



# Terms and Conditions

## 1. Course Information

- **Starting day:** most courses start on a Monday (Tuesday, when Monday is a public holiday) and finish on a Friday. On your first day you may miss one or more lessons because of the time needed to administer the entry test, complete registration and travel to your Frances King School.
- **Passport/ID card:** all students are required to present their passport/ID card on their first day and the school will retain a copy.
- **Contact details:** you are required to provide, and keep up-to-date, your contact details in London and next of kin contact details in your own country and any other changes of circumstance that would affect your visa.
- **Minimum age:** 16, except Club 8 Courses 26-31, Family Adult Courses 39 and 41: age 21; Internship Programmes: age 18; London Teenager Programmes 42-43: age 13; Family Junior Courses 38 and 40: age 8.
- **Location and course:** Frances King cannot guarantee a particular course, timetable or Frances King School until you have finished the entry test at the school. Every attempt will be made however to place you in the school or course of your choice. In the event of insufficient enrolments for a course, the school reserves the right to offer an alternative course of equal value. Frances King reserves the right to change course programmes and locations without prior notice in the event of unforeseen circumstances beyond our control or if in the best interests of the school.
- **Attendance:** you are required to attend regularly and on time.
- **Timetable:** In addition to timetabled classes, students should also expect to spend a minimum of 6 hours/week on homework and self-study activities.
- **Progress meetings:** from time to time you will have a short, 5 minute meeting with your teacher. About 20-30 minutes per week of class time will be used for personal meetings, while the class carries on with work set by the teacher.
- **Student holidays:** if you are on a course of more than 12 weeks, except examination preparation courses, you may take a holiday of two weeks every 12 weeks without losing your course fee for this period, providing one week's notice is given. If you are staying in Frances King homestay accommodation and wish to take a holiday, you must give one week's notice to the school. To leave your luggage at the homestay during your holiday you must pay a £50 retainer/week. In all other accommodation, you will be charged the full weekly rate during your holiday period and may leave your luggage in your room. If you book a course of 12 weeks or more (and need a visa to enter the UK) you should request extra weeks when applying for your visa, if you wish to take a holiday either during or after your course. This does not apply to students on courses 9, 10 and 11.
- **Semester and Academic Year Courses (9, 10 and 11):** 28 week programme: 4 weeks' holiday, 36 and 42 week programme: 6 weeks' holiday, 48 week programme: 8 weeks' holiday. There is an extra 2 weeks' holiday for those present from December 22, 2014 - January 4, 2015.
- **One-to-One lessons:** requests for a change to your timetable must be made 48 hours in advance (during office hours, 9.00-17.00, Monday - Friday). Payment for One-to-One lessons must be made at the time of the booking.
- **Photography:** sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional material.

## 2. Accommodation Information

- **Arrival and departure:** accommodation is booked from Saturday-Saturday or Sunday-Sunday (7 nights). Apartments (A201-A202), Studios (A404-A405), Hotels (A601-A602) can be booked from other days, subject to availability.
- **First and second choice of accommodation:** please always include a second choice of accommodation on the Enrolment Form. Where the first choice of accommodation is not available we will book the second choice.
- **Accommodation only:** we are happy to organise accommodation for people who do not study with us (subject to availability). Accommodation only prices apply, inclusive of VAT.
- **Arrival times:** it is not always possible to arrive at accommodation before 7.00 or after 22.00 (or after 20.00 for Flatshare). Please check with us before making travel arrangements.
- **Location of Frances King accommodation:** accommodation is located in zones 1, 2 and 3 with an approximate travelling time of 10-55 minutes (or longer in the summer) by underground, mainline train or bus. In July and August, for late bookings (and with the agreement of students) we may also use homestays in zone 4.
- **Homestay supplements:** special diet: £30/week. Homestay bookings which include Christmas and New Year: £25/week.
- **Accommodation arrangements:** in arranging accommodation Frances King will be acting as agent for the supplier, as principal or a sub-agent. The status of Frances King in relation to specific accommodation will be explained on request.

## 3. 16 and 17 year old students

- Students age 16 and 17 study alongside adult students with minimal supervision outside class times. If closer supervision is required, we recommend our London Teenager Programme.
- Students age 16 and 17 without a guardian in the UK must stay with a homestay. They must book an arrival airport transfer unless a guardian (21 years and over) is meeting them at the airport (see page 5).

- Students age 16 and 17 should carry a letter of consent to travel alone and present it, if requested, on arrival in the UK. We will send a form letter with the confirmation documents.

#### 4. Complaints and Conduct

- **Complaints:** problems and complaints with courses, accommodation and other services should be brought to our attention immediately so that we can help. We do not accept complaints after your course has finished.

- **Conduct:** Frances King reserves the right to cancel a student's course and accommodation in the event of misconduct or unsatisfactory behaviour. Students will be responsible for all costs arising.

#### 5. Cancellation Policy

a. **Cancellation of courses and accommodation BEFORE arrival in the UK:** if you want to cancel your booking before starting your course or before arrival in the UK you must give notice in writing. We will refund all fees minus the £200 Course Deposit and £300 Accommodation Deposit. If the accommodation fees for the notice period exceed £300 you will be charged £300 plus the difference. This also applies to students whose accommodation has been confirmed by the school and have had their visa granted. • **Notice period to cancel accommodation is:** 3 weeks' notice: Mansion Chelsea Residence (A301-A302), Pure Hammersmith (A306), The Residence Mini Studios (A401-A402), Flatshares (A501-A502) 2 weeks' notice: Schafer House Residence (A710), Bowden Court Residence (A310) 1 week's notice: Homestays (A2-A14, B1-B6), Southside/Eastside Residences (A701-A702) 24 hours' notice: Vancouver Studios (A404-A405), Hotels (A501-A502) • Think Apartments (A201-A202): 48 hours' notice is required for stays of 13 nights or less; 7 days' notice for stays of 14 nights or more, otherwise a cancellation fee will be charged of 1 night for stays of 1-6 nights or 3 nights for stays of 7 nights or more.

- Nido Residence (A305): 4 weeks' notice (for stays of 6 weeks or less) and you will still be charged for 1 week; stays of over 6 weeks, you will be charged for 4 weeks. It is not possible to cancel after arrival without losing full fees for the period you have booked.

- London Solutions Budget Apartments (A801-A802): 10 weeks' notice is required to cancel, otherwise the cancellation charge will be 30% of the total accommodation fee. No refund is given if less than 6 weeks' notice.

b. **Cancellation of courses and accommodation BEFORE arrival in the UK when a student is refused a visa:** if you want to cancel your booking before arrival in the UK, you must send us a copy of your visa refusal letter issued by the British Embassy/Consulate.

- All course fees will be refunded less an administration charge of £100

- All accommodation fees will be refunded less an administration charge of £100, provided notice to cancel accommodation is given.

- If you cancel your course and accommodation before arrival and have paid your fees in full, all fees minus an administration charge of £100 for the course and £100 for the accommodation, will be refunded, provided notice to cancel accommodation is given. See notice period (above) to cancel accommodation.

c. **Cancellation of courses AFTER arrival in the UK:** if you cancel or curtail your course after arrival in the UK there is no refund in any circumstances:

- If your course is longer than 4 weeks, you must give 4 weeks' notice in writing. Responses will be given in writing and discussions will not be entered into. You may apply for a credit for the unused part of the course. There is no credit for cancelled courses during the first 4 weeks of a course. The course credit may be used within 2 years and cannot be transferred to another student. Course credits may not be used to pay for One-to-One lessons or accommodation.

- To cancel One-to-One courses you must give 1 week's notice in writing. You may apply for a credit for the unused part of the course. This may be used as part-payment towards any Frances King course within 2 years.

- To cancel One-to-One lessons you must give 48 hours' notice (during office hours 9.00 - 17.00, Monday - Friday). All late cancellations are charged at the full rate. If you leave because you are ill or because of the death or serious illness of a close relative you may be able to claim reimbursement of fees through your insurance.

d. **Cancellation of accommodation AFTER arrival in the UK:** if you cancel or curtail your accommodation after arrival in the UK, you will be charged a £70 cancellation fee. You must give Frances King notice, beginning at a weekend.

- See notice period (above) to cancel accommodation

- Where notice is not received, accommodation fees for the above periods will be added to the cancellation fee.

e. In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.

f. Course and accommodation refunds may take between 30-60 days to process. Refunds cannot be processed until the school has been paid in full for all services booked. Refunds will only be made to the person or organisation that paid in the first instance.

#### 6. Transfer Terms and Conditions

- Flight details must be received in writing before 14.00 (UK time) on the Friday before arrival in the UK.

- To cancel or change an airport transfer you must inform us in writing 24 hours before the flight arrival or departure time or you will be charged for the transfer. For last minute changes or cancellations, please phone **07768 325 391**.

- A £25 supplement will be charged for an airport transfer service between 23.00-05.00. A supplement will also be charged for airport transfers on UK public holidays (and during the Christmas period) - please ask for prices.

- Waiting time of 1½ hours is included in the transfer price. If you do not contact the driver within 1½ hours of the flight arrival time, the driver will leave the airport and any request for a further transfer will be charged at the full rate. Extra waiting time: £20 per ½ hour (transfer for 1-3 people) or £40 (transfer for 4-7 people). Waiting time starts from the scheduled time of arrival, unless the flight is early, in which case waiting time will start from the actual flight arrival time.
- In London Solutions Flatshares (A501-A502) and Budget Apartments (A801-A802), the airport transfer is to the London Solutions office in Kensington and not to the flatshare or apartment. A supplement will apply if you request an extra transfer.
- Please read your Airport Transfer confirmation documents carefully before departure for the UK, as they include important arrival information.

#### **7. Force Majeure**

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemics and the like. Refunds will not be made in such circumstances.