

**2024**  
**Partner Handbook**  
**London and Dublin**



Experience  
in Teaching

# Why work with Frances King?



51 years' experience



Perfect location in Kensington, central London



Expert teaching with focus on speaking



Personal attention



Exciting activity programme



Students of over 40 nationalities



Efficient and responsive bookings team



Homestay and residential accommodation

Our courses	London all year	London summer only	Dublin summer only
<b>General English</b>			
Standard & Intensive General English	*		
Intensive with Business English		From June 10 - August 30	
30+ Standard & Intensive English		From June 10 - August 30	
Academic Year	*		
<b>IELTS Preparation</b>			
Standard & Intensive IELTS		July & August	
Intensive with IELTS	*		
<b>Families and Young Learners</b>			
Family Programme for parents and their children	Spring, Summer, Autumn, Winter		*
Teenager Summer Camps			*
<b>Other courses</b>			
Private Lessons	*		*
Christmas and New Year in London	December 23; December 30		

# We are all here to help

## Account managers

- New partner applications
- Agreements
- Marketing proposals
- Marketing support



**Garth Younghusband**  
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## Sales and enrolment team

- Availability
- Bookings
- Course and accommodation advice

london@francesking.com / dublin@francesking.com



**Daria Wrzesinska**



**Laurine Tastet**



**Jacob Tucker**



**Marcela Kuchtova**

## HOW TO BECOME a Frances King Partner



### Complete our questionnaire

Download from <http://www.francesking.com/partners>  
Email to [london@francesking.com](mailto:london@francesking.com)



### We'll check references

then contact you to confirm a discount rate and  
will send you a contract to formalise our agreement



### Book your online training session



### Book your first student

# How we help you...



## Downloads on our website

<https://francesking.com/school-of-english-london/more-information/>

<https://francesking.com/school-of-english-dublin/more-information/>

- Our brochures and enrolment information
- Enrolment forms
- Welfare information, including under 18 year olds on adult programmes
- Information about arriving in the UK, payment, visas, insurance, safeguarding, handbooks for students & families and Frances King policies



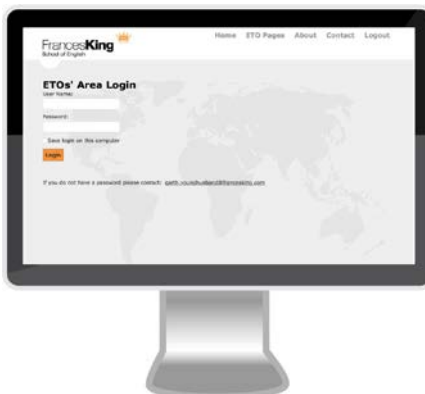
## Partner newsletter

Your monthly update on Frances King



## Online training

Get the most out of your partnership by signing your staff up to our online training.



## Partners' area of website

- Course and accommodation information
- Presentation documents
- Photographs to use in your brochures, advertisement and websites
- Videos
- Please ask for a user name and password

# Making a booking

## 1. Enrolment

Partners can enrol a student by email:

london@francesking.com (for London bookings)  
dublin@francesking.com (for Dublin summer bookings)  
Use our enrolment forms or your own form

## 2. Booking checklist

Please ensure you include all the following information

### Personal Details

- Student's family and first names (same spelling as their passport)
- Sex and nationality
- Date of birth and age (we cannot process a booking without a date of birth)
- Email address of the student so that we can send the link to the online placement test. Alternatively send the link to the student. It is important that the test is taken as early as possible before arrival. <https://test.francesking.com>
- Mobile number of the student if booking a transfer

### Visa – for non EU/EEA

- Type of visa the student will apply for (see page 7)
- Will students apply for a visa BEFORE entry (pre-entry clearance) or on arrival?
- Copy of the main page of passport if student is applying for a visa

### Course

- Course(s) required and course code(s)
- Approximate level of English
- Starting date (Monday, except when Monday is a public holiday) and number of weeks

### Accommodation

- Accommodation required and code
- Arrival and departure dates
- 1st and 2nd choice of accommodation (we will book the second choice if the first is not available)

### Homestay bookings extra information required

- If student requires a private bathroom in Premium Homestay (extra payment required)
- Smoker / non smoker / if willing to smoke outside of host's home?
- Allergies / attitudes to pets, vegetarian, special diet such as gluten-free or lactose intolerant, homestay with/without children, requests wifi, and any other information

### Payment

- Please inform us if a student is exceptionally making payment directly to the school
- Payment by student directly to the school (gross payment) or via partner (net payment)?
- Is the student paying Frances King in full or minus the deposit?

### Airport transfers

- Transfer(s) required from airport: single/return?
- Flight details if available

## 3. Confirmation

- When we receive a booking, we check availability of the course and accommodation and send confirmation documents for the student by email (and post if you request this). We can also send documents by courier (DHL): £45/courier (for London) and €50/courier (for Dublin).
- We will contact you if the course and accommodation the student wants is not available and offer you an alternative

- If you would like us to arrange accommodation for the student before their pre-entry visa is issued, you need to agree to our Cancellation Policy otherwise we will NOT arrange accommodation until the visa has been issued

### Applying for a Visa

Partners may wish to check current visa requirements for non-EU students requiring a visa:

For UK visas: GovUK website: <https://www.gov.uk/browse/visas-immigration/student-visas>

For Ireland visas: INIS website: [www.inis.gov.ie](http://www.inis.gov.ie)

Or visit our website:

London: <https://francesking.com/school-of-english-london/more-information/visa-guidance/>

Dublin: <https://francesking.com/school-of-english-dublin/more-information/visa-guidance/>

### Students under 18

- Students of age 16 and 17 years (London) must book return airport transfers unless written parental consent is given or a guardian over 21 years is meeting the student at the airport.

- Students of age 16 and 17 years 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.

# Groups of students



We welcome groups of students from around the world. Please get in touch with your requirements. In order to give you an accurate quote, we need to know:

- age range of the students
- length of stay
- approximate size of the group
- number of leaders (if any)
- services you would like included
- if you want accommodation, we need to know any special requests or allergies and which students will share rooms

As well as our published programmes, we can offer tailor-made programmes designed to meet the needs of each individual group.

- Closed or mixed nationality groups for adults and juniors (mixed nationality groups for

juniors are only available at certain times of the year, closed groups are only suitable for students of a similar age and level)

- Specialized language options such as: conversation, vocabulary development, reading, writing, examination preparation (Trinity, TOEFL, IELTS, Cambridge, TOEIC), business, culture, etiquette
- Accommodation in homestays (16 years and above), residences (18 years and above) and hotels (12 years and above)
- Trinity examinations at the end of the programme
- Various meal options
- Group transfers from all airports

On receipt of your booking, we will send a pro-forma invoice – changes to the group are possible, but subject to availability and sufficient notice.

**Please contact:**

[groups@francesking.com](mailto:groups@francesking.com)

# Medical, Travel and Course Insurance

Before arrival in the UK/Ireland, student can take out their own insurance or the international Student Policy offered by Guard.Me. The Multi-Risk with Cancellation Guard.Me policy, covers cancellation charges BEFORE arrival for all international students, regardless of country. Frances King can book insurance for you, with Guard.Me

## Key features of Guard.Me insurance policy are:

- Reimbursement of pre-paid course fees if you have to cancel or cut short your course due to an accident or illness of yourself or a close relative
- Payment of medical costs (if you have an accident or illness) which are not covered by the National Health Service
- Emergency Dental treatment

## Guard.Me International Student Policy Insurance fees

UK: £6.65 / week per person; Ireland: €8.50 / week.

## Guard.Me International Student Policy

SUMMARY OF COVER	LONDON	DUBLIN
Cancellation and Curtailment	£7,500	€7,500
Emergency medical expenses	£10,000,000	€10,000,000
Personal liability	£2,000,000	€2,000,000
Personal accident	£25,000	€25,000
Personal belongings	£2,000	€2,000

## Visas

Students who need to apply for a pre-entry visa are requested to book early to allow plenty of time for the visa application process. For information, please visit our website.

### UK:

Students (16 years and above) from non-EU/EAA countries who wish to study for up to 6 months, always need to apply for a visa before travel.

If the course is less than 6 months, students can enter and study with a 'Visitor Visa'. If students want to study for more than 6 months, they can apply for a 'Short-Term Study visa' (up to 11 months).

See our website for more information:

<https://francesking.com/school-of-english-london/more-information/visa-guidance/>

### Ireland:

Non-EU/EAA students from some countries may enter Ireland without a visa for up to 90 days.

See the list here:

<https://www.dfa.ie/travel/visas/visas-for-ireland>

Students from non-EU/EAA countries not listed in the link above who wish to study for up to 90 days must apply for a Short-stay Study C Visa.

See our website for more information:

<https://francesking.com/school-of-english-dublin/more-information/visa-guidance/>

# Booking information

## PARTNERS PAYING THE SCHOOL

When a payment is made to the school, terms and conditions set out in the 'ETO Agreement' will apply, whether the agreement is signed or not.

A student may not be allowed to start the course unless full payment has been received by Frances King in good time, before the student's intended start date.

## BANK DETAILS

**Frances King bank details are:**

**London:** Business Education Ltd, trading as Frances King School of English, National Westminster Bank PLC, 208 Piccadilly, London W1A 2DG, UK.

**Bank Sort Code:** 56 00 03

**Account number:** 17054524

**IBAN BIC Number (SWIFT):** NWBKGB2L

**IBAN NUMBER:** GB62 NWBK 5600 0317 0545 24

**Dublin:** Frances King School of English (Ireland), Bank of Ireland, Lower Baggot Street, Dublin 2, Ireland.

**Bank Sort Code:** 90 14 90

**Account number:** 62783119

**IBAN BIC Number (SWIFT):** BOFIE2D

**IBAN NUMBER:** IE18 BOFI 9014 9062 7831 19.

## STUDENTS PAYING THE SCHOOL DIRECTLY

When students make payment to the school, terms and conditions set out in "Enrolment Details, Terms and Conditions" will apply.

## ACCOMMODATION BOOKINGS FOR STUDENTS APPLYING FOR A VISA

### Ireland:

Accommodation must be booked and paid for in full at the time of application.

### UK:

Students can choose to book their accommodation before we issue their visa letter, or wait to book accommodation until their visa is granted.

**Booking type A:** for students booking accommodation before we issue their visa letter: the partner collects sufficient deposit from the student to cover any cancellation fees. Frances King will send a visa letter including accommodation details and reminder of the notice period required to cancel without incurring cancellation fees.

**Warning for booking type A:** please pay close attention to the accommodation notice periods to avoid high cancellation charges in case of an unsuccessful visa application.

**Booking type B:** for students who do not require accommodation details before we issue their visa letter: the partner collects sufficient deposit from the student to cover any cancellation fees. Frances King will send a visa letter stating that the school will book accommodation after the visa has been granted. If the student is not successful in obtaining their visa, a copy of the visa refusal notice must be sent to us immediately. If the student is successful in

obtaining their visa, you must inform the school and we will arrange the accommodation.

**Warning for booking type B:** due to the last minute nature of some bookings, students who book in this way may find that their first choice of accommodation is not available and may have to accept an alternative at a different price.

**Partners must inform students of our cancellation terms prior to making a booking. Receipt of a booking is acceptance of our Terms and Conditions.**

## CANCELLATION CHARGES FOR ETOS

### Adult and Family Programmes

Registration fees are per person for Adult Programmes and per family for the Family Programme. Course and accommodation fees are per person.

### Before student arrival in the UK/Ireland

- More than 15 days before arrival:* £100/€100 Registration Fee per person or £125/€125 per family. Accommodation Bookings: no charge, except iQ Hammersmith, Lightfoot Hall, Vega Residence, where if notice is less than 3 weeks, 3 weeks' fees will be charged.
- 15 days or less before arrival:* £100/€100 Registration Fee per person or £125/€125 per family, course deposit: £200/€200 per person, accommodation deposit: £300/€300 per person (except iQ Hammersmith, Lightfoot Hall, Vega Residence - 3 weeks' fee).
- In case of visa refusal:* £100/€100 Registration Fee per person or £125/€125 per family. Accommodation bookings: Administration Charge: £75/€75 and fee for notice period, when insufficient notice is given.

### After student arrival in the UK/Ireland

- Course fees: there is no refund under any circumstances
- Accommodation fees: notice must be given according to the periods set out in "Enrolment Details, Terms and Conditions", otherwise the notice period and a Cancellation Fee of £75/€75 will be charged.

### Teenager Programmes

More than 45 days before arrival – deposit of £500/€500

Less than 45 days – full fees

Visa refusal received more than 45 days before course start date – £200/€200

Visa refusal received less than 45 days before course start date – £500/€500

### Course and accommodation refunds

Refunds may take up to 90 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.

### Re-enrolment/extension discounts

Students who extend a course or re-enrol are entitled to a 10% reduction of tuition fees. The ETO discount will be set at 20% and apply to the balance.



# Homestay accommodation

## Staying with a Homestay is...

- The best way for students to develop their conversational English skills and immerse themselves in the life and culture of London and Dublin
- The most cost-effective accommodation, with friendly hosts, home cooking, pleasant conversation and comfortable surroundings

## Frances King homestay hosts...

- Welcome students and make them feel at home
- Explain the best way to travel to the school and help the student to buy a travel card
- Respect the student's cultural background
- Encourage the student to always speak English
- Provide a clean and comfortable room with a desk for private study
- Clean the room and provide a regular change of bed linen
- Do some of the student's laundry or allow use of their laundry facilities
- Provide a balanced diet if students choose to take meals
- Provide students with their own house key

## Homestay Selection

We take great care in selecting our homestays and visit each host before placing students. We regularly re-visit our hosts and develop close relationships with them, which helps us to match students with suitable hosts. We check all feedback to ensure high standards. All of our homestays have a clean and comfortable home. Our hosts have a genuine desire to welcome students into their homes and their lives. A homestay does not always consist of two parents with children. Some hosts are single or a couple whose children are away at school or grown up, often make excellent 'hosts' with time to devote to our students. Students should not expect their homestay to be the same as their own home. Our London and Dublin homestay providers are a reflection of our society and may come from different backgrounds, age groups and socio-economic groups but will always speak English to native speaker standard. We do our best to match students with the right hosts so it is important to book early and tell us about students' special requirements.



## Types of Homestay in London and Dublin

**Private Home (London only):** this gives students the comforts of a home environment with the independence to cook their own meals. Students will have less direct contact with their host than in other types of homestay. **FK rating: \*\***

**Standard Homestay:** good homes and food provided by kind hosts in convenient locations. In Dublin (summer Teenager Programmes), full-board and in London choose from half board (breakfast and evening meal every day), and bed & breakfast. **FK rating: \*\***

**Premium Homestay:** very good homes, convenient locations with a high standard of cooking and bathroom facilities. Private bathroom facilities are available for a weekly supplement. In Dublin (summer Family Programme) half-board only (breakfast and evening meal every day) and in London choose from half board (breakfast and evening meal every day), bed and breakfast, or 4 dinner plan (breakfast daily and dinner from Monday to Thursday). **FK rating: \*\*\***

**Deluxe Homestay (London only):** excellent homes in convenient locations, with professional hosts offering an excellent standard of cooking. Private bathroom facilities. In London choose from bed and breakfast or 3 dinner plan (breakfast daily and dinner on 3 evenings). **FK rating: \*\*\*\***

## Quality Rating Key:

\*\*Standard

\*\*\*Premium

\*\*\*\*Deluxe

## Meal plans

- **Self-Catering:** self-catering with use of kitchen
- **Bed & Breakfast:** breakfast every day, no use of kitchen
- **3-dinner plan:** breakfast every day and dinner on 3 evenings (exact evenings arranged by agreement), no use of kitchen
- **4 dinner plan:** breakfast every day and dinner on 4 evenings, Monday to Thursday, no use of kitchen
- **Half-Board:** breakfast and dinner every day, no use of kitchen. In Dublin (summer Teenager Programmes), lunch is also provided at weekends.

## Staying in a homestay

### Informing homestays of arrival time

Students must either write to, email, or telephone their homestay at least one week before arrival. If students do not contact their homestay, they may not be at home to greet them. Some homestays will not accept a student if they do not inform them of their arrival time.

### Arrival times

It is not always possible to arrive at host accommodation before 07:00 or after 22:00. Please check with us.

### Living in a Homestay

When staying in a homestay, students should try to fit in with the everyday life of the household and remember that they are not staying in a hotel. Students are expected to keep their room tidy and to show consideration towards their host and respect meal times. If students will not be at home for dinner or are staying out in the evening later than normal, it is important that they inform their host.

### Special requests

We will do our very best to deal with students' special requests. It takes more time to deal with special requests, so early booking is appreciated and avoids disappointment.

### Holidays

Students wishing to leave luggage at their homestay while they take a holiday must pay a retainer fee of £50 per week (London). In all other types of accommodation, students will be charged the full weekly rate during the holiday period and may leave their luggage in the room.

## Laundry

Homestays will generally do 1 load of washing for their students per week or allow use of their washing machine. Arrangements may vary depending on the homestay.

## Use of kitchen

Students booking Private Home (Self-Catering) can use the kitchen for preparing meals. Students in Deluxe Homestays in London can use the kitchen to prepare snacks, refreshments and light meals. In all other types of homestays, students cannot use the kitchen.

## Telephone & Internet

Telephone: outgoing calls are not permitted from homestay accommodation. Incoming calls are allowed until 22:00.

Internet access (Wi-Fi) via your own laptop is possible in most homestays and students need to request this at the time of booking. Not all families have Internet access, but we will do our best to arrange this for you.

## Dietary requirements

Most homestays are happy to receive vegetarians - please specify full details, e.g. some vegetarians eat chicken and fish. Please advise the school in advance of any special dietary needs, such as gluten or lactose intolerance. Supplement: £41 / person (London), €55 / person (Dublin) to cover the extra cost of specialist grocery items.

## Pets

Many UK and Irish hosts have pets. Please inform us if students have a strong dislike or an allergy to animals (either cats or dogs).

## Smoking in Homestays

Most hosts object to smoking in the house and students must agree to smoke only outside the home.

Private bathrooms Some Premium families have private bathrooms. To guarantee this, it is necessary to pay a supplement of £57 (London) or €65 (Dublin) per room per week. All Deluxe Homestays have private bathroom facilities.

## Christmas in London

We charge a supplement of £37 / week for students staying in a homestay during the 2 week, Christmas/ New Year, holiday period.

## Other Students

In London, there may be other students in a homestay, but no more than four. Two people may book together but otherwise there will be no other students who speak the same language. There may be more than four students in private home accommodation.



## OFFICE HOURS AND EMERGENCIES

Frances King London Office is open between 08:30 - 18:00, Monday - Friday. In the event of an emergency outside of these times, partners and students should call our emergency mobile number on:

**+44 (0)7768 325 391 London**

Please note that this is an emergency number only, and not intended for general enquiries or matters which can wait until our offices are open.

