Rose of York Language School London

ROSE OF YORK TERMS AND CONDITIONS

1. PAYMENT

Applications for courses are only accepted with Full Payment of course fees. This includes a non-refundable Registration Fee (£50). The course fees must be paid in full before students begin their course.

2. WHAT THE COURSE FEES INCLUDE

Included: Placement test, 2 enrolment letters, tuition, course leaving certificate, some social activities, regular tutorials, student visa assistance, assistance in opening a British bank account, London Transport discount application form (for courses of at least 14 weeks) and Rose of York Student ID card. NOT Included: Travel to school, accommodation, some social activities, external examination fees, personal and health insurance, bank charges on international money transfers, course materials (books, DVD's, etc.). Students must buy the required course book for their course, regardless of the length of the course.

3. CANCELLATION AND REFUNDS

If you wish to cancel a course and/ or accommodation, you must put your request in writing. The following cancellation conditions apply:

- Notice received 30 working days or more before the beginning of the course: Your registration fee and/ or accommodation booking fee will be retained and the balance of your fees refunded. Please note that different cancellation policies apply to different types of accommodation booked, so you must check the cancellation policies at the time of booking.
- Notice received between 15 and 29 days prior to the beginning of the course: 50% of your full fees will be retained as well as your registration fee and/ or accommodation finding fee. Please note that different cancellation policies apply to different types of accommodation booked, so you must check the cancellation policies at the time of booking.
- Notice received less than 15 working days prior to the beginning of the course: no refund can be made. Please note that different cancellation policies apply to different types of accommodation booked, so you must check the cancellation policies at the time of booking.
- Cancellations for course and/ or accommodation due to a visa refusal must be supported by the original visa refusal notice before we can refund your fees. A deposit of £250 and the registration fee and/or the accommodation booking fee will be retained.
- Cancellation or postponing of accommodation due to visa refusal will be charged in accordance with our accommodation cancellation policy.

Refunds will only be made to the person who paid the fees and using the same payment/ transaction method.
Refunds will be made within 28 working days of the Rose of York's Principal receiving the necessary documents.
Payments made by a student cannot be transferred to another student or another course. All courses are non-transferrable.
If a student is granted a visa for a time period less than the period they have paid to study for, the school will not refund any fees for the period lost. No refund of any course fees, registration fees, deposits or accommodation fees will be given to any student whose visa application is refused or who is refused entry to the UK due to falsification of documents.

4. POSTPONING / TRANSFERRING YOUR COURSE

Students requiring a visa to enter the UK may not postpone a course once a visa has been granted. If you want to postpone your course we must receive notice before the starting date of your course. Notice received after the course start date will not be valid. No compensation will be given if a student arrives late or does not attend part or all of his/ her course. If a student wishes to terminate their course early, they may not transfer any funds paid for another course which was not stipulated on their enrolment letter. Compensation for any serious illnesses will be at the sole discretion of the Director. The Director's decision will be final.

5. CHANGING COURSE/ TIMES

Small classes may be cancelled or merged with other classes due to low enrolment. We also reserve the right to change the times and teachers of classes. If you are moving from a less expensive to a more expensive time (from afternoon to morning) you must pay the difference in price between the two, regardless of how long you have left to study. If, subsequently, you change back to a cheaper time zone, you will not receive a refund of any part of this payment, but you retain the option to move back to the more expensive zone. If a student decides to change course times he/ she must buy the book of the new class.

6. ATTENDANCE

In order to get a School Certificate at the end of their course, a student's attendance must be at least 80%. Please note we issue only one certificate at the end of each course. If a student requests another copy there will be a charge of £10 per copy.
Students on a Student Visa: Rose of York students must adhere to our attendance policy as dictated by the Home Office guidelines. Sickness can only be accepted as an excuse for absence with the production of a doctor's letter or certificate. Students who are continuously absent without submitting a doctor's note or any other valid reason may be asked to leave the school. Students under 18: If you are under 18 and are going to be late for more than 15 minutes or absent from school you must inform the school immediately either by phone 02075809888 or by email hello@roseofyork.com
A member of staff will go to the classroom at the beginning of the lesson to ensure all students under 18 have arrived safely at school. In the event that a student is not there, we will inform the Safeguarding Officer and phone the student immediately so that we can make sure they are safe. If we are not able to contact them we will contact their homestay or guardian.

7. DISABILITIES POLICY

Rose of York welcomes students with minor disabilities. Please inform us at the application stage if you or someone you are applying on behalf of has any known disability that may affect their course of study. Due to the nature of the building and the resources of the school, we regret to inform that we cannot accept students with a number of severe disabilities.

8. DISCIPLINE

Rose of York reserves the right to expel students in case of flagrant or continued misconduct and/ or disruptive behaviour with no refund of the fees. There will be NO REFUND of fees to expelled students. This policy is FINAL. Please refer to the guidelines.

9. HOLIDAYS

Holidays must be booked at least one week in advance and for a full week starting on a Monday. Holidays may not be taken for a week that has already started or carried over from one course to another. If a student would like to cancel a holiday it should be cancelled one week in advance. If a student attends class for any lesson during a week for when they have booked holiday, they automatically forfeit that week's holiday and their records are completed as present/absent for that week. Classes start on Monday except for when there is a Bank Holiday on Monday. In that case they will start on Tuesday and there is no reduction in the course fees where a course includes a Bank holiday.

10. LANGUAGE LEVEL

If a student is found to be below the level required to follow the course they first enrolled on, Rose of York reserves the right to place the student in a different class, with no right for financial compensation. This is done to better suit the needs of the student until an appropriate level is reached. This also applies to Exam Preparation and Business English courses. Course changes from one level to another within the same type of course, instructed by the teacher, are free of charge.

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11. LIABILITY

Rose of York is fully insured with Public Liability Insurance. Students are advised that the College, its employees and its representatives accept no responsibility for personal injury and/ or loss of / damage to personal property on the school premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when students are on social activities organised by the school.

Rose of York is not responsible for the safekeeping or delivery of any fax, post or any other documentation sent to students at the College addresses. Nor is the College responsible for the safekeeping of exam results or certificates.

The school's accommodation service acts as an agent in introducing course participants to hosts. The contract is between guest and host. Students must pay for any damage they cause at their accommodation.

12. PHOTOGRAPHS

Photographs of the students may be used in our promotional and publicity materials unless the student specifically objects. The school reserves the right to use all photographs in anyway the school sees appropriate in promoting itself and the copyright to all photographs shall belong to the school.

13. FORCE MAJEURE

A basic stipulation of the agreement / contract between students and Rose of York and its representatives, is that neither Rose of York nor its representatives are liable for refunds or damages, howsoever arising, in cases where Rose of York is unable to fulfil any services to which they are contractually bound because of labour disputes, disease, infection or ill health, war, natural disasters or any other circumstances which are beyond their control.

14. ENFORCEMENT

If Rose of York Language School has to enforce the terms of this agreement, the Guest shall be liable to pay Rose of York's proper and reasonable costs and expenses of taking appropriate professional advice and/ or bringing any court proceedings. Notices may be given to the Guest by leaving them at the room or sending them to the Guest's home address.

15. CHANGES TO THE TERMS AND CONDITIONS

The school reserves the right to amend or alter its terms and conditions without providing further notice. In such cases, any newer version automatically replaces a previous version and becomes valid for all courses and students from the date of its implementation.

Please note these terms and conditions only apply to individual bookings. Terms and conditions for group bookings are available upon request.

DECLARATION

I understand that I am accepting and agreeing to the Terms and Conditions indicated above. I understand that the Signature of this application by the applicant / student indicates full acceptance of the terms and conditions of the School by the student.

I confirm that to the best of my knowledge the information given in this form is correct. If accepted on this course, I agree to abide by the above terms and conditions. I confirm that I have read and understood all the terms and conditions of this document.

If you choose to type your name in the space reserved for your signature, instead of signing, you hereby agree that:

1. Your printed name has the same binding legal force as your signature.
2. Your printed name will act as proof of your consent to the Terms and Conditions stated above.

Applicant's signature: _____ Date: _____