfers). Additional fees may apply for bespoke arrangements which are not advertised. The fees advertised for the Young Adults Summer Programme also include travel/medical insurance and accompanied airport transfers.

* 1. To be eligible for enrolment on the Young Adults Summer Programme, course participants must be aged between 15 and 17 on the first day of the course. An applicant is able to turn 18 during the course, but they must agree to follow the rules as if they are still under 18, and must sign a document assuring this. Failure to follow these rules will constitute gross misconduct and may result in immediate expulsion from the course.
  2. The minimum age on the Discover London course is 30. If someone below the age of 30 wishes to join, they must contact us to discuss this first.
  3. Course participants on the Young Adults Summer Programmes are expected to read and follow the Young Adults Programme Code of Conduct, and be aware that failure to adhere to it may result in disciplinary proceedings as per The London School of English’s Young Adults Discipline Policies and Procedures.
  4. You cannot book holidays for either of the Summer Programmes.
  5. Once you have made a booking for a Young Adults Summer Programme course, you may request an amendment to either the date or course type in writing; however, course changes are not guaranteed.
  6. Course participants must have at least an English language level of CEFR B1+ (IELTS 5.5) to attend the Young Adults Summer Programme. If the course participant’s level is below the required level, they may not be eligible to join the course and will be liable for any additional costs incurred to provide suitable tuition, which may be substantial. If a potential course participant is unsure of their level they may request a level test with a member of our staff.
  7. Course participants must have a CEFR level of B1 to B2 (IELTS 4.0 to 6.0) to join the Discover London Programme. If course participants do not meet the level requirements on arrival, they will be unable to attend any part of the Discover London programme. They may be placed in a General English class at Holland Park Gardens if there is a suitable group running. Otherwise, course participants will not be eligible for any refund or compensation as they must verify their level prior to course booking. If a potential course participant is unsure of their level they may request a level test with a member of our staff.
  8. Course participants on the Young Adults Summer Programme are eligible for a complimentary supervised airport transfer service between the student residence and London Heathrow, Gatwick, Stansted, Luton and City airports on scheduled arrival and departure days. Standard airport transfer services will be available for scheduled flight arrivals between 7am to 8pm on the advertised arrival days. Scheduled flight arrivals outside of this time will be subject to additional charge (see [website](https://www.londonschool.com/information/about-us/services-facilities/airport-transfer/) for more details). You must provide us with flight details at least one month before the course start date to guarantee this provision.

1. **Insurance** 
   1. We strongly recommend that you take out insurance. Please see <https://www.londonschool.com/information/about-us/services-facilities/insurance> for more information on suitable policies for students. Please note that our terms may apply in situations which are not covered by insurance.
   2. Please note that the Young Adults Summer Programme includes a combined travel and medical insurance policy, so it may not be necessary for you to arrange additional cover. This covers cancellation or curtailment charges, emergency and other expenses, personal accident cover, loss of baggage, money, passports and documents, personal liability, missed departures, and legal expenses & assistance. Upon booking, we will send you a copy of the policy documentation for your review. It is your responsibility to check the terms of the policy and take our additional insurance cover if you feel it necessary. We cannot be held responsible, or compensate, for any claims not covered by the standard insurance policy.
2. **Visas** 
   1. You must [check if you need a visa](https://www.gov.uk/check-uk-visa?step-by-step-nav=4ab05a9b-a933-4bb1-ae61-b9ab903b8805) and apply in good time if you do. Please *see sections 7.1 and 8.1* for possible penalties if your visa is refused or you are late in receiving it.
   2. If you need a visa, it must be valid for the entire period of your enrolment including any extension because of postponements or holidays.
   3. If your application for a visa is refused, you must send us a copy of the visa refusal letter issued by the British Embassy/Consulate. We must receive this at least 14 working days before your first course is due to start. If you do this, we will refund any fees that you have paid, less the registration fee, accommodation placement fee and any bank charges. If you do not do this, we will charge you our normal cancellation penalties for both course and accommodation – please *see section 8.1.b*.
   4. You do not need a visa to enrol in an online class with us if you are not intending to travel to the UK.
3. **Your level of English**
   1. You must check the level of English you need for your course and make sure you have the required level. [You can check your level here](https://www.londonschool.com/online-english-level-test/). Once you have booked a course, you must complete your pre-course questionnaire.
   2. When you start your course, if we think that your level of English is unsuitable for the course you have booked, we may move you to a more suitable one.
      1. For adult (18+) courses, if we move you to a more expensive course, you will have to pay the difference. If we move you to a cheaper course, you will not receive any refund. If you decide to cancel your course, we will follow our cancellation terms (please see *section 8.1*).
   3. If your level is too low to join a group course, we may offer you a programme of Individual Tuition at our current rates. Because this will be more expensive, you can choose either to pay extra and maintain the full length of your booking, or to pay the original fees and shorten your enrolment. Individual tuition delivered face to face must be booked in a minimum block of 15 hours per week.
4. **General** 
   1. For transfers booked for a Saturday, Sunday or Monday, cancellations must be received in writing by 3pm UK time on the Thursday before the transfer.
   2. For transfers booked for any other day, cancellations must be received in writing 48 hours prior to the booked transfer time.
   3. Standard airport transfer charges are for 1 person and 2 medium sized suitcases. There will be additional charges for extra luggage, people and any additional waiting time. Please see [website](https://www.londonschool.com/information/about-us/services-facilities/airport-transfer/) for more details.
   4. Any refunds are made through our refund policy. If you have paid for your course by bank transfer or credit card, any refund will be made to the same account or card. If you have booked and paid through a representative, any refund due will be made to them.
   5. We reserve the right to remove you from the course and/or accommodation if:
      1. Your behaviour is unacceptable or disruptive, either in the school or in your accommodation.

If this happens, you will not be entitled to any refund on the course and accommodation fees.

* 1. No refund is due if you do not arrive in time for your course start date or you miss any classes for any reason including sickness.
  2. We try to run all advertised courses, but we reserve the right to cancel courses. In this case we will offer you an alternative, but if you choose not to accept it, or if there is no viable alternative, we will refund you all fees paid.
  3. If you have come to us through a representative, their Terms and Conditions may apply to you, but we reserve the right to apply our own Terms and Conditions.
  4. You must bring your passport (and visa if required) on the first day of your course.
  5. You must provide us with contact details for you in the UK (including a mobile phone number and to have details of an emergency contact. You must tell us immediately if these change during your stay.
  6. Our courses have different age requirements. You must make sure that you are the correct age for your course at the time the course starts. Please see the course information on our website for more information.
  7. We reserve the right to hold our courses at another location close to the one advertised.
  8. Although we will always try to respect the stated maximum group size, we reserve the right to exceed it by one additional participant.
  9. You cannot transfer your fees to another person.
  10. If a situation arises that has not been covered by these Terms and Conditions, we reserve the right to take any fair and reasonable action that we think appropriate.