

TERMS and CONDITIONS

1. REGISTRATION

NAB COTTAGE can accept bookings either:

- directly from students via our website by completion of our application form, or
- through one of our Educational Tour Operators (ETO), sometimes known as agents. Students booking through ETOs are principal clients of the ETO rather than the school, and any significant amendments, queries, complaints and payment issues should be addressed to the ETO.

All courses must be booked in advance. All courses begin on a Sunday and students can arrive at Nab Cottage between 11.00 and 19.00. Courses finish on Saturday and students can arrange return journeys anytime that day.

NAB COTTAGE reserves the right to alter or cancel the course programme, change teachers and alter dates & fees from those stated on the website without prior notice.

Once we receive your booking we will send you confirmation and request a £200 deposit. Please note we cannot return your deposit under any circumstances (unless we are unable to accept your booking).

If you book through an ETO, the ETO will explain the booking procedures to you, but any deposit paid is non-refundable.

Visas

If you are a non-EU citizen wishing to study at NAB COTTAGE, you must have a visa or leave to remain in the UK that allows you to study full-time. This could be a Short-term Study Visa (for courses longer than 30 days) or a tourist Visitor Visa (for courses less than 30 days). It is your responsibility, or that of your ETO if you book through one, to ensure that you have the correct visa type and appropriate leave to remain in the UK. If NAB COTTAGE finds that you do not

have the correct visa and/or appropriate leave to remain, your course will be terminated. In this case any tuition fees paid are non-refundable.

For more information about visas please [click here](#).

Disclosure of information

We remind you that students and/or ETOs need to disclose medical information and details of any disabilities about the student to the school when the application is made.

All students applying to study at NAB COTTAGE agree to the disclosure of their data to appropriate bodies, such as the UKVI and the British Council, as required by the Data Protection Act.

The school sometimes takes or is given photos/videos for use in marketing. Booking a course at the school implies consent for your images to be used in this way unless you specifically agree an exclusion before the start of the course.

Students under the age of 18

NAB COTTAGE cannot accept students under the age of 18 on any of its courses.

Students with disabilities or learning difficulties

If a student or the ETO feels that the student has any specific learning requirements or special needs (for example dyslexia) or physical disabilities, we strongly urge you or them to declare this at the application stage. In this way the school can ensure that we are in a position to consider your special requirements in a professional and appropriate manner.

We will assess all declared special needs or disabilities (usually by the Academic Manager or the Principal) on a case by case basis. In some cases the school may feel that it does not have the resources or expertise to deal with certain levels of need, and this will be communicated to the parents or student concerned prior to arrival in the UK. Where the school judges that it cannot properly accommodate a student's special needs through reasonable adjustment, the school reserves the right to refuse admission. Please note that currently the school has very limited wheelchair access or access for students with visual impairment due to the nature of the cottage and the barn here.

If a special need or disability is not disclosed at the time of booking but one is identified after arrival at NAB COTTAGE, then the school will discuss options for

special provision as appropriate with the ETO or the student. Please note that the school does not offer a service for identifying special needs and does not have specialist resources to do so. If it becomes clear that we cannot adequately deal with the student's particular needs through reasonable adjustment or by providing additional support (usually at additional cost), the school will endeavour to find a more appropriate provider in the UK or will make arrangements for the student to return home. We will not normally refund fees in these circumstances.

2. BOOKING CONFIRMATION

For direct bookings, you will receive a confirmation of booking by email when we have received your completed application form.

If you book through an ETO, all information will be normally sent by the school directly to the ETO, and you should address any queries to your ETO

3. PAYMENT METHODS

For direct bookings, you must pay outstanding fees before the beginning of your course.

ETOs should collect all fees for students before the course start date and pay them to NAB COTTAGE before the start date of the course, unless alternative arrangements have been agreed.

You can pay either by bank transfer or credit card. Please note there is a 2% charge for card payments.

4. CANCELLATION

If you decide to cancel your course, this must be done in writing by email. If you book directly with the school, this should be to the school, and if you book through an ETO it should be to the ETO.

The course deposit will not be refunded at any time.

We will refund course fees less deposit and bank costs if a course is cancelled up to 24 hours before the course starts. After this we don't refund fees under

any circumstances. We recommend all students take out insurance to cover eventualities such as early return to your country due to family bereavement or illness.

5. YOUR COURSE

Some courses may not run as advertised if there are not enough students on the course. We reserve the right to offer an alternative option to students in this case, for example a reduced number of lessons for all or part of the course.

Due to the small number of students joining our courses it may be that there are times when there are students with slightly different levels in the same class. We believe that this isn't necessarily a disadvantage and that communication across levels is an integral part of the experience here. It is often incumbent on a higher-level student to simplify their language in order to be understood, both in class and in the outside world.

We do not accept beginners (A0) on our courses.

6. EXTENSION

If you want to extend your course this is possible, provided there is space available

7. TAXI TRANSFER

If you have booked a taxi transfer from the airport, please follow the instructions in the confirmation letter carefully. A taxi transfer is not necessarily individual, and we reserve the right to transfer more than one student in the same car with no reduction in individual transfer fees.

8. ACCOMMODATION

Most of our students stay here at Nab Cottage in shared twin rooms, and most have private bathroom. There are a few single rooms available and these do tend to get booked up quickly. If all single rooms here at Nab Cottage are booked it may be possible to arrange single room accommodation in a house

200metres along the lake. In this case students have all meals including breakfast at Nab Cottage and are free to come and go as they like.

Please note that there are animals living at Nab Cottage, generally a cat and a dog.

We arrange for student's laundry to be serviced once a week at the laundrette in the village and we divide the small costs between the people using this service.

9. INSURANCE

It is important that all students are covered by an insurance policy throughout their stay at NAB COTTAGE. This insurance should cover cancellation and curtailment, course fees, medical expenses, personal belongings cover, money, personal liability and personal injury. We recommend www.course-u-can.com The school will not be responsible for resolving any issues that arise from lack of insurance cover on the part of the student.

10. ATTENDANCE AND CONDUCT

Students will only receive a Certificate of Attendance if their attendance has been 90% or more. If your attendance is less than 90%, the school will, at its discretion, issue an enrolment certificate, confirming that you were enrolled on a course in the school.

All students are subject to the school's policies and procedures, most of which are published on our website. We reserve the right to exclude any student who behaves in an unacceptable manner. In this case you will have to pay all course fees and any additional costs (e.g. for any damage caused).

On arrival at NAB COTTAGE we ask all students to provide us with their personal contact details and to sign an agreement to ONLY communicate in English throughout their stay at NAB COTTAGE.

11. FORCE MAJEURE

The school is not liable for failure to perform its obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disaster that are beyond the

reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity [or telephone service].