50+ Years' Experience in Teaching

FrancesKing School of English

2027

London 50+ English and Culture Programme

including enrolment details and fees

Welcome to Frances King

Founded in 1973, Frances King has taught more than 200,000 students over the last 52 years. In our school we aim, above all, to get you speaking English while making new friends and exploring London together. We look forward to welcoming you to Frances King and to London.

- 50+ Years — 52 years' experience
- AVAILABLE — Spring & Summer
- Perfect location in Kensington, central London
- Students of over 40 nationalities
- Focus on speaking, fluency, accuracy and confidence
- Personal attention
- Exciting Integrated 50+ Activity Programme
- Helpful student services staff
- Many students are recommended by family or friends
- 50+ groups accepted all year round
- Nearby studios, apartments and residences
- Homestays selected by the school

SUPPORTING YOUR STAY IN LONDON

Claire Granados
Executive Principal

Kanwal Narula
Director of Studies

Daria Wrzesinska
Head of Student Engagement

Garth Younghusband
Director, Partner Relations

Paula Bailey
Executive – Partner Relations

Jacob Tucker
Sales Development Manager

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

Quality English

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

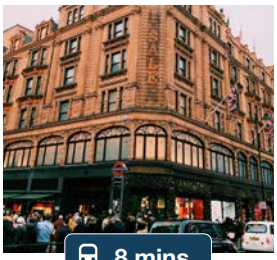
IALC International Association of Language Centres

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

MEMBER ENGLISH UK

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

Frances King is perfectly located to explore London. The school is in Kensington, one of London's finest areas, opposite Gloucester Road underground station. There are many shops, cafes, restaurants, galleries, museums and places of entertainment a short walk away. World-famous attractions are within easy reach. Whatever it is you love, you'll find something new to do every day.

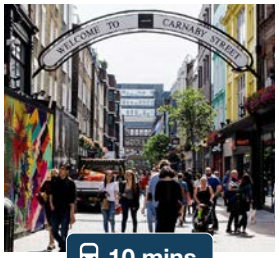


8 mins

Harrods

12 mins

Buckingham Palace

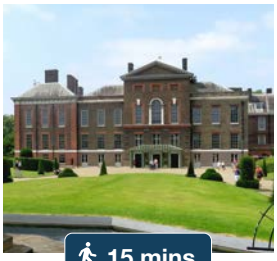


10 mins

Carnaby Street

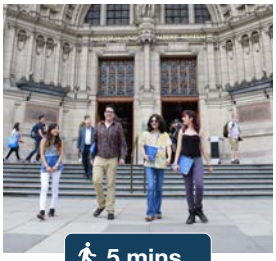
10 mins

Piccadilly Circus



15 mins

Kensington Palace



5 mins

Museum District

10 mins

Big Ben

18 mins

London Eye

Distance from Frances King Walking By bus By underground

50+ English is for adults of 50 years and over who want to practise and improve their everyday English, while enjoying the company of other like-minded people as they discover London outside of the classroom. Available in summer and at set times during the year.

50+ GENERAL ENGLISH MORNING

Language Development

- Focus on building spoken fluency and accuracy
- Increase your knowledge of grammar, vocabulary and colloquial phrases with speaking and pronunciation practice
- Conversation classes encourage active use of spoken English

Language Skills

- Expand the depth and range of your language in all four skills - listening, speaking, reading and writing
- Classes may include preparation for optional activities after class

On this programme you will:

- Improve pronunciation, fluency and accuracy in spoken English
- Build confidence in speaking and develop skills to communicate more effectively
- Gain valuable networking opportunities with other learners
- Discover London with an expert guide, practising your English and making new friends as you go!

COURSE FACTS

Age: You will study at your level of English in the morning, so the age range may be mixed. The cultural programme is exclusively for those on the programme aged 50+
Class size: maximum 14, average 12.

	50+ GENERAL ENGLISH MORNING
Minimum level	A2
Lessons/ week	20
Hours/ week	16h 40m
Timetable	Monday to Friday **9.00-12.50** Language Development, Language Skills
Start dates and Course Length	**1 week programme:** May 10, May 17; August 9, August 16; September 6, September 13. **2 week programme:** May 10; August 9; September 6
Cultural Programme	Monday to Friday **14.00-17.00** 3 afternoon activities per week (option to join Frances King general adult programme on 2 afternoons) **19.00-22.00** 2 evening activities per week (option to join Frances King general adult programme on 1 evening) At the weekend **All day** 1 full day excursion at the weekend outside of London

Included in your programme

- Placement Test and Assessment
- Welcome Pack
- Study Guide
- Activity Programme*
  - Guided visit to a major museum or gallery
  - Guided walking tour or river trip
  - Visit to a major attraction, including entrance, such as the Tower of London or a West End musical
  - Day trip to Windsor or Oxford
- Certificate

*Activities, excursions and entrance charges are included in the programme fee. Refreshments and meals are not included.

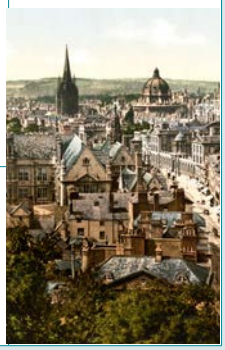
"10/10 for the location, teachers, staff, and activities."
Hugo Tolosa Alvarez, Mexico

Learning shouldn't stop when you leave the classroom – our Activity Programme for 50+ students is an integral part of your learning experience. You will put your language skills into practice with fun activities in the afternoon, evening and weekend, building confidence and making friends, as you explore London.

50+ English and Culture Programme - Example week 1

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Morning	General English Lessons					**Day Trip to Windsor** Explore Windsor Castle, the oldest and largest occupied castle in the world, and stroll through the charming town.
Afternoon	**Visit to the Victoria & Albert Museum** Explore the extensive collection of art and antiquities, offering a journey through world history.	**Thames River Cruise from Westminster to Greenwich** Enjoy a relaxing boat trip on the Thames, taking in iconic landmarks such as the Tower Bridge, the London Eye, and the Houses of Parliament.	**Optional Activity** Frances King Adult Activity Programme e.g. Horizon 22.	**Royal Botanic Gardens, Kew** Spend the afternoon in the beautiful Kew Gardens, home to a vast collection of plants from around the world.	**Optional Activity** Frances King Adult Activity Programme e.g. visit to a market.	
Evening	**Free Evening** FREE	**Free Evening** FREE	**West End Show** Attend a world-class theatre production in London's famous West End district.	**Optional Activity** Frances King Adult Activity Programme e.g. dinner in a Korean or Thai restaurant.	**Free Evening** FREE	

50+ English and Culture Programme - Example week 2

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Morning	General English Lessons					**Day Trip to Oxford** Discover the historic city of Oxford, famous for its prestigious university and stunning architecture.
Afternoon	**National Gallery** Discover masterpieces from artists like Van Gogh, Da Vinci, and Michelangelo at the National Gallery in Trafalgar Square.	**British Afternoon Tea** Enjoy a special tradition of afternoon tea with finger sandwiches, scones, pastries and cakes, accompanied by a selection of teas.	**Optional Activity** Frances King Adult Activity Programme e.g. Newport Street Gallery.	**Tower of London** From the Crown Jewels to the infamous Tower ravens, experience history where it happened at the iconic Tower of London.	**Optional Activity** Frances King Adult Activity Programme e.g. Bowling.	
Evening	**Free Evening** FREE	**Free Evening** FREE	**Dinner on the River Thames** Enjoy a traditional pub dinner overlooking the River Thames.	**Optional Activity** Frances King Adult Activity Programme e.g. dinner in a Korean or Thai restaurant	**Free Evening** FREE	

"I had an unforgettable week at Frances King. The 50+ English and Culture Programme is a very good combination of learning English, visiting London, and having fun with people from different countries around the world. I truly enjoyed it, and I recommend it to everyone." Katharina Friedl, Germany

Groups of Adults Aged 50+ years

We welcome groups of adults aged 50 years and above from around the world, offering flexible programmes tailored to your group's needs. Groups can either join our 50+ English and Culture Programme on fixed dates or we can create a bespoke programme for your group, at any time of the year.

JOIN OUR MULTI-NATIONAL 50+ ENGLISH & CULTURE PROGRAMME

Available on fixed dates in spring and summer

- Fun, dynamic and stimulating General English lessons, mixed with other international students to focus on communication skills
- Cultural visits, social activities and weekend excursions with a Frances King Guide - to include a riverboat cruise, Tower of London, Kew Gardens, afternoon tea experience, Windsor and Oxford
- Students can practise their English while exploring London and making new friends from around the world

CLOSED GROUPS

Available all year

We can design a tailor-made programme to meet your group's specific requirements:

- Flexible start dates and course lengths
- General or specialised English tuition
- Bespoke cultural and sightseeing programme
- Tuition only or complete package including activities, accommodation & transfers

PLANNING A 50+ GROUP?

Our experienced team can prepare a personalised proposal including tuition, accommodation, activities, excursions and airport transfers.

Contact us to discuss your group's requirements.

Activities and Excursions

We can create a customised activity programme for your group to include:

- Museums and galleries
- West End show
- River cruise
- Excursions to Windsor, Oxford, Cambridge
- Guided London walking tours

Accommodation Options

A choice of carefully selected ensuite accommodation, with excellent facilities, in good locations close to the school:

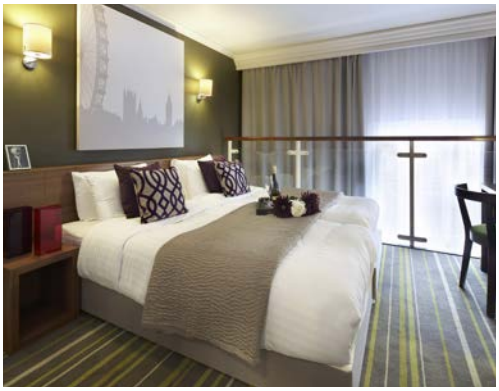
- Premium Homestays
- Student Residences
- Studios and Apartments

Frances King Accommodation

We can offer a variety of accommodation, all located in excellent and safe locations within walking distance, or well connected with public transport to our school.

Studios and Apartments

If you prefer to be independent, we offer studios and apartments, providing the comfort of a hotel at a lower price. They include private bathrooms and kitchens and are in excellent locations for our school.



1 Citadines (South Kensington) ****

- Modern, stylish, self-contained studios (for 2 people) and 1-bedroom apartments (for 2-4 people)
- Available all year, minimum stay 1 week
- Location: zone 1, Gloucester Road, less than 5 minutes' walk to Frances King Kensington, near fashionable restaurants, cafes and bars and a short walk to Hyde Park, Kensington Gardens and world-famous museums

Private Kitchen · Free WiFi · Private bathroom · Air conditioning · Free coffee · Gym

2 Chelsea Cloisters (Chelsea) ****

- Attractively designed, self-contained serviced studios (for 2 people with double bed) and 1-bedroom (for 2-3 people with double bed and sofa in living room) and 2-bedroom apartments (for 2-4 people with double bed, single bed and sofa bed in living room)
- Available all year, minimum stay 1 week
- Location: zone 1, South Kensington, about 15 minutes' walk to Frances King in Kensington, near the fashionable shops, cafes and restaurants of Chelsea and a short walk to world-famous museums

Self Catering · Free WiFi · Private bathroom · Private Kitchen

3 Fraser Suites (South Kensington) ****

- Stylish, self-contained serviced studios (for 2 people with double bed), 1-bedroom (for 2-3 people with double bed and sofa in living room) and 2-bedroom apartments (for 2-4 people with double beds)
- Available all year, minimum stay 1 week
- Location: zone 1, Gloucester Road, less than 5 minutes' walk to Frances King Kensington, near fashionable restaurants, cafes and bars and a short walk to Hyde Park, Kensington Gardens and world-famous museums

Private Kitchen · Free WiFi · Private bathroom · Air conditioning · Patio Garden · Breakfast Room

Locations

- Frances King - Kensington
- 1 Citadines - South Kensington
- 2 Chelsea Cloisters
- 3 Fraser Suites - South Kensington
- 4 Citi-View - Paddington

Quality Ratings

** Standard
*** Premium
**** Deluxe

Prices for studios and apartments are for bookings of 7 nights or more, 1-6 night prices on request.

Homestay

Staying in a Homestay is by far the most cost-effective way of living in London. Our hosts are friendly and welcoming and located in residential areas approximately 15-50 minutes from the school by public transport. Staying in a homestay is also the best way to learn about English life and culture and the opportunity for you to practise your English.

Residence

For an independent lifestyle - comfortable rooms with your own private bathroom and kitchen facilities, with an easy 15-minute journey to our school by public transport.

Standard Homestay **

- Good homes in pleasant areas with kind hosts
- Location: zone 2 and 3, 30-45/50 minutes
- Choose between:
  - Single bed and breakfast
  - Twin/double bed and breakfast
  - Single half-board
  - Twin/double half-board

Shared bathroom

Premium Homestay ***

- Superior homes in excellent areas
- Location: zone 1-3, 15-45 minutes
- Choose between:
  - Single bed and breakfast
  - Twin/double bed and breakfast
  - Single half-board
  - Twin/double half-board

Shared bathroom OR Private bathroom

4 Citi-View Paddington ***

- Modern student residence offering studios with en-suite bathroom and open plan kitchen (rooms on lower floors have frosted windows to ensure privacy)
- Minimum age 18, available all year, minimum stay 2 weeks
- Location: zone 1, Paddington. About 15 minutes to Frances King by underground. Located in Paddington, a busy transport hub with easy access to all the attractions of central London

Private Kitchen · Free WiFi · Private bathroom · Air conditioning · Gym · Cinema

London 50+ Programme Fees 2027

Registration Fee £95; **Accommodation Booking Fee** £50

Code	Course	Lessons/week	Timetable	Weeks	Price/week	Minimum level
GE50+	50+ General English and Culture	20	Morning, some afternoons and evenings	1-2	£955	A2

SPRING 2027
May 10 (1-2 weeks)
May 17 (1 week)

SUMMER 2027
August 9 (1-2 weeks)
August 16 (1 week)
September 6 (1-2 weeks)
September 13 (1 week)

Code	Accommodation type	Star rating	Price
Homestays (summer Homestay supplements apply: August 8 - August 30)			
A2	Standard Homestay: Single Bed and Breakfast	**	£219 / week
A3	Standard Homestay: Twin/Double Bed and Breakfast	**	£195 / week / person
A5	Standard Homestay: Single Half-Board	**	£303 / week
A6	Standard Homestay: Twin/Double Half-Board	**	£256 / week / person
A7	Premium Homestay: Single Bed and Breakfast	***	£270 / week
A8	Premium Homestay: Twin/Double Bed and Breakfast	***	£227 / week / person
A10	Premium Homestay: Single Half-Board	***	£352 / week
A11	Premium Homestay: Twin/Double Half-Board	***	£311 / week / person
A12	Premium Homestay: Private Bathroom Supplement	***	£60 / week / person
Student Residence			
A314	Citi-View Paddington: Single Studio Self-Catering	***	From £671 / week ❶
Studios and Apartments (prices are per studio / apartment)			
A410	Chelsea Cloisters: Studio (2 people), Self-Catering	****	January - April 30: £137 / night, from May 1: £190 / night
A411	Chelsea Cloisters: 1 bedroom Apartment (2-3 people), Self-Catering	****	January - April 30: £183 / night, from May 1: £240 / night
A412	Chelsea Cloisters: 2 bedroom Apartment (2- 4 people), Self-Catering	****	January - April 30: £332 / night, from May 1: £401 / night
A910	Citadines: Studio (2 people), Self-Catering*	****	£215 / night
A911	Citadines: Deluxe Studio (2-4 people), Self-Catering	****	£240 / night
A912	Citadines: 1 Bedroom Apartment (2-4 people), Self-Catering	****	£308 / night
A291	Fraser Suites: Studio Deluxe (2 people), Self-Catering	****	£242 / night
A292	Fraser Suites: 1 bedroom Deluxe Apartment (2 people), Self-Catering	****	£276 / night
A293	Fraser Suites: 1 Bedroom Executive Apartment (2-4 people), Self-Catering	****	£304 / night

Transfers (from/to)	Price / Single Transfer (these prices are subject to change)	
	1-2 people travelling to same address	3-5 people travelling to same address
Heathrow	£169	£184
Gatwick	£205	£234
Stansted	£219	£248
Luton	£234	£255
London City	£169	£185
St Pancras	£148	£169

For information about using public transport to get from airports to London please go to: https://francesking.com/school-of-english-london/more-information/airport-transfer/

PROGRAMME NOTES

Visa document courier £50

Optional medical, travel and course insurance £5.80 / week

Course fees include
- placement test and assessment
- welcome pack
- school certificate
- some activities, entrance charges and excursions. Refreshments and meals are extras, pay as you go.

Course fees do not include
- bank charges
- travel

Class size
Maximum 14

Ages
Minimum age 16

Timetable
1 lesson = 50m
20 lessons = 16h 40m
Morning – 20
9.00-12.50 Monday to Friday

ACCOMMODATION NOTES

Homestay Supplements
Summer (August 8 - August 30): £32/week/person

Special diets: £50/week/person

Arrival/departure for 50+ Programmes
Arrival & departure in homestay accommodation is on a Saturday or Sunday. Apartments and studios can be booked to start on other days.

Extra nights
Subject to availability at 1/7th of weekly fee.

Twin/double accommodation
For 2 people booking together for the same dates. Twin rooms have 2 single beds, double rooms have 1 bed for 2 people.

Private bathrooms
In homestay, private bathrooms may be ensuite or for sole use.

Studio and apartment prices
For bookings of 7 days or more, 1-6 night prices on request.

❶ Service Fees
Citi-View Paddington: £200 (one payment only)

The prices displayed are not always available at busy periods for late bookings.

Frances King Quality Ratings
** Standard
*** Premium
**** Deluxe

TRANSFER NOTES

Luggage
Prices are for one suitcase and one piece of hand luggage per person. If you intend to bring more than one suitcase, please contact us on london@francesking.com and we will explain alternatives.

Waiting time
90 minutes from flight landing time included. Extra time: 0-15 mins £20; 15-30 mins £30; 30-45 mins £35; 45-60 mins £40; 60-90 mins £50.

Arrival time
It is not always possible to arrive at accommodation before 7.00 or after 22.00. Please check with us before making travel arrangements.

Enrolment details, terms and conditions 2027

ENROLMENT

You can book in the following ways:

1. Online at www.francesking.com
2. By email to london@francesking.com
   Download the Enrolment Form from
   https://francesking.com/school-of-english-london/more-information/
3. Visit our school
   77 Gloucester Road, London SW7 4SS
   Tel: 020 7870 6533
   - Take a test, pay a deposit and reserve a place on the next course
   - Please bring your passport/ID card with you to make a booking

PAYMENT

You must send payment with your enrolment. We can confirm your course or accommodation booking and send a letter of confirmation when you or your company have paid:

- Registration Fee of £95 per person, £50 per person if booking accommodation and a deposit per person of:
  - £250 if you want to book a course
  - £600 if you want to book a course and accommodation
    – 21 days before your arrival you need to pay the balance of your course and accommodation fees
    – Deposits are non-refundable and non-transferable
- Payment in full, in the following cases:
  - If you are applying for a Student Visa
  - If you are booking less than 21 days before arrival
    – Documents for visa applications will not be issued unless students have paid course and accommodation fees in full

You can pay by:

- Credit Card (Visa or MasterCard). Please request our card authorisation form
- Online at: https://francesking.com/payment/
  It is safe to give your credit card details on our secure server.
- International Bank Transfer to our bank
  Please refer to your invoice for full bank details.
  – Frances King is not responsible for any bank transfer charges. Payment must be received in full– please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.
  – You need to email a copy of the bank transfer with your Enrolment Form.
  – Please make certain that your name appears clearly on the bank transfer.
- Sterling cheque drawn on an British bank account.

CONFIRMATION

When we receive your Enrolment Form and payment, we check the availability of your course and accommodation and send your confirmation documents by email or post within 3-4 working days. We can also send your documents by courier (DHL): £50/courier. We will contact you if the course or accommodation you want is not available and offer you an alternative.

If you would like us to arrange accommodation before your pre-entry visa is issued, you need to agree to our Accommodation Cancellation Policy, otherwise we will not arrange your accommodation until a visa has been issued.

If you want to book an airport transfer (either a single or return) you must email us your flight details and phone number. We will then confirm that we have booked this for you.

You must inform your homestay or other accommodation provider of your arrival time. If you do not do this, we cannot guarantee that your host/accommodation provider will be there to meet you.

INSURANCE

Before you arrive in the UK, you should take out insurance for your own financial and personal security. EU nationals should bring their European Health Insurance Card (EHIC) which allows you access to health care services.

- You can take out your own insurance or the International Student Policy offered by Guard.Me Insurance

For further details, please visit:

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

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.

Cost of activities
50+Course - some entrance charges are included. See Included in your programme, page 4.

Discount for Returning Students
If you return to the school within 3 years of completing a course, you will get a discount of 10% on tuition fees. Contact london@francesking.com for details.

ACCOMMODATION INFORMATION

First and second choice of accommodation
Please always include a second choice of accommodation on the Enrolment Form. Where the first choice of accommodation is not available we will book the second choice.

Accommodation arrangements
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.

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 of £95 and the deposit of £250.

Before arrival when a student is refused a visa: If you want to cancel your booking before arrival in the UK, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. All course fees will be refunded less Registration Fee of £95.

After arrival: If you cancel or curtail your course after arrival in the UK or after you have started your course, there is no refund in any circumstances.

- Course credits may be given at the school's discretion
- No credit for course cancelled during the first 4 weeks
- If the course is longer than 4 weeks, you must give advance notice to cancel or postpone your course
- Credits are not transferable and must be used within 1 year
- Credits may be used to pay for group courses, but may not be used to pay for private lessons or accommodation

If you leave because you are ill or because of the death or serious illness of a close relative, you may be able to claim reimbursement of fees through your insurance.

No refund will be given if a student leaves for what is an insurable risk.

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 24 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, £350/person and the £50 Accommodation Booking Fee, unless the accommodation fees for the notice period exceed that amount. If so, you will be charged £350/person, £50 Accommodation Booking Fee, 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 UK, 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 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 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.

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. You must give notice as below, "the notice period", to cancel accommodation, **otherwise you must pay for the period:**

BEFORE ARRIVAL

2 weeks' notice: London Residences - Citi View to cancel or shorten a stay before arrival.

1 week's notice: Homestays to cancel or shorten a stay before arrival.

7 days' notice: Chelsea Cloisters and Citadines Studios: to cancel or shorten a stay before arrival, otherwise a fee of 2 nights is charged.

Fraser Suites: 1 week's notice to cancel or shorten a stay. If you cancel less than 7 days before arrival, you will be charged a fee of:

- 3 nights for stays of 7-14 nights
- 7 nights for stays of 15 nights and more

AFTER ARRIVAL

The Frances King cancellation fee of £75 is also payable in case of cancellation after arrival

Homestays: 1 week's notice is required to cancel or shorten a stay after arrival, otherwise, a 1-week Cancellation Fee will be charged.

Citi View, Chelsea Cloisters, Citadines & Fraser Suites: no refund is given if a stay is shortened or cancelled after arrival.

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
- Please read your airport transfer confirmation documents carefully before departure as they include important baggage allowance and 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.

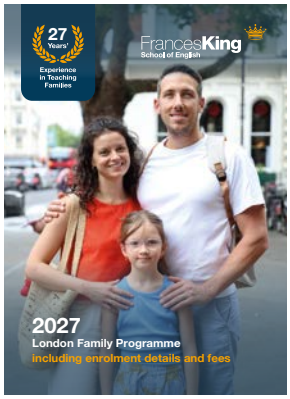
PERSONAL INFORMATION

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.

For details of our other Programmes, please see our website or ask for a brochure.



For more information please contact:

Frances King School of English
Head Office:
77 Gloucester Road
Kensington
London SW7 4SS
United Kingdom
Email: london@francesking.com

Follow us on social media

You can find interesting content on our social media platforms such as photos and videos of the school and activities organised, testimonials, special offers, English tips, assistance and a lot more.

Keep up-to-date with our latest news and share your experience with us.

We would love to welcome you to our community!

Booking Office

Tel: +44 (0)20 7870 6533
WhatsApp: +44 7407 167088
(UK time: 9.00-17.00, Monday to Friday)
london@francesking.com
www.francesking.com

BEG

Frances King School of English is a part of the Business Education Group, which also includes Quest Professional in London.

QuestProfessional
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Providing school leavers and recent graduates with the skills employers are looking for.

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