



2025

London Family Programme Handbook

Welcome to Frances King

Welcome to the London Family Programme.

I hope you will enjoy your programme with us and have an exciting and enriching time at Frances King.

The aim of the Family Programme is to provide a learning experience of lasting personal value in a safe and fun atmosphere, for both parents and children. Our programme includes visits to famous London sights and museums.

We will make every effort to integrate different nationalities, both in class and activities, to help students make friends and practise their English with other children from around the world.

My team of teachers and student services staff are all available to help in any way we can.

Best wishes for a wonderful time in London!

Jo Love, Family Programme Manager



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ACCREDITATIONS

Accredited by the
BRITISH COUNCIL
for the teaching
of English in the UK

Frances King School
of English - London
is accredited by The
British Council for the
teaching of English as
a Foreign Language.

MEMBERSHIPS



Frances King is a
member of Quality
English, the organisation
of leading independent
English language
schools.



Frances King is also
a member of IALC,
the International
Association of
Language Centres.



Frances King School
of English - London
is a member of
English UK, the
organisation of
accredited teaching
establishments.

Before you travel

Level Test

Adults will be sent a link by email to an online test, immediately after their confirmation is sent. The online test must be completed at least 2 weeks before arrival. Children under 16 do a test on their first day at the school.

Pre-course Questionnaire

We will send a questionnaire by email before your course, to get personal details, medical information and permissions.

Please ensure that you declare any special educational needs, for example; autism, dyslexia.

It is very important that you complete this Pre-Course Questionnaire before your arrival.

Visa Information

You can find information about UK visas here:

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

Insurance

Before you arrive in the UK, you should take out insurance for your families financial and personal security. You can take out your own insurance or the International Student Policy offered by Guard.Me, which you can book with the school.

For further details, please visit:

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

Cost of Living

You can find information about the cost of living in London here:

<https://francesking.com/wp-content/uploads/2024/02/Cost-of-Living-for-Students-in-London-2024.pdf>

Travel from Airports

You can see information about transfers arranged by the school or get information about public transport from airports here:

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

Some things you may need to bring with you

- Passports
- Enrolment documents from the school and details of your accommodation
- Credit cards
- For European citizens your EHIC, European Health Insurance Card
- Insurance documents
- Emergency information
- Mobile phone and charger, laptop or tablet
- An adaptor for electrical appliances
- Prescription medication
- Your driving licence or international licence in case you wish to hire a car

SIM Cards

You may be able to get a SIM card to use in the UK, in your country before you travel, for example from giffgaff. Otherwise, main mobile phone companies such as EE, Three and Vodaphone have shops and vending machines that sell SIM cards at UK airports and in shopping streets and you can buy a plan at the same time. Cost about £25-£30/month. You can also pick up a SIM card at Frances King reception.

School Location

The main school is opposite Gloucester Road Underground Station, on the Circle, District and Piccadilly Lines, and nearby bus routes are 49 and 74. Parents and juniors may not always study at the same location. In the summer, we use a nearby annexe, a 5 minute walk from the main school. Parents of children aged 5 and 6 years, who are taking a course, will study in the same building as their children.



Studying at Frances King

Your first week

Please arrive at the school at 8.00 on your first day, to complete administration before classes start at 9.00. Please bring stationery (paper, pens, pencils with you).

1

You will first need to show your passports, complete next of kin information for use in any emergency, and also complete a short feedback form about your accommodation (if arranged by Frances King). Meanwhile, children will do an English level test.

2

Adults will be given a “welcome pack” with an activity programme and a lanyard to wear while at school. Those taking a course will then go to class, meet their teacher and classmates and start learning.

3

On Monday at 9.00 there is a new student meeting for adults on the first floor.

4

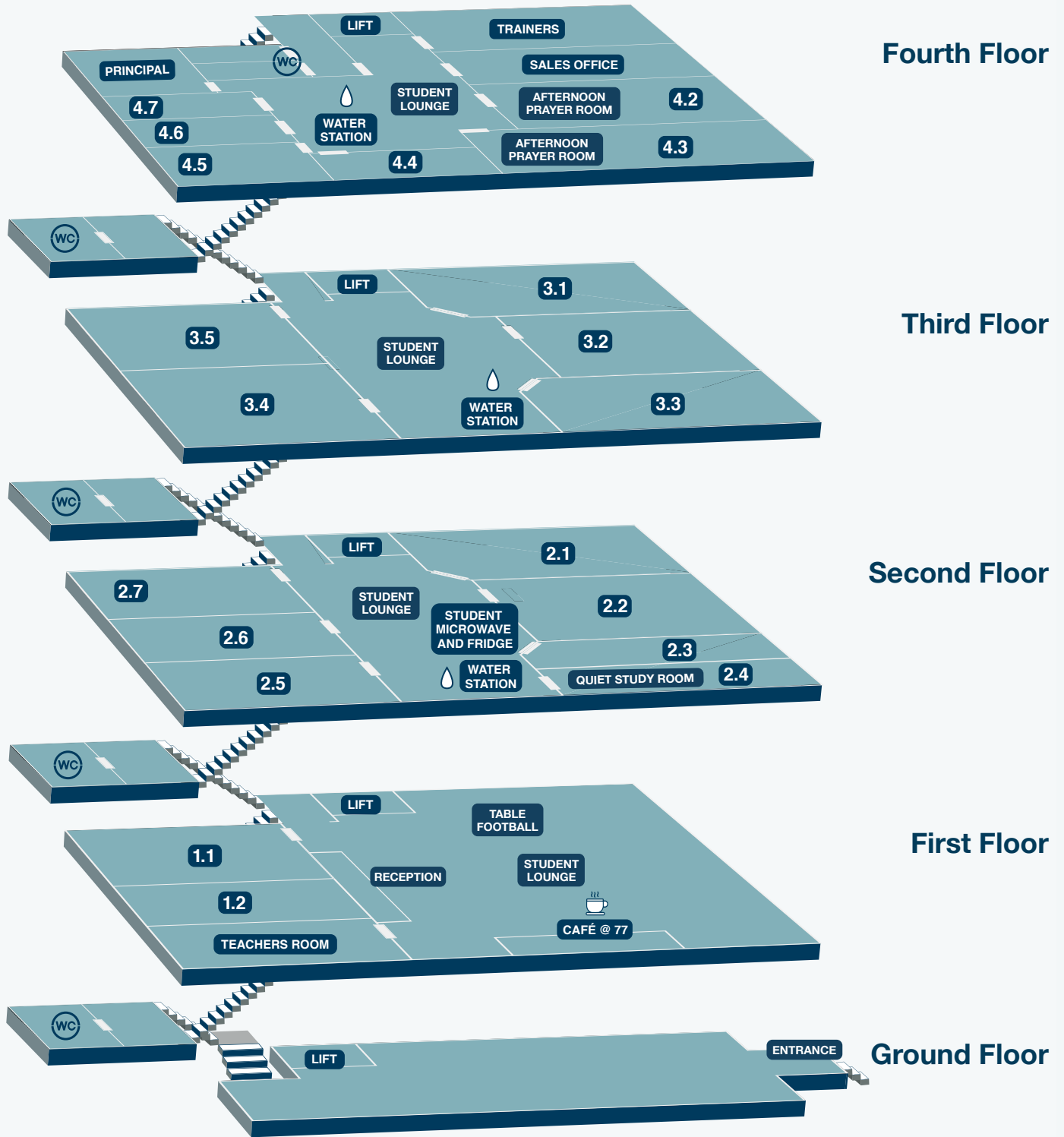
If you want, you can join a short local area tour at 13.00, also on Tuesday.
Meet on the first floor.

5

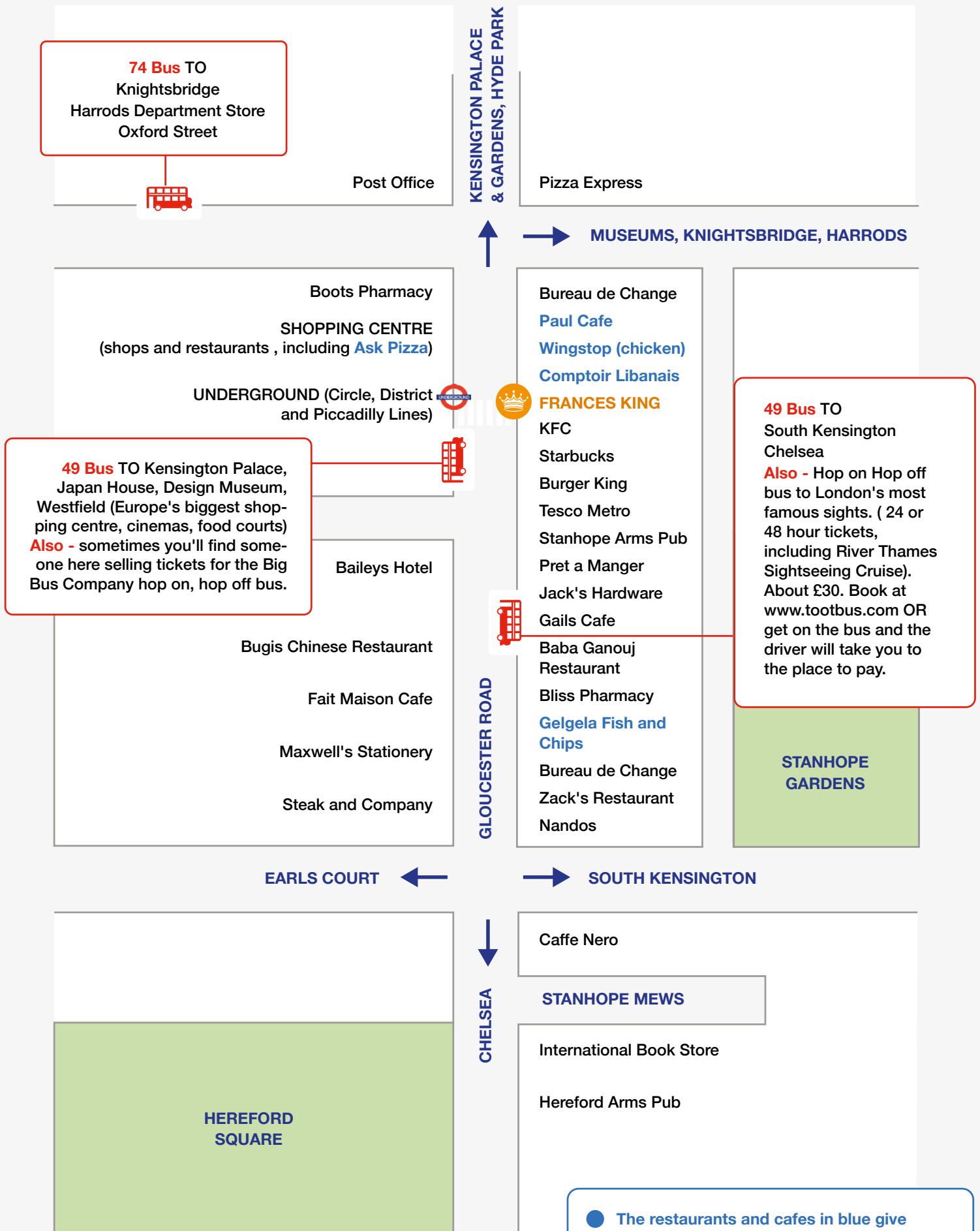
You can see activities for the week, on the first floor notice board.

If you have any questions please come to reception, we are all here to help you.

Frances King in Kensington



The Local Area



Student Services

Please come to Student Services in reception on the first floor for information about courses, activities.

If your personal details or contact information change while you are studying, please tell Student Services as soon as possible.

I want to change my class or teacher

To change your class, first speak to your teacher. Teachers are available for you to meet from 13:00 – 14:00 Tuesday to Friday. Please arrange a time with the teacher. The Programme Manager is available at all times to discuss any issues you may have. You can also talk to the Student Services Team in reception, on the first floor - they are always available to help.

I want to extend my course

If you want to extend your course, please go to Student Services and ask if there is availability. There is a 10% re-enrolment discount.

We are finishing this week

At the end of your programme, we will give you a Feedback Form to complete during your last lesson. Parents will receive a link to the feedback form by email. Certificates are given out in class on your last day. If you are leaving early and would like your certificate for when you leave, please go to Student Services at least 2 days before your last day.

Accommodation Information

For accommodation enquiries, extensions and any problems, please speak to Student Services in reception.

If you want to cancel or change your accommodation, you must give a minimum of 1 week's notice (depending on your accommodation type). Please speak to Student Services for information and help.

Telephone Messages

We can accept urgent messages by telephone, but we cannot interrupt classes.

You can contact us on + 44 20 7870 6533.

Environmental Care

For environmental reasons we do not supply plastic cups. All students should bring their own bottle to fill at water dispensers. Please put any paper, plastic or drinks cans that you bring with you, into the green topped recycling bins.

Timetable

Family Programme - Example Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9.00 - 12.50	Classes				
12.50 - 14.00	Families meet for lunch				
14.00 - 16.30		Optional Activities (Tuesday, Wednesday, Thursday)			

Activities are guided. Parents must accompany their children. Entrance charges are not included. There are 2 breaks for children every morning. Refreshments are provided, but feel free to give your child other refreshments.

Family Programme Day School - Example Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45	Parents drop children at school				
9.00 - 12.50	Classes				
12.50 - 14.00	Children eat packed lunch at school				
14.00 - 16.30	Activities				
16.45	Parents pick up children from school				

Parents must provide a packed lunch and travel card. Activities are guided and supervised. Entrance charges are included. There are 2 breaks for children every morning. Refreshments are provided, but feel free to give your child other refreshments.

Family Junior and Afternoon Club - Example Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45	Parents drop children at school				
9.00 - 12.50	Classes				
12.50 - 14.00	Families meet for lunch or provide packed lunch				
14.00 - 15.30	Afternoon Activities				

Parents must provide a packed lunch and travel card. Activities are guided and supervised.

Emergency Contact

If you are not studying, please make sure you are at the school by 12:50 (Junior Course), 15.20 (Afternoon Club) or 16.30 (Day School) to collect your children.

A parent/guardian of a child aged 5 or 6, must take a course or stay in the reception area during the lesson times.

When a child is at our school, an adult/guardian must be available at all times in case of emergency. Please leave your phone switched on at all times.

We will also need to know the details of a contact person, in or outside the UK, who can be contacted in case we are unable to contact the adult/guardian in London.

School rules for Juniors

Children must be well behaved - no chewing gum, no fizzy drinks, no running in the building, no shouting. Children may not use mobile phones during the lesson time, unless asked to by their teacher. Children must not leave the building at any time without their parent / guardian or their teacher. Children also cannot leave designated areas within the school without the teacher's permission – e.g. cannot leave their floor, cannot leave the common room in breaks. Please make this clear to your child.

Discipline Procedure

Step 1. Warning: The teacher will talk to the student about their behaviour and remind them of the expectations of the school.

Step 2. If the behaviour continues the Family Programme Manager will talk to the student about their behaviour and the possible consequences to follow.

Step 3. If the behaviour continues or escalates, the student's parent or guardian will be informed.

Step 4. If the behaviour escalates further or becomes dangerous, the parent / guardian will be contacted and they will need to make arrangements to take the child home. In situations of sufficient gravity (e.g. breaking a law or a behaviour which puts students at risk) steps 1-3 will be skipped.

English Levels

All children are tested on arrival and placed in a class at their level from A1 to C1.

Private Lessons

We can arrange private lessons for parents and children who wish to focus on a particular skill or language area. Please speak to the Family Programme Manager, Jo Love, to make arrangements.

Day School Students (Summer only)

Children (12-16 years) on the Day School Programme, in summer, must bring a packed lunch and a water bottle which they can fill up at the water dispensers. The lunch will be kept in the common room fridge until lunchtime. Children are not allowed to leave the school unsupervised for their lunch.

Day school students must have an Oyster Card to travel around London on the underground. Day school students should be dropped off at 8.45 and collected at 17.00. You can find more information on how to buy a travel card for under 18 years old and the cost in the following link:

<https://tfl.gov.uk/fares/free-and-discounted-travel>

Junior & Afternoon Club Students (all year)

Children, 8-16 years (8-11 years in summer) on the Junior and Afternoon Club Programme, must bring a packed lunch and a water bottle which they can fill up at the water dispensers. The lunch will be kept in the common room fridge, until lunchtime. Children are not allowed to leave the school unsupervised for their lunch.

Your welfare

Health & Safety Information

The emergency number for fire, ambulance and the police in the UK is 999.

The Frances King emergency number is: +44 (0)7768 325391

- If your child has a pre-existing illness, special educational need, allergy or medical condition, or is taking medication, you must inform the school, in advance. If your child develops an illness during the stay, please inform the school.
- Adults will be given a student card – they must carry this card at all times.
- Junior students will be issued with temporary orange wristbands for their off-site lessons, which have the Family Programme contact number printed on them.

It is important that children in our care are looked after safely, are collected and get home safely. For this reason:

- Children aged 13 and under, must be taken to school and collected everyday by a parent / guardian.
- Children aged 14 – 16 can travel to and from the classes on their own, if we have written permission from a parent / guardian.
- If someone else is going to collect your child you must send an email to the Family Programme Manager, Jo Love, jo.love@francesking.com to arrange this or we will not be able to release them to anyone not already authorised to collect them.
- Our staff will not take children home and children should be told not to go home with anyone, other than their parents / guardians.

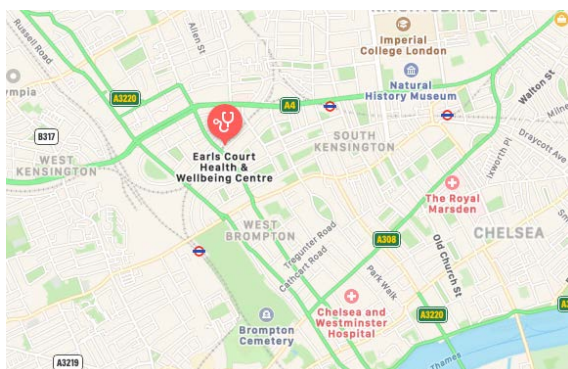
Emergencies & Hospitals

In an emergency call 999. You will be asked which service you require - say “Police”, “Fire” or “Ambulance” to get put through to the right people.

If you need medical help, but it isn't a 999 emergency, you can call 111. NHS 111 will assess you, provide advice and direct you straight away to the local service that can help you best. It is available 24 hours a day 7 days a week and calls are free, including from mobiles. For more information visit: www.nhs.uk/111

NHS 111 can direct you to your nearest medical centre.

The nearest hospital, injuries unit and walk-in centre to the school are:

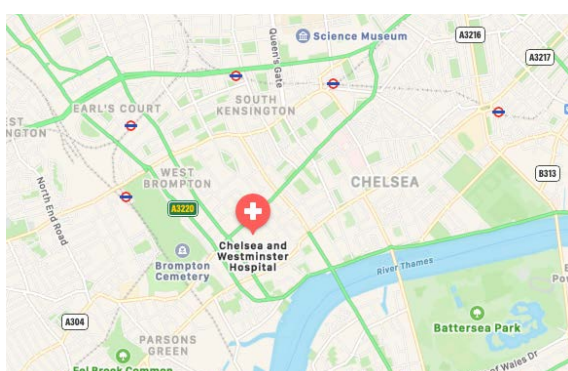


NHS Walk-In Centres:

To get free immediate treatment by nurses for simple problems without an appointment.

This is the one nearest the school:

Earls Court Health and Wellbeing Centre
2b Hogarth Road, London, SW5 0PT
020 7341 0300



Accident And Emergency (A&E):

Open 24hrs for SERIOUS illnesses or injuries ONLY.

This is the one nearest the school:

Chelsea and Westminster Hospital
Fulham Road, London, SW10 9NH
020 8746 8000

Personal Safety

London is generally a safe place to be, but as with a lot of big cities there are sometimes pick-pockets and thieves. We would like to help you to avoid being a victim of these crimes. Here is some friendly advice to help you have a safe and worry-free time in London.

Most people in London don't use cash very much - we usually only carry £20 - £50 with us on a normal day. Avoid carrying large amounts of cash, unless you know you need to pay for something - and don't worry about using a card to pay for even very small amounts.

Your personal belongings

- Do not leave your purse, wallet or phone on the table in a restaurant or in a classroom during a break.
- Make sure your wallet, purse or phone is in a pocket or bag and can't be seen by a pick pocket. It is best to have a bag with a zip.
- Watch your bag at all times and keep them close to you (on your knee), especially in pubs or crowded places.
- Be careful of people approaching you in the street or when sitting at a restaurant, they might be trying to distract you so they can take your phone, wallet or purse.

- Sometimes criminals will pretend to be policemen so they can steal your money. Police in the UK will be in uniform or will show you their ID when they start speaking to you. You can ask to look closely at their ID.
- Only keep things in your bag that are essential to you. For example, in the UK you do not need to carry your identification card or passport with you at all times, so the safest place for this is at home locked inside your suitcase. Carry a picture of your ID on your phone and a photocopy in your bag or pocket. We can make a photocopy for you in Reception. For ID, carry a driving licence if you have one.

Using your credit card

Do not give your PIN number to anyone. You should never be asked for it even by your bank, a Police Officer or a shop assistant. When you are getting cash from a cash point check there is no one looking over your shoulder before you start and be aware of people around you while you use the cashpoint. People usually cover their hand while they enter their PIN number into a machine, so don't worry that this might appear to be rude. If possible, use a cashpoint inside a bank.

Renting accommodation

If you are planning to rent accommodation outside of Frances King please come and ask the Student Services Office for our advice leaflet. It is important to understand the dangers of renting accommodation privately before paying any money.

Walking

Do not walk listening to music or looking at your phone as you will not notice who/ what is around you.

Looking after our students

We have a team at Frances King who are here to help make sure our students are safe and happy.

Our Safeguarding and Welfare Team are here to help you with any problems or worries you have about yourself or another student.

Ask reception to talk to any of us. Your wellbeing is our priority.

We hope this helps you feel safer in London. If you have any problems you can contact the police, call the Frances King emergency phone number on the back of your student card or come to the Student Services Office.

The law in the UK

Smoking

Smoking is banned in all public buildings in Britain including bars, restaurants, shops, stations, cinemas and on all public transport. You can smoke on the street.

Drugs

Britain has strict laws against the use of illegal drugs and punishments can be very heavy. You are strongly advised not to use illegal drugs during your stay.

Shoplifting

People who are caught stealing from shops will probably have to go to court and pay a fine. If you are here on a visa, you may not be allowed to return to the UK.

TV licence

Every house/flat that has a TV or if you watch TV channels on a laptop/phone/iPad etc. you must have a TV licence. If you rent a room or are in a flat share, find out who is responsible for getting the TV licence. If you answer the door when officials come, you will be the one that goes to court.

Weapons

It is illegal to carry any weapon for defence including gas and pepper sprays. You will be arrested if the police stop you and you have a knife with you.

Cycling

You cannot ride a bike on a pavement, and you must have lights if you cycle at night. A helmet is not obligatory but is strongly recommended.

Legal problems

For free legal advice you can go to the Citizens Advice Bureau (Chelsea Old Town Hall, Kings Road, London, SW3 5EE 0844 8269708 or 020 7351 2114).

Police station

The nearest police stations to the school are:

Kensington Police Station

72 Earls Court Road, London, W8 6EQ

Tel: 020 7240 1212

Open Monday to Friday, 10.00 - 18.00

Charing Cross Police Station

Agar Street, London, WC2N 4JP

Tel: 020 7240 1212

Open 24-hours

If you are a victim of any crime or are charged with any crime, please tell Student Services who will offer you assistance.

Discover London

Our location in central London

Frances King is perfectly located to explore London. World-famous attractions are within easy reach. Whatever it is you love, you'll find something new to do every day.



Distance from Frances King



Walking



By bus



By underground

Things to do in London

Class activities

The Junior Programme will include some supervised trips to local museums during class time.

Day School Activity Programme (12-16 years)

There are activities every afternoon for students on the Day School programme. The full programme will be given to you on the first day.

Family Activity Programme

There are activities on 2-3 afternoons a week for parents and children. Children must be accompanied by a parent or guardian if they attend any of these afternoon events. All events begin at 14.00. The full programme will be given to you on the first day.

London's Top 10 attractions

These are our top 10 recommended attractions for families on a first time visit to London. You will find many of these on the Frances King Activity Programme. Please note that prices and times are subject to change.

1. The Tower of London

The tour of The Tower of London takes about 2 hours. Admission – £35.80 (adult), £17.90 (5-17). On-line booking 10% less.

Nearest underground station: Tower Hill.

<https://www.hrp.org.uk/tower-of-london/#gs.ctgf42>

2. London Eye

Half hour flight. Book online. A family booking costs from £42 per person.

Discounted price, if you book with some other attractions: The London Dungeon or Shrek's Adventure.

<https://www.londoneye.com/tickets-and-prices/>

3. London Transport Museum

You'll need about 1.5 hours to see the exhibition. Admission - Adult (18+) £24.50, under 17 free.

Nearest underground station: Covent Garden.

<https://www.ltmuseum.co.uk>

4. Portobello Market

World-famous market with antiques, bric a brac, souvenirs, clothes and food. See the famous blue door and bookstore from the film "Notting Hill". Best on Saturdays.

Nearest underground station: Notting Hill Gate

5. Natural History Museum

Children will love the dinosaurs and whales. Free entry. Explanation in English will help you and your children to use language in real situations. A 3 hour visit is recommended. Free entry.

Nearest underground station: South Kensington

<https://www.nhm.ac.uk/>

6. Hamleys Toy Store

One of the biggest toy shops in the world, established in 1760.

Nearest underground station: Oxford Circus.

7. Buckingham Palace

The changing of the guard takes place in front of the palace daily (including weekends) at 11.00 in summer. Arrive at least 30 minutes earlier. Free of charge.

Nearest underground station: Hyde Park Corner.

8. Science Museum

Lots of interactive exhibits that children will enjoy. Take a virtual trip through space. You will need about 3 hours. Free entry.

Nearest underground station: South Kensington.

<https://www.sciencemuseum.org.uk/see-and-do>

9. River trip to Greenwich

You can take a river boat from several different piers. Westminster Pier near Embankment underground Station is easy to find. You can use your Oyster card.

10. See a musical

Aladdin and the Lion King are very popular. Children and adults can both enjoy these musicals inspired by classic Disney films. Tickets are available on this website below. Prices vary from £30.00 to £120.00.

<https://disney.co.uk/shows>

Sightseeing Bus

You can also take a “hop on, hop off” bus tour of the city for around £25-£30, outside the school, on Gloucester Road.

Other attractions and places to visit

Near the school

The following attractions and places of interest are within walking distance of the school:

- Kensington Gardens & Hyde Park
- Kensington Palace
- Natural History Museum
- Science Museum
- Victoria & Albert Museum
- Albert Hall

Other markets

The most famous markets are:

- Camden Market (every day 10.00am-6.00pm). Underground: Camden Town. Best at the weekend.
- Petticoat Lane (Sunday to Friday 10.00am -2.00pm). Underground: Liverpool Street, Aldgate or Aldgate East. Best on Sundays.
- Borough Market (Monday-Thursday 10.00am to 5.00pm, Friday 10.00 to 6.00pm, Saturday 8.00am-5.00pm).
- For good quality fresh food, try a farmers' market early on a Saturday or Sunday morning (See www.lfm.org.uk to find one).

Parks

47% of London is green space for you to enjoy. Visit a park, local to you and or for more information on the Royal Parks, visit:

www.royalparks.org.uk

Theatres and Musicals

Buy half price tickets for shows on the same day, from the ticket office in Leicester Square. Queue at the theatre for returned tickets a few hours before the performance.

You can also buy tickets at any box office around Piccadilly Circus.

Harry Potter Studio Tour

Early booking is advised, as it is often sold out in the summer months.

Information about tickets and how to get there on this website:

<https://www.wbstudiotour.co.uk/>

If you can get tickets, get the train from Euston station to Watford Junction: from £6.40 return (12-15 years); from £12.80 return (16+ years) or get extension to your Travelcard. In front of the station you'll see the Harry Potter bus, which is included in your entrance fee. Admission fee: £56.00 (Adult, 16 years +), £45 (5-15). Family (1 adult & 3 children or 2 adults & 2 children) £180. It takes around 3.5 hours to look around.

Even if the tickets are all sold out, you can visit the Harry Potter shop at King's Cross Station and take pictures with a trolley entering platform 9 ¾ for free.

Museums and art galleries

The most popular are The British Museum, The National Gallery, The Natural History Museum, The Science Museum, The Victoria & Albert Museum and The Tate Modern. We also recommend the Design Museum.

For a view of London

Already been on the London Eye? Here are some other places for amazing views of London.

Sky Garden

In the City – a garden and café in the sky. Free, but you need to book in advance. <https://skygarden.london/sky-garden>

One New Change

Shopping centre roof near St Paul's Cathedral. Free, no need to book, just take the lift. <https://onewchange.com>

The Shard

Europe's tallest building. Book here: <https://www.the-shard.com/viewing-gallery/>

Shopping

Westfield In Shepherd's Bush is now Europe's biggest shopping centre. <https://uk.westfield.com/london/stores/all-stores>

Harrods and Harvey Nichols in Knightsbridge, Selfridges in Oxford Street and Liberty Regent Street are London's greatest department stores.

Tipping culture

In restaurants, if a 'service charge' has been added to the bill, you don't have to leave a tip. If service is not included, it is normal to leave a tip of 10-15%. Do not tip in pubs. For taxi drivers give up to £1 more or tell them to 'keep the change'.

Getting around

To help you plan journeys around London, use CityMapper (online or app) or TFL Journey Planner (online).

They will tell you different routes you can take, travel times and approximate costs.

Oyster Card

An Oyster Card is a travel card which makes travelling around London easy. You can use it on most forms of public transport in London – underground and overground trains and buses.

If you want to take a train outside of London (e.g. to Brighton) you will need to buy a separate ticket.

Underground (known as The Tube)

Gloucester Road station (on the District, Circle and Piccadilly lines) is the nearest underground station. In every station you can buy tickets or top up your Oyster Card.

Bus

Buses are a more interesting way to travel as you see more of the city.

For more information about routes visit

www.tfl.gov.uk/maps/bus

Rail travel

For information on times and fares go to www.nationalrail.co.uk. This is an expensive way to travel but it is quick. Booking in advance can save you money.

Taxis

Taxis (Black Cabs) have a yellow light on top - switched on when they are available. They can stop to pick you up anywhere and will always use the meter.

There are also mini-cabs which look like normal cars. Only get these from a taxi rank or book by phone and if you have booked one make sure the driver says your name to confirm the booking before you get in the car. Kabbee and Swiss Cottage Cars are two companies that operate all over London. Uber is another option, which you can download as an app on your phone.

Useful Apps

Transport



Citymapper

Best London transport app, has everything, including jetpack, catapult and teleporter



Tube Exits

Tells you which carriage to get on, to get out nearest the stairs / transfer at the other end



Cheap Taxis

Uber



Greentomato

Free time in london



Visit London - Official Guide

Explore the best of London with the official Visit London guide and offline map. Browse hand-picked lists of the best things to do, and discover great things to do in London based on where you are and where you're going.



London Map and Walks

This lists attractions by walking distance and has downloadable maps so it's really handy for seeing what's nearby.



Blue Plaques of London

London's famous blue plaques link the people of the past with the buildings of the present. With this app, you can find plaques near you, learn more about your favourite figures from history and discover the unsung heroes from London's past.

Other apps



Rain Today

Cool weather app with animated satellite map showing rainfall with alerts to let you know when it is going to rain!



WiFi Finder + Map

Find Fast WiFi wherever you go with the SpeedSpot WiFi Finder with Offline Maps. The Offline functionality makes it possible to download places that you are travelling to, so you can find Fast WiFi anywhere.

End of your course

Certificate and Report

On the last day of the course, children and adults will receive an end of course certificate, with dates studied and level of English achieved. Children will also receive a report from their class teacher.



Feedback

During the last lesson, we will give children a Feedback Form to complete. Parents will receive a link to the feedback form by email. Certificates are given out in class on your last day. If your family are leaving early and would like your certificate for when you leave, please go to Student Services at least 2 days before your last day.

Continue online

Your family can continue studying online with Private Lessons on Teams, Zoom or Skype. Ask for details in reception or email london@francesking.com

Course extension and returner discount

If you extend your course or return to the school within 3 years of completing a course, you will get a 10% discount on tuition fees.



Frances King Family Programme

77 Gloucester Road, London SW7 4SS

Tel: 020 7870 6533

Email: london@francesking.com

www.francesking.com