27 Years'

Experience in Teaching Families

FrancesKing
School of English

2027
London Family Programme
including enrolment details and fees

Welcome to Frances King

Frances King has taught more than 20,000 families since the start of this unique programme in 1999. In our school, we aim, above all, to get your family speaking English, while making new friends and enjoying your stay in London – a capital city unlike any in the world. We look forward to welcoming your family to Frances King.

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.

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SUPPORTING YOUR LEARNING

Claire Granados
Executive Principal

Sheetal Shah
Family Programme Manager

Daria Wrzesinska
Head of Student Engagement

Garth Younghusband
Director, Partner Relations

Paula Bailey
Executive - Partner Relations

Jacob Tucker
Sales Development Manager

Location

Parents and their children study in our main Kensington school, opposite Gloucester Road underground station, except in the summer, when parents may study in a nearby annexe.

Ages

- Children of 5-16 years are accepted in winter, spring, summer and autumn.
- A parent or guardian of a child of 5 or 6 years must either take a course or remain in the school during lesson times.
- Children of 8-16 years are accepted on the Family Junior and Afternoon Club in winter and summer.
- Children of 12-16 years are accepted on the Day School Programme in summer.
- The minimum age for an adult in charge is 21 years.

Private Lessons & Mini Groups

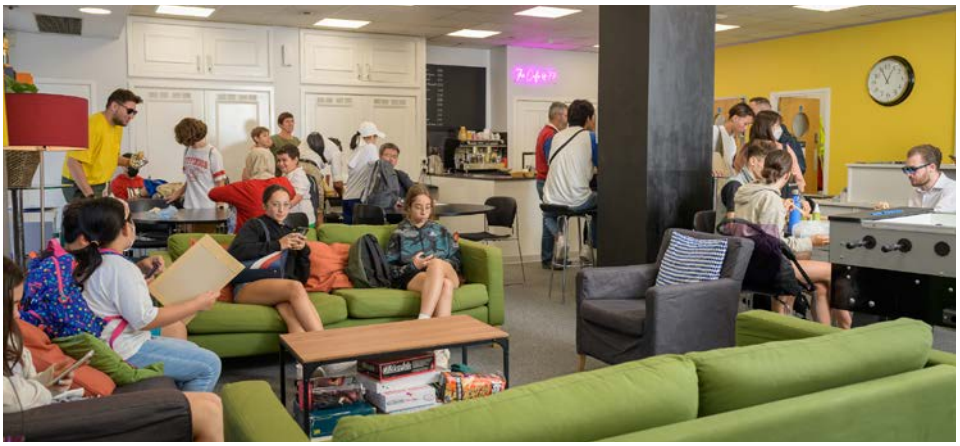
After group classes, we can also arrange private lessons for children, to concentrate on a particular skill or language area. We can also offer private lessons and Mini Group tuition for children at other times of the year. For more information, see page 7.

Your Free Time

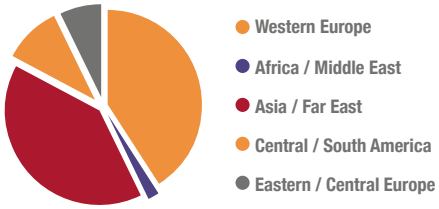
Classes are in the mornings - families are free in the afternoons, to enjoy London's many attractions and to take part in a special activity programme, on 2 or 3 days a week. Weekend excursions outside London, can be booked with a Tour Operator recommended by the school, at a discounted price. Children on the Day School and Family Junior & Afternoon Club have activities on 5 afternoons a week.

London Family Programme

A 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. We can arrange accommodation in homestays, studios and apartments and the whole family can enjoy an activity programme in the afternoons.



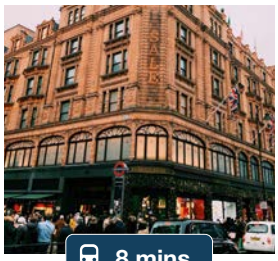
NATIONALITIES (all courses)



AGE BREAKDOWN

Perfect Central London Location

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, cafés, 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 with your family.

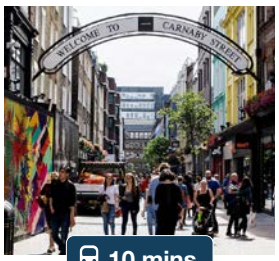


8 mins

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

London Family Programme Courses

Family Junior Morning

This fun, dynamic and stimulating course is designed for young learners of all ages, with an emphasis on spoken English and communication, through imaginative activities and group project work. Teachers use a mix of interactive games, videos, and other resources and activities within lessons.

Children will:

- Enhance their proficiency in all four language skills: listening, reading, writing, and speaking
- Improve pronunciation and fluency in spoken English
- Expand their English vocabulary
- Build confidence in speaking and develop skills to communicate more effectively
- Visit a local place of interest, each week, as part of a class project

Family Adult

While their children are at school, parents and other family members have the option of taking a course at Frances King too. During the summer, parents may join a 30+ English Programme. Parents can join an Intensive Programme, if their children take either the Junior & Afternoon Club or Day School. There is also an afternoon only option for a parent not able to study in the morning.

Adults will:

- Enhance their proficiency in all four language skills: listening, reading, writing, and speaking
- Improve pronunciation, fluency and accuracy in spoken English
- Expand their English vocabulary and increase knowledge of grammar, vocabulary and colloquial phrases
- Build confidence in speaking and develop skills to communicate more effectively
- Gain valuable networking opportunities with other learners

Family Junior Day School (Summer only)

This all-day programme is for ages 12-16 in summer. Participants join the Family Junior Morning Course and in the afternoon there are activities, excursions and projects, on 5 afternoons a week. Children should be dropped off at 8.45 and collected at 17.00. Students must bring a packed lunch and a travel card.

Family Junior & Afternoon Club (Summer and winter only)

This programme is for ages 8-16 years in winter and summer. Participants join the Family Junior Morning Course and in the afternoon there are activities, in the school, such as arts, crafts and games, on 5 afternoons a week. Groups are mixed levels and ages. Children should be dropped off at 8.45 and collected at 15.30. Students must bring a packed lunch.

COURSE FACTS

Class size: average 12 / maximum 14

	FAMILY JUNIOR MORNING	FAMILY ADULT MORNING	FAMILY ADULT INTENSIVE	FAMILY JUNIOR DAY SCHOOL	FAMILY JUNIOR & AFTERNOON CLUB
Age	5-16 ❶	16 and over (adult in charge 21 years)	16 and over	12-16 (summer only)	8-16 years in winter and summer
Minimum level	A1	A2 ❷	A2	A2	A1
Lessons/week	20	20	30	20 + projects/activities	20 + activities
Hours/week	16h 40m	16h 40m	25h	16h 40m + projects/ activities	16h 40m + activities
Timetable (Monday - Friday)	**9.00 - 12.50**	**9.00 - 12.50**	**9.00 - 12.50 13.40 - 15.30 ❸**	**9.00 - 17.00**	**9.00 - 15.30 ❹**

❶ A child of 16 years can join either the Junior or Adult morning course ❷ Adults at Beginner level are only accepted in summer
❸ Adults may join the afternoon class only ❹ Afternoon activities are in the school

A1 Beginner **A2** Elementary **B1** Intermediate **B2** Upper Intermediate **C1** Advanced

"Our experience at Frances King and in London has been great! My family are grateful to the teachers, and all the staff and we recommend the Family Programme to everyone."

Boris, Constanza and family, Colombia

Private Lessons and Mini Groups for Children

Private lessons offer a flexible and highly personalised way for children to learn English, either alongside their group classes or as a standalone option. Ideal for children who would benefit from extra support or want to focus on a specific skill or topic.

Combine with group classes for faster progress.

Private lessons are a simple and effective way to maximise your child's progress, giving them the confidence to communicate in English.

Tailored to Your Child

Each lesson is designed around your child's age, level and interests, helping them feel confident and engaged. Our experienced teachers create a supportive environment where children can learn naturally and enjoy speaking English. Private lessons to prepare for:

- Everyday English and communication
- School entry or Trinity examination preparation
- Specific language skills (speaking, pronunciation, writing)
- Extra support alongside group classes

Build Confidence and Fluency

Lessons are interactive and adapted to suit younger learners, using a variety of fun and engaging activities. With individual attention, children can make faster progress:

- Improve speaking and listening skills
- Develop clear pronunciation
- Build vocabulary and accuracy
- Gain confidence in real-life communication

Flexible Learning Options

- Private lessons (1-3 children) or mini-groups – for friends or siblings of the same level of English.
- Flexible timetable – minimum 2 lessons a week, morning or afternoon.
- Private lessons can be combined with the Family Junior Course in winter, spring, summer, and autumn, for a more intensive programme.

London Family Programme Timetable

Family Junior Programme - Example Timetable
(for children accompanied by parents)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9.00 - 12.50	**Classes**				
12.50 - 14.00	**Families meet for lunch**				
14.00-17.00 (optional activities)	**Free afternoon**	**Harry Potter Walk**	**River Cruise**	**Climb The Monument**	**Free afternoon**

Activities are guided. Parents must accompany their children. Entrance charges are not included.

Family Day School Programme - 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**				
14.00-16.45 (afternoon activities)	**Trafalgar Square / National Gallery**	**British Museum**	**Project work**	**Tower of London**	**Sports in Hyde Park**
17.00	**Parents pick up children from school**				

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

Family Junior & Afternoon Club - Example Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45	**Parents drop children at school**				
9.00 - 12.50	**Classes**				
12.50 - 13.45	**Families meet for lunch or provide packed lunch**				
13.45 - 15.30 (afternoon activities in the school)	English language interactive quizzes and games	English language Drama (dialogues and mini-plays) or songs/rhymes	English language film afternoon with film activities/ quizzes	Create London-themed artwork and crafts	Board games and toys (age dependent) and group activities

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

Activity Programme for Families

Learning shouldn't stop when you leave the classroom – our Activity Programme for parents and children is an integral part of your learning experience. You will put your language skills into practice during fun activities with other families, building confidence and making friends as you go.

All our activities in London are guided by a Frances King Activity Leader.

- Activities are on 3 afternoons a week in summer and on 2 afternoons a week, in winter, spring and autumn.
- Activities on the Day School Programme (in summer) and the Family Junior & Afternoon Club (in winter and summer) are on 5 afternoons a week.

A few activities that your family can look forward to:

Walks

Harry Potter Walk, Canal Walk to Camden market, Covent Garden Walk

Museums

Science Museum, British Museum, Natural History Museum

Sightseeing

Tower of London, Riverboat Cruise, St Paul's Cathedral, The London Eye

Excursions outside of London at the weekend

Oxford, Cambridge, Bath & Stonehenge, Windsor, The Cotswolds

Our Activity Programme for families is full of opportunities to discover London and make your time at Frances King an unforgettable experience!

Join the Family Activity Programme WhatsApp group

Mixed Nationality Classes

Children can join mixed nationality classes of 20 lessons a week (09.00-12.50) on set dates throughout the year:

- **Junior Programme** (5-16 years) in spring, summer, autumn and winter
- **Junior and Afternoon Club** in summer and winter (8-16 years). Creative activities including arts, crafts and games are offered in the school in the afternoon until 15.30.
- **Junior Day School** (12-16 years) in summer, with afternoon sightseeing activities in London until 17.00.

Closed Groups

We accept closed groups of children (accompanied by parents) all year round and classes can be designed to meet the exact needs of the group or can follow the timetable and structure of the Junior Programmes above.

We have designed many successful bespoke programmes for parents and children for educational agents, language and primary schools over the last few years.

Optional Study for Parents and siblings (16 years and above)

Parents can study alongside their children for a complete family experience and join multi-national adult General English classes of 20 lessons / week (09.00-12.50), at any time of the year - available for levels A2 to C1 (A1 in summer).

Accommodation Options

We can offer a tuition only option or arrange accommodation to suit your group's needs and budget, either:

- **High-quality self-catering studios, 1 and 2-bedroom apartments** within walking distance of the school, with private bathrooms and kitchen facilities.
- **Premium homestays** (with meals) in zones 2 and 3
- **Summer Residence** (with breakfast & dinner) within walking distance of the school, with private bathrooms.

Groups of Families

We welcome groups of children (accompanied by parents) from around the world, offering flexible programmes tailored to your group's needs. We accept closed groups all year round or groups can join multi-national classes in winter, spring, summer and autumn.

ACTIVITIES FOR YOUR GROUP

We offer flexible activity options:

- Groups may arrange their own activity programme
- Families can join the school Activity Programme on 2/3 days a week in winter, spring, summer and autumn
- We can organise a tailored programme of activities and excursions for your families

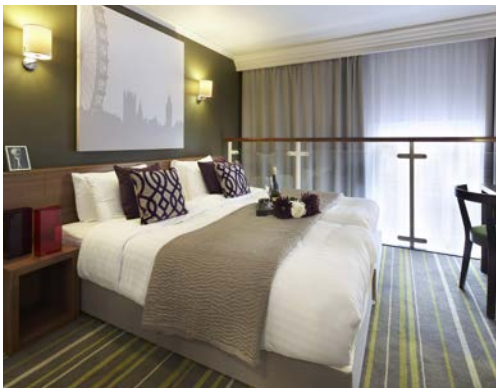
We can prepare a tailored proposal for your group and are happy to support you with planning and developing your group programme.

Accommodation

We can offer a variety of accommodation suitable for families, 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 standard studios (for 2 people), deluxe studios (for 2-4 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

Private Kitchen · Free WiFi · Private bathroom

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 Imperial College - South Kensington

Quality Ratings

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

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

Summer Residence

If you prefer to be independent, in the summer we offer an Imperial College residence with private bathrooms, in an excellent location for our school.

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 and your family to practise your English.

4 Prince's Gardens (Imperial College) ***

- Modern, stylish twin rooms (for 2 people) with private bathroom. Breakfast and dinner available at the cafe on campus.
- Available summer only, minimum stay 1 week
- Location: Zone 1 South Kensington less than 15 minutes' walk to Frances King in Kensington

Private bathroom · Free WiFi · Café for breakfast and dinner · On campus supermarket

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

London Family Programme Fees 2027

Registration Fee £130 per family; **Accommodation Booking Fee** £50 per family

Code	Course	Lessons per week	Price per week 1-3	Price per week 4-11	Ages	Minimum level
Family Programme						
FJ	Family Junior Morning	20	£522	£470	5-16	A1
FAS	Family Adult Morning	20	£460	£414	16 and over ❷	A2 ❶
FAI	Family Adult Intensive	30	£572	£515	16 and over ❷	A2
FJD	Family Junior Day School (Summer only)	20 plus afternoon activities	£949	£854	12-16	A2
FAC	Family Junior & Afternoon Club ❸ (Winter from January 4 & Summer))	20 plus afternoon activities	£683	£615	8-16 in winter & summer	A1

❶ Adults at Beginner level are only accepted in summer ❷ Minimum age adult in charge 21 years ❸ Afternoon Club is in the school

Private Lessons					
Code	**Course**	**Lessons/week**	**N. of people**	**Age**	**Price / lesson**
PF	Flexitime Private and Online Lessons	2+	1-3	5-16	1-4 lessons: £98, 5-9 lessons: £88, 10-19 lessons: £77, 20+ lessons: £67. For 1-2 or 1-3, add £10/lesson. Online lessons: £67/lesson

Start dates and timetable by arrangement. All levels including beginners. Lessons are 1 hour (60 minutes).

WINTER PROGRAMME 2027
January 4 (1-5 weeks)
January 11 (1-4 weeks)
January 18 (1-3 weeks)
January 25 (1-2 weeks)
February 1 (1 week)

SPRING PROGRAMME 2027
March 22 (1-4 weeks) ❶
March 29 (1-3 weeks) ❷
April 5 (1-2 weeks)
April 12 (1 week)

SUMMER PROGRAMME 2027
June 14 (1-11 weeks)
June 21 (1-10 weeks)
June 28 (1-9 weeks)
July 5 (1-8 weeks)
July 12 (1-7 weeks)
July 19 (1-6 weeks)
July 26 (1-5 weeks)
August 2 (1-4 weeks)
August 9 (1-3 weeks)
August 16 (1-2 weeks)
August 23 (1 week)

AUTUMN PROGRAMME 2027
October 4 (1-5 weeks)
October 11 (1-4 weeks)
October 18 (1-3 weeks)
October 25 (1-2 weeks)
November 1 (1 week)

WINTER PROGRAMME 2027/2028
December 20 (1-7 weeks)
December 27 (1-6 weeks) ❸
January 3 (1-5 weeks) ❹
January 10 (1-4 weeks)
January 17 (1-3 weeks)
January 24 (1-2 weeks)
January 31 (1 week)

❶ Week commencing March 22: 16 lessons / week. Friday, March 26 is a public holiday.
❷ Week commencing March 30: 16 lessons / week. Monday, March 29 is a public holiday.
❸ Week commencing December 29: 12 lessons / week. Monday, December 27 and Tuesday December 28 are public holidays.
❹ Week commencing January 4, 2028: 16 lessons / week. Monday, January 3 is a public holiday.

There are no classes on public holidays.

Code	Accommodation type	Star rating	Price
Homestays (summer Homestay supplements apply: June 19 - August 29)			
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
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
Summer Residence			
A300	Prince's Gardens (Imperial College): Twin room (2 people)	***	From £550 / week / person

* Citadines & Fraser Suites Studios & Apartments: limited availability, 13-20 June, 5-11 July & Christmas/New Year, prices may vary.

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/

FAMILY 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 optional activities

Course fees do not include
- bank charges
- lunch
- travel and excursions
- some optional activities

Family Junior Day School - fees also include
- supervision 8.45-17.00
- projects, activities, excursions in afternoons
- any entrance charges

Family Junior & Afternoon Club - fees also include
- supervision 8.45-15.30
- arts & crafts, games in afternoons

Class size
Junior Course - maximum 14
Adult Course - maximum 14

Timetable
1 lesson = 50m
10 lessons = 8h 20m
12 lessons = 10h
16 lessons = 13h 20m
20 lessons = 16h 40m
30 lessons = 25h

Family Junior and Family Adult Morning
Monday-Friday
9.00-12.50 Classes
12.50-14.00 Lunchtime
14.00-17.00 Optional activities
Activities are guided. Parents must accompany their children. Entrance charges are not included.

Family Adult Intensive
Monday-Friday
9.00-12.50 Classes
12.50-13.45 Lunchtime
13.45-15.30 Afternoon classes
Adults may join the afternoon class only.

Family Junior Day School
Monday-Friday
9.00-12.50 Classes
13.00-14.00 Lunchtime
14.00-17.00 Activities, excursions
Students must bring a packed lunch with a drink every day and a travel card for Zone 1 & 2.

Family Junior & Afternoon Club
Monday-Friday
9.00-12.50 Family Junior
12.50-13.45 Lunchtime
13.45-15.30 Activities
Students must bring a packed lunch with a drink every day.

ACCOMMODATION NOTES

Homestay Supplements
A12 - Premium Homestay: Private Bathroom Supplement £60 / week / room
A15 - Special Diet Supplement £50 / week / person
Summer supplement (June 19 - August 29) £32 / week / person
Christmas / New Year Supplement (December 18 - January 2) £43 / week / person

Arrival/departure
Arrival in homestay accommodation is on a Saturday or Sunday and departure on a Saturday. Departure on Sunday may be possible outside the summer months, i.e. June 12 - August 29.
It is not always possible to arrive at accommodation before 7.00 or after 22.00. Please check with us before making travel arrangements.
Apartments and studios can be booked to start on other days. Studio and apartment prices are for bookings of 7 days or more, 1-6 night prices on request.

London Family Programme
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 Family Programme 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 £130 per family, £50 per family 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 a 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
- Insurance fees are not refundable and dates are not amendable once booked.

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 24 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.

Travel to/from school
Students must be accompanied to and from the school by an adult of 21 years or over (unless 14 or over with parent/guardian permission). Students should be dropped off at 8.45 and collected at 13.00 (morning class only) or 15.30 (Afternoon Club), 17.00 (day school).

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

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.

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 £130/family and the deposit: £250/person.

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. We will refund all course fees less registration fee of £130/family.

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 or private lessons at the school's discretion and if teachers are available, but may not be used to pay for 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 £130/family, provided the correct notice to cancel accommodation is given. If notice is insufficient you will be charged for the notice period. See notice period (below) to cancel accommodation.

After arrival: if you cancel or curtail your accommodation after arrival in the UK, you will be charged a cancellation fee of £75/person. 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, before and after arrival, otherwise you must pay for the period.

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

3 weeks' notice: Imperial College to cancel or shorten a stay before or after arrival, otherwise, a 3-week Cancellation Fee will be charged.

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

Fraser Suites Studios & Apartments: Before Arrival: 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 and 7 nights for stays of 15 nights and more. After Arrival: no refund is given if a stay is shortened or cancelled.

ACCOMMODATION INFORMATION

In arranging accommodation Frances King will be acting as agent for the supplier, as principal or a sub-agent. The status of Frances King in relation to specific accommodation will be explained on request. Frances King is not responsible for payment of any tax claimed from students by UK or foreign authorities.

TRANSFER TERMS AND CONDITIONS

- Flight details and your mobile telephone number must be received in writing before 14.00 (UK time) on the Friday before arrival
- To cancel or change an airport transfer you must inform us in writing 12 hours before the flight arrival or departure time or you will be charged for the transfer
- For last minute changes or cancellations, please phone +44 (0) 7768 325 391
- 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
Training and Recruiting for Business

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

www.questprofessional.co.uk