

BRITANNIA Study Centres

Terms and Conditions of Enrolment

1. Enrolment

- 1.1 Please note that by submitting our enrolment form you accept Britannia Study Centres Terms and Conditions.
- 1.2 For students aged under the age of 18, the enrolment form must be submitted by a parent or a guardian.

2. Rules and regulations

- 2.1 Each School promoted by Britannia Study Centres publishes regulations to ensure that the courses operate smoothly. Acceptance of and compliance with these regulations, and with law of the country where the School is located, are contractual obligations on the part of the Student; or a parent, guardian or other person arranging the Student's enrolment, if the Student is under the age of 18 years.
- 2.2 Student's arrangements with Britannia Study Centres are governed by the English Law.

3. Fees

- 3.1 The fees must be received in full by Britannia Study Centres no later than 40 days before course commencement. You must allow sufficient time for international money transfer.

NO STUDENT PLACE WILL BE KEPT OPEN WITHOUT RECEIPT OF FEES IN FULL.

- 3.2 If payment in full has not been received prior to the programme commencement date the Student will not be allowed to start the programme.
- 3.3 Course and accommodation fees are calculated in complete weeks, and any part of a week is counted as a full week.
- 3.4 No compensation, fees reduction, refunds, credit, additional lessons or extension of the course can be given for:
 - services or facilities included in the fees and not used
 - late entry to or absence or early departure from a course
 - lessons replaced by testing, class allocation procedures or the sightseeing tour on course entry dates
 - days when schools are closed because of official holidays
- 3.5 Fees are calculated in British Pounds Sterling (£) for UK and Maltese Centres; and in US Dollar (\$) for US, Canadian and Australian Centres.
- 3.6 Britannia Study Centres reserves the right to make fee adjustments as a result of changes in exchange rates or statutory taxes without prior notice.

4. Payment

- 4.1 Payments may be made by International Bank Transfer or by secure online Credit / Debit card payment. Details of these payment methods will be communicated to you in an Invoice.
- 4.2 Students paying by International Bank Transfer must cover ALL bank transfer charges. Britannia Study Centres must receive the fees in full, as stated in the Invoice.
- 4.3 Payments made by secure Credit / Debit card payment will be subject to an additional 3% fee, charged by the payment service provider, which must be paid by the Student.
- 4.4 Once the payment has been made, you need to email to us your payment confirmation.
- 4.5 All payments must be made in the currency stated in the Invoice.

5. Cancellations

- 5.1 If you want to cancel your booking (course and/or accommodation) you must submit to us a notice in writing. When the notice is received we will send you an acknowledgement message. If you have not received the acknowledgement message than this means that your notice has not reached us. No cancellations/refunds will be considered without the notice from you.
- 5.2 Registration/enrolment fee, accommodation fee, duty fee, visa document courier fee and visa registration fee are non-refundable in all cases. A further cancellation fee of £70, as well as any bank transfer charges incurred, will be deducted from your refund.
- 5.3 Non-visa nationals:
 - 5.3.1 If you cancel before the course or accommodation start date (whichever is sooner), you will receive refund in accordance with below table:
 - Cancellations made not less than 30 days before the course/accommodation commencement*: 100% course, accommodation and airport transfer fees will be refunded, less non-refundable and deductible fees (see 5.2).

**except for Riviera School and Junior Riviera School, Bournemouth, UK, where a minimum cancellation period qualifying for 100% course, accommodation and airport transfer fees refund is 44 days*

- Cancellations made 29 – 9 days before the course/accommodation commencement: 50% course, accommodation* and airport transfer fees will be refunded, less non-refundable and deductible fees (see 5.2).

**except when the accommodation is provided by the School's contractor and a minimum of 30 days notice might be required, in which case a deduction of any actual housing costs incurred will be made; student will be advised of the cancellation policy with such accommodation provider*

- Cancellations made less than 9 days before the course/accommodation commencement: no refund will be given.
- Cancellations made after the course/accommodation commencement: no refund will be given.

5.4 Visa nationals:

5.4.1 Once the enrolment confirmation has been issued no refunds or course and/or accommodation cancellations are permissible, other than in the instance of visa refusal and subject to production of the following documents (in addition to written notice, see 5.1):

- Copy of the official visa refusal letter (only the refusal letter and no other document will be valid for refund).
- Where the payer was not the Student, an original authority letter from the Student authorising the repayment to the payer.

5.4.2 If you satisfy document requirements listed in 5.4.1, you will receive refund in accordance with below table:

- Cancellations made not less than 16 days before the course/accommodation commencement: 100% course, accommodation and airport transfer fees will be refunded, less non-refundable and deductible fees (see 5.2).
- Cancellations made 16 – 9 days before the course/accommodation commencement: 50% course, accommodation* and airport transfer fees will be refunded, less non-refundable and deductible fees (see 5.2).

**except when the accommodation is provided by the School's contractor and a longer minimum notice might be required, in which case a deduction of any actual housing costs incurred will be made; student will be advised of the cancellation policy with such accommodation provider*

- Cancellations made less than 9 days before the course/accommodation commencement, including failure to show up: no refund will be given.

5.4.3 In all cases, where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed of the cancellation or the failure to show up.

5.5 All refunds will be made within 50 days of our acknowledgement of your written notice.

6. **Visa Information**

6.1 It is the responsibility of the Student to arrange all applicable travel permits or visas and to have a valid passport and leave to remain for the whole period of study. If you think you need a visa to study in the country of your choice, you must check with the relevant authorities and get the right visa. You will be refused admission to your course if you do not have the right visa documents.

6.2 Britannia Study Centres will provide Student with confirmation of enrolment upon receiving payment in full.

6.3 Whilst Britannia Study Centres endeavours to support students at all times, Britannia Study Centres cannot be held responsible for decisions taken by embassies or immigration authority regarding entry visas or visas extensions.

6.4 Britannia Study Centres will not be held responsible for any costs incurred should you not be granted your visa.

6.5 You can find detailed visa guidelines with useful links on Britannia Study Centres website, Visa Help section (www.britanniastudy.com/Visa or www.britanniastudy.ru/Визоваяпомощь).

6.6 Britannia Study Centres cannot be held responsible for information which is constantly being updated through visa websites. It is therefore the responsibility of the Student to ensure that the most updated regulations/processes are being followed. Britannia Study Centres cannot be held responsible for any visa regulation changes which occurred after the booking has been confirmed in compliance with existing regulations.

7. **Arrivals and Departures**

7.1 Students should arrive for their course on Sunday, where the academic element of the course begins on the Monday, unless otherwise advised. Accommodation is booked from the Sunday (being the course commencement date) until the Saturday after the academic element of the course has ended, unless otherwise advised.

7.2 Students should notify Britannia Study Centres of their flight arrival and departures times as they may need to pay an out-of-hours fee if they arrive and/or depart early in the morning or late at night.

8. Residential Housing Deposit

8.1 A refundable housing deposit may be charged on arrival to Students taking residential accommodation. The deposit is returned unless there is damage, loss or extra cleaning to be paid for on the Student's departure. In some cases the deposit may be non-refundable if the booking is cancelled.

9. Supervision

9.1 None of the Schools promoted by Britannia Study Centres provide supervision to Students who book an adult course.

10. Level of English

10.1 Any information about your level received prior to your arrival will act as a guide only. Your English language level will be determined by the entry test on your first day. If you are not at the required level for your course, you will be transferred to a suitable alternative course. No financial compensation will be given if the alternative course has fewer lessons and/or different syllabus.

11. Expulsion

11.1 Any Student who commits a criminal offence, violates the student conduct code or School policy, has a poor attendance record (whether or not such attendance is in breach of any visa attendance requirements), may be expelled or suspended. No refund will be given and the immigration authorities will be informed.

12. Transfers

12.1 Flight details, including: arrival/departure time, flight numbers, airline and point of origin must be advised at least 14 days prior to arrival. Transfers will not be reserved and no refunds will be granted if flight details are not sent to Britannia Study Centres at least 14 days prior to arrival.

12.2 In the event of delays at arrival Students might be charged additional fee at the School.

13. Travel and Medical Insurance

13.1 Travel and medical insurance is compulsory at all Schools for the duration of your stay regardless of your course length or course/visa type. Students may be required to provide details of their insurance policy before they arrive.

13.2 Uninsured Students may not attend class until proof of insurance is available, and will not be refunded for lost class time.

14. Photos and Films

14.1 Britannia Study Centres and/or the School may take promotional photographs and video footage of Students' activities, some of which may be incorporated into future publicity material. If you do not wish to appear in any promotional publications, please advise us in writing before the start of the course.

15. Liability

15.1 Britannia Study Centres, their directors, officers, employees and service providers will not be liable for any loss, damage, illness, death or injury to persons or property however caused.

15.2 Britannia Study Centres will not be liable for Student's academic progress or results of any examination taken during the studies.

15.3 Britannia Study Centres will not be liable for the quality of services delivered by the School or the Accommodation provider; any complaints should be addressed with the School.

16. Force Majeure

16.1 Britannia Study Centres or its service providers will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide compensation) if the failure is occasioned by any cause beyond Britannia Study Centres' control; nor shall Britannia Study Centres be responsible for any costs incurred by or on behalf of the Student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, act of government, failure of suppliers or subcontractors, labour disputes, natural or nuclear disaster, unusually adverse weather conditions, infectious diseases.