



THE LONDON SCHOOL OF ENGLISH
BOOKING TERMS AND CONDITIONS
APRIL 2023

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1 Definitions

- 1.1 A **'course'** means a continuous period of study on one course type.
- 1.2 The **'minimum period'** means the minimum period of time permitted on a single course type. See section 10 for information about minimum course periods.
- 1.3 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.
- 1.4 A **'working day'** is Monday to Friday, 9am to 5pm UK time, excluding any day when the school office is closed.
- 1.5 A **'week'** is defined as a continuous period of Monday to Friday inclusive.
- 1.6 **'Ad hoc'** individual tuition is defined as a booking of fewer than 5 hours of individual tuition to be delivered within any single week
- 1.7 **'1-1 or Individual classes or individual tuition'** are private lessons for a client to take on their own with a trainer, not as part of a group

2 Making a booking

- 2.1 When you book a course, you must pay:

- a. a non-refundable registration fee of £90 for courses delivered face-to-face in our London training centre (£50 if you [book on our website](#)), or
- b. a non-refundable registration fee of £20 for courses delivered by a trainer entirely online, and
- c. a minimum course deposit of £250.

If you take another course with us within two years of your enrolment ending, you will not be charged the registration fee again.

- 2.2 If you want to stay in accommodation organised by the school, you must pay:
 - a. a non-refundable accommodation placement fee of £60.
 - b. for homestay, an accommodation deposit of £200.
- 2.3 When you book, you have 5 working days to pay your deposit(s). We will not process your booking until you have paid. You must make full payment of the rest of your course fees 10 working days before the course starts. If you are booking less than 10 working days before the start of your course, you must pay the full fees immediately.
- 2.4 Training is only confirmed once payment has been made or a financial guarantee letter by the sponsoring organisation has been provided.

3 Insurance

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.

4 Visas

- 4.1 You must [check if you need a visa](#) and apply in good time if you do. Please see *sections 6.1 and 7.1* for possible penalties if your visa is refused or you are late in receiving it.
- 4.2 If you need a visa, it must be valid for the entire period of your enrolment including any extension because of postponements or holidays.
- 4.3 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 7 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 7.1.b*.
- 4.4 You do not need a visa to enrol in an online class with us if you are not intending to travel to the UK.

5 Your level of English

- 5.1 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](#). Once you have booked a course, you must complete your pre-course questionnaire.
- 5.2 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. 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 7.1*).

- 5.3 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.

COURSES HELD IN HOLLAND PARK GARDENS

6 Face to face classes - postponements

All postponements must be made in writing.

6.1 Postponing your enrolment before you start:

- a. You may postpone your enrolment without a penalty by telling us 7 working days before the start of your first course.
- b. If you give us less than 7 working days' notice you may postpone your course, but you must pay the first week's course fees. For homestay accommodation terms, please see *section 11*.
- c. If you postpone because you are still waiting for your visa the period of notice required is also 7 working days. Please see *section 4.1*.
- d. You must start a postponed enrolment within 12 months of the postponement date. If you do not start your postponed enrolment within this period, you will lose all course fees paid. If a postponed course extends into the following year, you will have to pay for those weeks at the rates which apply in that year. Postponed weeks must be taken in a single block.

6.2 Postponing part of your enrolment after you have started:

- a. You cannot postpone part of the Beginners, IELTS, Legal English 20-30 or TOLES course after it has started. These courses can only be postponed in full before they have started (please see *section 6.1*).
- b. You may postpone any other course (please see *section 6.2.a*) or part of it without a penalty if you give 7 working days' notice. Only full weeks can be postponed. For homestay accommodation terms, please see *section 11*.
- c. If you give less than 7 working days' notice, you may postpone any other course or part of it, but you will lose the next week's course fees. Only full weeks can be postponed. For homestay accommodation terms, please see *section 11*.
- d. 1-1 lessons which are not booked as part of a combination course, or in a block of at least 15 hours per week are considered 'Ad-hoc'. If you want to postpone ad-hoc 1-1 lessons, you must inform us in writing by Wednesday of the week before the lesson is due to take place. After Wednesday of the week before, it will be treated as a cancellation (please see *section 7.2*).
- e. You must start a postponed enrolment within 12 months of the postponement date. If you do not start your postponed enrolment within this period, you will lose all course fees paid. If a postponed course extends into the following year, you will have to pay for those weeks at the rates which apply in that year. Postponed weeks must be taken in a single block.

7 Face to face classes - cancellations

All cancellations must be made in writing.

7.1 Cancelling before your enrolment starts:

- a. You may cancel your whole enrolment by giving 7 working days' notice. We will refund all fees paid, except the fees relating to the registration fee, accommodation placement fee, insurance & any bank charges.

- b. You may cancel your whole enrolment with less than 7 working days' notice, but we will charge you for the minimum period (see *section 10*) for your first course. For homestay accommodation terms, please see *section 11*.
- c. If you cancel because you are still waiting for your visa the period of notice required is also 7 working days. Please see *section 4.1*.

7.2 Cancelling part of your enrolment after you have started:

- a. You cannot shorten a Beginners, IELTS, Legal English 20-30 or TOLES course.
- b. If you have already started a course, you may shorten it by giving 7 working days' notice. You cannot shorten a course below the minimum course booking period (see *section 10*).
- c. If you are taking more than one type of course, a future course is considered to be separate and you may cancel it with the same conditions as in *section 7.1*.
- d. 1-1 lessons which are not booked as part of a combination course, or in a block of at least 15 hours per week are considered 'Ad-hoc'. If you want to cancel ad-hoc 1-1 lessons, you must inform us in writing by Wednesday of the week before the lesson is due to take place. After Wednesday of the week before, it will be treated as a cancellation and you will be charged the full amount for the following week.
- e. If you give less than 7 working days' notice, you will lose the fees for the next week.
- f. For homestay accommodation terms, please see *section 11*.

8 Holidays

All holiday requests must be made in writing. Holidays can only be taken for group courses. You may take a holiday during your course on the following conditions:

- 8.1 You must give us 7 working days' notice. If you fail to do so, you will lose the next week's course fees (i.e. the notice period). If you want to leave your homestay accommodation during your holiday, please see *section 11.4*.
- 8.2 Your holiday must consist of whole calendar weeks.
- 8.3 Course weeks taken as holiday will be added to the end of your enrolment.
- 8.4 If you have a visa, it must be valid for long enough to extend your enrolment. If it is not, you will lose the weeks you take as holiday.
- 8.5 You may either leave your accommodation during your holiday, in which case the weeks will be added to the end of your enrolment, or remain in it, in which case you must pay extra for the weeks added to the end of your enrolment if you want to extend your stay in the accommodation.
- 8.6 You cannot take a holiday during Beginners, IELTS, Legal English 20-30 and TOLES.
- 8.7 If you move weeks of your course for a holiday, we will not make any refund if you choose to cancel them at a future date.

9 Other changes to your enrolment after you have started

All requests for course changes must be made in writing.

- 9.1 If you are taking more than one type of course, a future course type is considered to be separate. You may shorten without a penalty if you give us 7 working days' notice. If you give less than 7 working days' notice to shorten your course, you will be charged a penalty of the next week's fees.
- 9.2 If you change to a cheaper course with less than 7 working days' notice, there will be no refund for the difference in fees for the next week of your course.

- 9.3 If you want to extend your General English (GE20+) course, the additional fees will be based on the published weekly rates of the new period booked. For example: if your original GE20+ course was 2 weeks and you want to add 8 weeks, your extended booking will be charged at the 8-week rate. If your original course was 6 weeks and you want to add 3 weeks, then your extended booking will be charged at the 3-week rate.
- 9.4 If you want to shorten your General English (GE20+) course, the fees refunded will be based on the published price of the course period taken. You will not benefit from a discounted rate if you shorten a longer course. For example: if your original GE20+ course was 10 weeks and you want to leave 7 weeks early, you will be charged for 3 weeks at the published price for 3 weeks. The remaining balance will be refunded to you.
- 9.5 If you want to change a group course to 1-1 tuition you must book at least 15 hours per week. If the group course you wish to change costs less than 15 hours of 1-1, you must pay the difference.
- 9.6 Multiple course changes may incur additional administration fees.

10 Minimum course period table (face to face classes)

Business & Professional English 25+ (BP25+)	1 week
Business & Professional English 25+ (BP25+) combination	1 week
General English 20+ (GE20+)	1 week
General English 20+ (GE20+) combination	1 week
General English 20+ for Beginners	4 weeks
English for Human Resources (EHR)	1 week
Legal English 30+ (LGL)	1 week
TOLES Preparation (TOLES)	1 week
Legal English 20-30 (LEN)	3 weeks
IELTS Preparation (IELTS)	4 weeks

11 Accommodation

Accommodation includes homestay and Prince Consort Village residence. Other accommodation providers have their own separate cancellation policies.

- 11.1 Accommodation is booked from the Sunday before your course starts to the Saturday after it ends. If you choose to arrive later or leave earlier than shown above, the fees will not be adjusted. If you want to arrive earlier or leave later, we will try to arrange this for an additional charge if it is possible.
- 11.2 We recommend that you reserve accommodation for the whole time you are in the school. If you reserve accommodation for a shorter period than your course, and then wish to extend it, you must give us at least 7 working days' notice. We will do our best to extend it, but we cannot guarantee it.
- 11.3 You may leave or cancel your accommodation at any time by giving 7 working days' notice. You may leave or cancel your accommodation with less than 7 working days' notice, but we will charge you for the next week's stay as penalty.
- 11.4 If you take a holiday break during a long course, you may be able to remain in your accommodation, but this is not guaranteed. You must leave your accommodation on Saturday. We will try to arrange the same accommodation for you on the Sunday of your return, but we cannot guarantee it.
- 11.5 Accommodation is only available for single occupancy.
- 11.6 Accommodation is only available while you are taking a course in the school.
- 11.7 You must leave your accommodation in the same condition as you found it. You must pay for any damages, repairs or extra cleaning needed at your accommodation.

- 11.8 The school can also arrange a stay at a residence and can recommend serviced apartments and hotels for clients to book independently. They have their own cancellation and postponement policies. Please make sure you read them carefully.

COURSES DELIVERED IN OTHER LOCATIONS

12 Online Individual Classes

Training hours must be used within 12 months of the date of purchase. For Online 2:1 classes (two people with one trainer), the rules in this section apply.

All postponements or cancellations must be in writing and made within working hours (Monday to Friday 9am to 5pm UK time).

- 12.1 Online Individual Classes – Intensive (5 hours or more to be delivered within the same week): You may postpone any of your lessons by informing us in writing by Wednesday of the week before the lesson is due to take place. After Wednesday of the week before, it will be treated as a cancellation and you will be charged the full amount booked for the following week.
- 12.2 Online Individual Classes – On Demand (fewer than 5 hours to be delivered within any single week): You may postpone or cancel any of your lessons by informing us in writing at least 48 hours before the start of the session. Lessons booked for Monday & Tuesday must be postponed by 5pm UK time the Friday before. If there is less than 48 hours' notice, you will lose the fees for this lesson.

13 Voice and Accent Training – online or face to face

- 13.1 Training hours must be used within 12 months of the date of purchase.
- 13.2 All postponements or cancellations must be in writing and made within working hours (Monday to Friday 9am to 5pm UK time).
- 13.3 You may postpone any of your lessons by informing us in writing at least 48 hours before the start of the session. Lessons booked for Monday must be postponed by midday UK time the Friday before. If there is less than 48 hours' notice, you will lose the fees for this lesson.

14 Home Tuition

- 14.1 Home Tuition is booked from Sunday to Saturday. It is not possible to arrive earlier or leave later.
- 14.2 You may cancel or postpone your Home Tuition at any time by giving 15 working days' notice without penalty. You will be refunded your full fees excluding the registration fee.
- 14.3 You may cancel or postpone your Home Tuition with less than 15 working days' notice, but we will charge you for the full course duration. There are no refunds available if you do not provide enough notice. We cannot guarantee the same trainer and accommodation if you postpone your course.
- 14.4 Any postponements must be used within 12 months of the date of purchase.
- 14.5 Home Tuition is booked for single occupancy. There will be additional fees for more than one person.
- 14.6 You must leave your Home Tuition accommodation in the same condition as you found it. You must pay for any damages, repairs or extra cleaning needed.
- 14.7 In the unlikely event that your Home Tuition is unable to proceed due to unforeseen circumstances e.g. trainer sickness or emergencies, we will offer you an alternative. If you choose not to accept it, or if there is no viable alternative, we will refund you all fees paid.

ALL COURSES

15 General

- 15.1 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.
- 15.2 For transfers booked for any other day, cancellations must be received in writing 48 hours prior to the booked transfer time.
- 15.3 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](#) for more details.
- 15.4 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.
- 15.5 We reserve the right to remove you from the course if:
 - a. You attend irregularly or have an average attendance below 80% on a Beginners, IELTS, Legal English 20-30 or TOLES course.
 - b. 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.
- 15.6 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.
- 15.7 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.
- 15.8 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.
- 15.9 You must bring your passport (and visa if required) on the first day of your course.
- 15.10 You must provide us with contact details for you in the UK (including a mobile phone number if you have one) and to have details of an emergency contact. You must tell us immediately if these change during your stay.
- 15.11 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.
- 15.12 We reserve the right to hold our courses at another location close to the one advertised.
- 15.13 Although we will always try to respect the stated maximum group size, we reserve the right to exceed it by one additional participant.
- 15.14 You cannot transfer your fees to another person.
- 15.15 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.