

## **Terms and Conditions**

### **1. Fees and payment**

- 1.1 The fees due in any one academic year are those published for that academic year.
- 1.2 The College will not make any firm arrangements for tuition and accommodation to take place until the relevant fees have been paid.
- 1.3 In general, fees must be paid at least two weeks in advance of the anticipated start of a course of tuition, to allow enough time for all relevant arrangements to be confirmed. In some cases payment will be required further in advance, e.g. when the Pupil needs a new visa for the course. In all cases, Clients are advised to pay as early as possible, so that tuition and other relevant arrangements can be planned thoroughly without undue haste.
- 1.4 Fees for short courses (with a duration of three months or less) are payable in full before the start of the course.
- 1.5 Fees for courses with a duration of more than three months are payable termly in advance.
- 1.6 In addition to course fees, a refundable deposit will always be required, to be paid before the start of the course. The size of the deposit will depend upon the nature and duration of the course.
- 1.7 Any additional expenses incurred by the College on behalf of the Pupil in connection with the course (e.g. textbooks and other study materials, extra-curricular activities, transport, etc.) will be deducted from the deposit. Any such deductions will be accounted for to the paying Client from time to time as appropriate. All significant expenses will be agreed with the paying Client in advance.
- 1.8 The College may require that the deposit be replenished from time to time as expenses incurred on behalf of the Pupil accumulate.

### **2. Confirmation of booking**

- 2.1 Once an understanding has been reached, the College will provide the Client with a written outline of the tuition, accommodation, and other arrangements which are to be provided and of the associated fees. This may take the form of a detailed invoice or, in some cases, a written proposal (which may also include services from other divisions of the Carfax Education group).
- 2.2 The Client will be considered to have agreed to the proposed tuition, accommodation, etc., and the College's cancellation policy will come into effect, in any of the following circumstances:

- 2.2.1 the Client makes a payment against an invoice which includes fees for tuition and any other arrangements to be provided by the College;
- 2.2.2 the Client returns a signed proposal which includes an outline of tuition and other arrangements to be provided by the College and of the associated fees; or
- 2.2.3 the Client provides other written confirmation (e.g. by email) of agreement to the proposed tuition and other arrangements to be provided by the College (e.g. where fees for those services are to be deducted from an existing deposit).

### **3. Cancellations, withdrawals, and refunds**

3.1 Notice of cancellation or withdrawal must be delivered in writing to the Principal.

3.2 Under ordinary circumstances, the Registration Fee is not refundable.

#### **3.3 Cancellation policy for individual tuition**

3.3.1 Where notice of cancellation is received more than one month before the tuition is due to take place, fees for that tuition will be refunded in full after any costs which the College has already incurred in connexion with that tuition have been deducted.

3.3.2 Where notice of cancellation is received less than one month but more than two weeks before the tuition is due to take place, 80% of the fees for that tuition will be refunded and 20% will be retained to cover the College's administrative costs. Any specific expenses which the College has already incurred in connexion with that tuition will be deducted from the amount refunded.

3.3.3 Where notice of cancellation is received less than two weeks but more than one week before the tuition is due to take place, 50% of the fees for that tuition will be refunded and 50% will be retained to cover the College's administrative costs. Any specific expenses which the College has already incurred in connexion with that tuition will be deducted from the amount refunded.

3.3.4 Where notice of cancellation is received less than one week before the tuition is due to take place, it will not be possible for the College to refund any of the fees for that tuition.

#### **3.4 Cancellation policy for group tuition**

3.4.1 If all members of a tuition group give notice of cancellation, then the College's policy will be as for individual tuition; otherwise the policy will be as follows:

3.4.2 After tuition has started, the College will not refund any fees for the term currently in progress, or for the duration of the course if this is shorter.

- 3.4.3 Notice of the cancellation of any tuition beyond the term currently in progress must be received before the end of half-term in the preceding term, otherwise fees for the ensuing term will be payable.

### **3.5 Cancellation policy for Host Family accommodation**

- 3.5.1 When notice of cancellation is received, fees will be refunded for any weeks of accommodation which begin at least three weeks after the point when the notice is received.
- 3.5.2 Fees for accommodation which has been booked for a given week cannot be refunded if notice of cancellation is received less than three weeks before the start of the week in question.

### **3.6 Cancellation policy for visa courses**

- 3.6.1 Where the College has already provided a Pupil with evidence to support an application for a visa, it will not be possible for the College to refund any fees already paid, unless the Pupil can provide evidence to show that the visa application has been unsuccessful.
- 3.7 The Principal may require that a Pupil be withdrawn from the College with immediate effect for disciplinary reasons or for non-payment of fees. In such cases the relevant fees will remain payable, subject to the usual requirements for notice of cancellation or withdrawal.
- 3.8 Any deposit held by the College will always be refunded, after the deduction of any outstanding expenses, following the end of a course.

## **4. Changes to the timetable**

- 4.1 The College reserves the right to make any changes to a Pupil's tuition timetable as may be required by the College in order for the College to deliver the required education to all its Pupils as effectively as possible.
- 4.2 If a Pupil wishes to make changes to a timetable of lessons which has already been issued, this will in general be subject to the College's usual cancellation policy unless an exception is explicitly made, subject to the discretion of the Principal.

## **5. Accommodation**

- 5.1 Boarding Pupils will as a matter of course be charged for accommodation for each week of the course which falls within the College's published term dates, with the exception of the official half-term week in the middle of each term.

- 5.2 The College may be able to provide accommodation during half-term weeks and holiday periods if a request is submitted in advance, and any accommodation provided at those times will be charged additionally.

## **6. Loss or damage of property**

- 6.1 The College will invoice the paying Client for the cost of any loss or damage to the property of the College or any other party engaged by the College to provide services, e.g. Host Families, where there is clear indication that the Pupil is at fault for that loss or damage. The College reserves the right to deduct any such cost from the deposit held.