

2025 Partner Handbook London



Why work with Frances King?



52 years' experience



Perfect location in Kensington, central London



Focus on speaking, fluency, accuracy and confidence



Personal attention



Exciting activity programme



Students of over 40 nationalities



Efficient and responsive bookings team



Homestays, residences, studios and apartments



Unique programmes for families - winter, spring, summer & autumn



Unique Lunch Club on Intensive Courses

PROGRAMME OPTIONS

Programme	Minimum Level	Lessons/ Week	Start dates	Duration	Description
General English	A2 (A1 in summer)	10/20/30	Every Monday	1-24 weeks	Develops fluency, accuracy, and confidence with listening, speaking, reading, and writing skills
Academic Year	A2	20/30	Every Monday	25-52 weeks	Long-term immersion to achieve fluency for work and study, including IELTS preparation
IELTS Preparation	B1	10/20/30	8-week: July 7; 4-week: Jul 7, Aug 4	2-8 weeks	Success-focused courses to prepare for the IELTS examination – 4 / 8 week courses
30+ English	A2	20/30	Summer only: June 9 - Aug 29, every Monday	1-12 weeks	Develops fluency, accuracy, and confidence with listening, speaking, reading, and writing skills
50+ English and Culture	B1	20	1 week: May 12, 19; August 11, 18; September 8, 15. 2 weeks: May 12; August 11; September 8	1-2 weeks	Develops everyday English, with an exclusive afternoon cultural programme in London
Private Lessons	All levels	2 or more	By arrangement	Flexible	Customized training for individuals or small groups (1-3 students), face-to-face or online
Christmas and New Year in London	A2	12/16	Dec 22 (1/2 weeks), Dec 29 (1 week)	1-2 weeks	Combines study with sightseeing and activities during the festive period
Family Programme	All levels	20	Spring, summer, autumn, winter	1-12 weeks	English courses for children (5-16), optional courses for parents & afternoon activities

We are all here to help

Partner managers

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



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Sales and enrolment team

- Availability
- Course and accommodation advice
- Bookings

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HOW TO BECOME a Frances King Partner



Complete our questionnaire

Download from <http://www.francesking.com/partners>
Email to 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

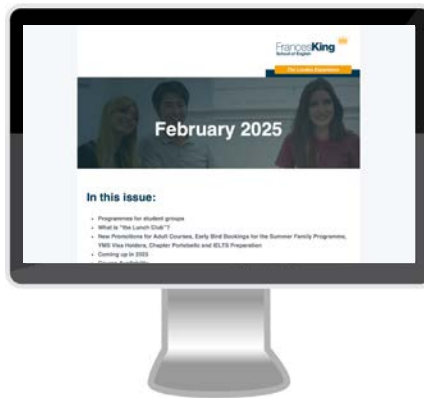
How we help you...



Downloads on our website

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

- 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



Newsletter and campaigns

Monthly newsletter and regular updates & promotions for Partners



Online training

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



Partners' area of website

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

Our brochures are available in English or translated into Arabic, Chinese (simplified)/Chinese (traditional), Japanese, Korean, Portuguese, Italian and Spanish.

Our presentations are available in English or translated into Portuguese, Korean and Japanese.

Making a booking

1. Enrolment

Partners can enrol a student by email:

london@francesking.com

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): £50/courier
- 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>

Or visit our website:

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

Students under 18

- Students of age 16 and 17 years 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.

50+ English and Culture Programmes



COURSE FOCUS

Designed for adults aged 50 and over, our 50+ English and Culture Programme offers a perfect combination of language learning and guided cultural activities and excursions, in the company of like-minded learners.

Morning English classes (B1+ Level): To improve fluency, grammar, vocabulary, and pronunciation in mixed international classes (Monday-Friday, 9:00-12:50, 20 lessons/week, 16h 40m)

Cultural Activities: Three afternoon activities and two evening activities per week, plus a full-day weekend excursion outside of London

Start Dates: 1-week (May 12, 19; Aug 11, 18; Sept 8, 15); 2-weeks (May 12; Aug 11; Sept 8)

Price: £895 / week (+£100 registration fee). Includes activities and excursions (meals not included).

Exciting Activities may include:

Cultural Visits: National Gallery, Victoria & Albert Museum, Tower of London

Sightseeing Tours: Thames River Cruise, St. James's Park guided tour

Evening Experiences: West End Show, pub quiz, dinner outings

Weekend Excursions: Day trips to Windsor or Oxford

Accommodation options:

Homestays offering breakfast and dinner, for a budget-friendly, cultural experience, in zones 2 and 3

Self-Catering Studios & apartments for more independence and within walking distance of the school

Family Programmes



COURSE FOCUS

Frances King has taught more than 20,000 families since the start of this unique programme in 1999:

- Family study holiday in the heart of London, available in spring, summer, autumn and winter
- Courses for children aged 5-16 and optional courses for parents and other family members
- The focus is on improving spoken English and communication skills
- Accommodation in homestays, studios and apartments in good central locations
- Afternoon Activity Programme for the whole family to enjoy together

Exciting Activities:

Families can explore London together on 2 / 3 afternoons each week with museum visits, sightseeing tours, guided walks, and weekend trips outside of London (Oxford, Windsor, Bath & Stonehenge with a professional Tour Company)

Accommodation options:

Homestays offering breakfast and dinner, for a budget-friendly, cultural experience, in zones 2 and 3

Self-Catering Studios & apartments for more independence and located within walking distance of the school

FAMILY PROGRAMME 2025	FAMILY JUNIOR (FJ)	FAMILY JUNIOR DAY (FJD)	NEW FOR 2025 FAMILY JUNIOR & AFTERNOON CLUB (FAC)
Available	Winter, spring, summer, autumn	Summer only	Spring, summer, autumn, winter (Dec 2025/Jan 2026)
Lessons/Timetable (Monday-Friday)	20 lessons / week 09.00-12.50	Junior course + afternoon activities from 14.00 – 17.00 (parent/guardian no need to attend)	Junior course + afternoon activities, in the school, from 13.45 to 15.30 (parents/guardian no need to attend)
Age	6-16 (5 years accepted in summer)	12-16	8-16 (8-11 in summer)
Lunch	Not included	Supervised, parents must provide packed lunch	
Activity programme (3 afternoons/ week)	Children accompanied by parent/guardian	Afternoon activities as above	
1-3 weeks price	£489 / week	£889 / week	£640 / week
4-11 weeks price	£440 / week	£800 / week	£576/week
Registration Fees per family	£125 (£100 if only 1 child studying)		
Travel cards (zones 1&2)		Parents must provide it	Children stay in the school

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
- 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, IELTS, Cambridge), 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

Medical, Travel and Course Insurance

Before arrival in the UK, students 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.

Guard.Me International Student Policy

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

Visas and ETA Authorisation

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.

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/>

New Electronic Travel Authorisation (ETA) System

The UK has introduced an Electronic Travel Authorisation (ETA) system for visa-exempt travellers. If students are visiting the UK for up to 6 months and do not require a visa, they will now need to apply for an ETA before their trip. This is a digital travel permit required for entry to the UK.

Without a valid ETA, students will not be allowed to board a flight, ferry, or train to the UK. Students should apply in advance of their trip.

If a student already has a valid UK visa or residency permit, they do not need an ETA.

Students coming to the UK for up to 6 months will need an ETA, from:

- All EU countries
- Bahrain, Jordan, Kuwait, Oman, Saudi Arabia, and the UAE
- All other non-European non-visa required countries, including Argentina, Brazil, Canada, Chile, Japan, Malaysia, Mexico and South Korea
- Students can apply for an ETA online or through the official UK ETA app, available for iOS and Android. Students need to provide their passport details, a recent photograph and answer security questions and pay the **application fee of £16**.
- Students will receive their ETA confirmation within three working days (most are processed faster). Once approved, the ETA is linked electronically to a student's passport.
- An ETA is valid for two years or until the passport expires, whichever comes first. It allows multiple entries into the UK for short visits (up to six months for tourism, business, or study).

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

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

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

1. *More than 15 days before arrival:* £100 Registration Fee per person or £125 per family.
Accommodation Bookings: no charge, except iQ Hammersmith, Vega Residence, Chapter Portobello, Citi View Paddington where if notice is less than 4 weeks, 4 weeks' fees will be charged.
2. *15 days or less before arrival:* £100 Registration Fee per person or £125 per family, course deposit: £200 per person, accommodation deposit: £300 per person (except: iQ Hammersmith, Vega Residence, Chapter Portobello, Citi View Paddington - 4 weeks' notice).
3. *In case of visa refusal:* £100 Registration Fee per person or £125 per family.
Accommodation bookings: Administration Charge: £75 and fee for notice period, when insufficient notice is given.

After student arrival in the UK

1. Course fees: there is no refund under any circumstances
2. 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 will be charged.

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
- 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 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

Private Home: 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. 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. Choose from half-board (breakfast and evening meal every day, bed and breakfast or 4 dinner plan (breakfast every day and dinner from Monday - Thursday). **FK rating: *****

Deluxe Homestay: excellent homes in convenient locations, with professional hosts offering an excellent standard of cooking. Private bathroom facilities. 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.

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. 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: £49/week/person to cover the extra cost of specialist grocery items.

Pets

Many 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 per room per week. All Deluxe Homestays have private bathroom facilities.

Homestay Supplements

- Students under the age of 18: £20/week/person
- Summer (June 21 - August 31): £30/week/person
- Christmas/New Year (December 20 - January 4): £41/week/person
- Full board supplement for students under age 18: £85/week (Standard/Premium)

Other Students

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.

Frances King School of English in London

