

# terms and conditions

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## eckersleyoxford

### terms and conditions

Please read this; it is an agreement between the school and the Student.

**Before you arrive:**

The registration fee and deposit must be paid to the school when you enrol. Accommodation fees and the balance of tuition fees must be paid in full not later than 7 days before your course starts. We will organise accommodation when we receive the registration fee and deposit.

**Cancellation and refund:**

You must notify the School of cancellation immediately.

- 1) If the course is cancelled more than two weeks before the start date, we will refund everything except the registration fee. (see 3)
- 2) If the course is cancelled less than two weeks before the start date, all fees paid will be refunded except the registration fee and the deposit (see 3)
- 3) In case of cancellation, all "extra" costs involved in the booking (e.g. courier costs, hotel cancellation charge, accommodation one-off/cancellation fee etc) will be charged or retained.
- 4) If cancellation is due to visa refusal or student is refused entry to the UK, we need to see the original refusal letter in order to refund the fees paid. Students must apply for a refund within six weeks of refusal date. (see 3)
- 5) If the course is cancelled or is shortened after arrival, no refund is offered in any circumstances. However in certain circumstances a credit voucher on tuition fees may be given to be used for a future course within an agreed period.
- 6) If refunds are made by bank transfer, bank charges will be deducted from the sum refunded.
- 7) If refunds are made on a credit card, there will be a 3% surcharge.
- 8) Refunds will take account of any Agency fees paid by the school.
- 9) Neither registration fees nor exam fees are refundable

**Student age limits:**

The minimum age is 16, there is no maximum age.

**Class sizes:**

General English classes will not exceed 15 students.

**Timetabling:**

The school reserves the right to alter the timetable, transfer students from one class to another, to merge or cancel classes if necessary.

**Extending your course:**

We cannot guarantee that your accommodation arrangements will remain the same if you extend your course.

**Changing your course:**

It may be possible to change your course but you must speak to the Academic Manager who will help you with your decision. It is not usually possible to reduce the hours you have booked.

**Shortening your course:**

No refunds are offered if you wish to shorten your course unless you can provide proof of family emergency or similar. No refunds are offered for booked accommodation.

**Taking holidays:**

You can take a holiday by arrangement but we need at least 2 weeks' notice. If you arrange the holiday when you book your course, you will not be charged for the weeks of your holiday.

**School Holidays:**

Please note that the school will be closed on English public holidays (usually a Monday). The school will also be closed from Friday to Monday at Easter. Fees for these weeks will be at the normal weekly rate. The school will be closed completely for two to three weeks at Christmas and New Year.

**Accommodation:**

We will do our best to find the right accommodation for students but the school reserves the right to:

- refuse an unreasonable request for accommodation
- charge an extra fee (25 GBP) if a student has particular requirements which need extra time and effort to fulfil
- charge an extra fee (25 GBP) if an accommodation change is requested
- ask a student to leave accommodation if their behaviour is considered inappropriate

Your accommodation will be reserved from the Sunday before your course begins until the Saturday after it ends. You will be charged for complete weeks, but your last week will be 6 nights.

**When you are here:**

- you should try to be on time for classes
- you should behave in a reasonable way inside and outside the school
- if a student's behaviour is considered unacceptable they will receive a written warning. The school reserves the right to expel students and in this case no refund will be offered.
- you should look after your property; the school is not responsible for it.