

## LONDON FAMILY PROGRAMME – TERMS AND CONDITIONS

### COURSE INFORMATION

#### 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.

#### Private lessons

Requests for a change to your timetable must be made 48 hours in advance (during office hours, 9.00-17.00, Monday- Friday).

#### Photography/videos

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. It is your responsibility to absent yourself when Photographs are being taken or videos made.

Unless directed by your teacher, classes cannot be filmed or otherwise recorded without the permission, in writing, of a Director, Principal or Academic Director. Teachers may organise filming and recording to enhance your educational experience.

#### Public holidays

There is no reduction in course fees when a course includes a public holiday.

#### Family Junior Day school

Students must be accompanied to and from the campus by an adult of 21 years or over (unless 14 or over with parent/guardian permission). Students should be dropped off at 8.45 and collected at 17.00.

#### Cost of activities

Family Junior/Adult - any entrance charges not included. See details in More Information/Downloads on our website for upcoming and current Activity Programmes.

Day School - entrance charges included.

### CANCELLATION

#### a) Cancellation of group courses

**Before arrival:** 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 Registration fee £75/£125 and the deposit, £200.

**Before arrival when a student is refused a visa:** if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. We will refund all course fees less registration fee of £75/£125.

**After arrival:** if you cancel or curtail your course after arrival in the country, there is no refund in any circumstances.

#### b) Cancellation of Private Lessons

- 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 1 year.
- To postpone 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.

#### c) Cancellation of bookings made at a distance

For course bookings made 'at distance' (e.g. via our website, telephone, email), you have the right to cancel, with a full refund of monies paid, without giving a reason, within 14 days (the Cancellation Period) of our confirmation. Cancellation must be made in writing by post or email within the Cancellation Period. We will not start providing services to you during the Cancellation Period unless you request us to do so in writing. We will refund fees paid within 14 days of the date of your cancellation request. In the event that you have confirmed in writing that you wish us to start providing services within the Cancellation Period, we will deduct from the refund, a reasonable sum for the services provided, based on the proportion of the course undertaken.

#### d) Cancellation of accommodation

**Before arrival:** if you want to cancel your accommodation before arrival in the UK you must give notice in writing. We will refund all fees minus the Accommodation Deposit, £300 unless the accommodation fees for the notice period exceed that amount. If so 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.

**Before arrival when a student is refused a visa:** if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. All accommodation fees will be refunded less an administration charge of £75 provided the correct notice to cancel accommodation is given. If notice is insufficient you will be charged for the notice period. See notice period (below) to cancel accommodation.

**After arrival:** if you cancel or curtail your accommodation after arrival in the UK you will be charged a cancellation fee of £75. The notice period required varies according to your accommodation type. See Notice Period to cancel accommodation below. There is no refund for this period.

#### e) Non-arrival

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) Refunds

Course and accommodation refunds may take up to 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.

#### NOTICE PERIOD TO CANCEL ACCOMMODATION

Providers may vary notice periods during the year. If there is a change, we will inform you when you book.

**1 week's notice:** Homestays.

**24 hours' notice:** Hotels.

**The Stay Club:** 10% non-refundable deposit required to book. 2 weeks' notice to cancel after arrival.

**Citadines Studio & Apartments:** Stays of 7-29 nights – you must give 5 days' notice prior to arrival, otherwise a cancellation fee of 5 nights will be charged. Stays of 30 nights or more – you must give 10 days' notice prior to arrival, otherwise a cancellation fee of 10 nights will be charged.

**Chelsea Cloisters Studios & Apartments:** 7 days' notice is required to cancel, otherwise a fee of 2 nights is charged. No refund is given if a stay is shortened or cancelled after arrival.

**Go Native Apartments:** 7 days' notice is required for stays of 1 to 27 nights. When notice period is not given, students will be charged for 7 nights. For stays of 28 nights or more, there is a 14-day notice period and a 14-day cancellation charge if notice is not given.

#### ACCOMMODATION INFORMATION

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. Frances King is not responsible for payment of any tax claimed from students by UK or foreign authorities.

#### TRANSFER TERMS AND CONDITIONS

- Flight details and your mobile telephone number must be received in writing before 14.00 (UK time) on the Friday before arrival.
- To cancel or change an airport transfer you must inform us in writing 12 hours before the flight arrival or departure time or you will be charged for the transfer.
- For last minute changes or cancellations, please phone +44 (0) 7768 325 391.
- A supplement of £15 will be charged for an airport transfer service between 23.00- 05.00. A supplement will also be charged for airport transfers on public holidays (and during the Christmas period) - please ask for prices.
- Waiting time of 2 hours is included in the transfer price. If you do not contact the driver within 2 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. 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.
- Please read your airport transfer confirmation documents carefully before departure as they include important arrival information.

## 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.

### 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.

## PERSONAL INFORMATION

We will keep your information in electronic and paper format. Details will be passed to airport transfer accommodation and other providers as needed. Information will also be passed to UK visa and immigration and other government authorities if required.

## 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.