

## 1. HOW TO ENROL

We welcome students aged 11 to 17 in our Residential Summer School.

Student application can be made via our online booking forms, email, within our branches, by post or via an accredited agent. The Residential Summer School Application Form must be completed by a parent or legal guardian and a copy of the student and parent/legal guardian's ID or Passport must be provided. The parent/legal guardian will be asked to give written consent reflecting the level of care and support given including medical consent on the Application Form.

In order to book a course, the parent/legal guardian/agent must either pay in full or make a deposit payment of 50% (30% for groups) of the total package fees plus the enrolment fee within 14 days of receiving the invoice. No documents such as Visa Letter or Enrolment Letters will be issued before this payment has been received.

The closing date for bookings is 29<sup>th</sup> May 2020. Bookings after this date depend on availability and are at TEG English's discretion.

Final payment must be made at least 14 days before arrival.

## 2. PAYMENTS

### 2.1. How to Pay

Payments must be made to TEG English before the student's start date in British pounds (GBP). The payee is responsible for all bank charges and exchange rate fees, both in the country of origin and from the United Kingdom.

The student can pay by any of the following means:

- By credit/debit card payment at Reception or over the telephone
- By cash at Reception only
- By Bank transfer to the following account:

**Name of Bank:** HSBC Bank plc.

**Address of Bank:** 118 Commercial Road, Portsmouth, Hampshire PO1 1EP

**Account Name:** Portsmouth Language College Ltd. (Also trades under TEG English or Tompkins Educational Group).

**Account Number:** 61784528

**Sort Code:** 40-37-15

**IBAN:** GB68HBUK40371561784528

**SWIFT/BIC:** HBUKGB48

**Reference:** [Student's name]

Please note that proof of payment must be sent to the appropriate branch of TEG English before starting the course. Payments by bank transfer may take as long as 5 working days to reach our account and adequate time must be allowed for this.

## 3. ENROLMENT FEE

The enrolment fee is only payable by all new students to TEG English. For what is included in the Enrolment Fee, please see our marketing information. **Please note that the Enrolment Fee is non-refundable in all circumstances.**

## 4. CANCELLATIONS AND REFUNDS

Cancellations must be made in writing. Once a booking has been confirmed, if the student wishes to cancel **fewer than 14 days before their start date**, the following cancellation notice periods and fees apply.

### 4.1. Cancellation Fees:

#### Fewer than 14 days before start date:

- 50% of Package fees
- 50% of Airport Transfer Fee (if applicable)
- 50% of Unaccompanied Minor Fee (if applicable)

#### On or after start date:

- 100% of Package fees
- 100% of Airport Transfer Fee (if applicable)
- 100% of Unaccompanied Minor Fee (if applicable)

### 4.2. Students with TEG issued Visa Letter

If a student, who has been issued with a Short-term Study Visa letter signed and stamped by the College, cancels their course before their start date (for any reason other than visa refusal), no refund will be given. For Visa Refusal please see point 5.5.

### 4.3. Distance Booking

If the student booked their course via our website, email or over the phone, they have the right to cancel within 14 days of making the payment. Within this period, they are entitled to a full refund of all fees minus any bank charges. However, for late enrolment, if a student starts their course during the 'cooling off' period, the College is entitled to charge the student for days taken, should they decide to cancel. Please note that the cooling off period does not apply to accommodation or to students who have been provided with a Visa Letter from TEG English.

### 4.4. Refund payments

Please note that all refunds are minus the Enrolment Fee and any bank charges. Any refunds must be made by the same payment method and to the same source as the original payment. Handling charges and fees levied by the card company on any card payments are non-refundable. Refunds are not transferable to other students. Refunds can take up to 5 business days.

## 4.5. Transfer of fees/courses

Fees and deposits are not transferable, either in full or in part. They are only valid for the person specified on the Enrolment/Visa letter.

## 4.6. Reasons for no refund

No refund will be given in the event of:

- Self-cancellation (or ending the course early) after the course starts.
- Study days lost through personal sickness or holidays (see point 12 for more information)
- A student being deregistered by a TEG English College due to consistent low attendance.
- A student being asked to leave the College because of their serious misconduct (See Point 15 for examples).
- A student being asked to leave the country by the British Authorities.
- A student being refused re-entry by UKVI if they leave the UK during the course.

## 4.7. Cancellation or alteration by TEG English

TEG English reserves the right to cancel or alter the time of a course where there are circumstances beyond the College's control, or where the course itself is undersubscribed. The College will offer alternative provision or a refund, as it deems appropriate. The College also reserves the right to change the location of a classes or activities within the respective area of the campus.

## 5. VISAS

It is the responsibility of the student to check their own visa requirements for entry to the UK. Students are advised to visit the United Kingdom government website (<https://www.gov.uk/study-visit-visa>) or to contact the nearest British embassy, consulate or high commission to check on current visa requirements. TEG English Colleges are fully accredited by Accreditation UK (run by the British Council) and we are able to issue Short-term Study Visa letters (up to 11 months English language study permitted for over 16s and up to 6 months for under 16s). It is the student/agent's responsibility to check that details in the Visa Letter provided by TEG English are correct.

### 5.1. Requirements

To receive a visa letter from TEG English, we must receive: a completed application form, online level test result, a copy of the student's passport, a copy of their parent or guardian's passport if under 18, 50% of the package fee and £60 Enrolment Fee.

### 5.2. Remaining Fees

The remaining fees must be paid in full 14 days before the start of the course.

### 5.3. Visa Delay

If the student has not received the visa 2 weeks before the course starts, they must inform TEG English so we can work with you to make any necessary arrangements. If we receive less than 2 weeks' notice of a visa delay, and the student wishes to postpone their course, we will charge 2 weeks' package fee. If the student informs us after the course start day, they will not qualify for a full refund or a postponement. All course and accommodation postponements are subject to availability.

### 5.4. Visa Refusal

If a visa application is rejected, we must receive written notice and a copy of the Visa Refusal Letter before any refund can be processed. Please note that all refunds are minus the Administration Fee below, Enrolment Fee and any bank charges.

#### More than 14 days before start date:

- £350 Administration Fee

#### Fewer than 14 days before start date:

- £350 Administration Fee
- Unaccompanied Minor Fee (if applicable)

#### On or after the start date:

- £350 Administration Fee
- Airport Transfer (if applicable)
- Unaccompanied Minor Fee (if applicable)

A copy of the Visa Refusal Letter must be sent within 1 month of refusal date and any submitted later than this will not be accepted and no refund will be given.

## 6. ARRIVALS & DEPARTURES

### 6.1. Arrival & Departure Days

Arrival and departure are from a Sunday to a Sunday. Students wishing to leave before 3pm on Sunday may not be able to participate in the Sunday excursion and there will be no reduction in fees. In the special circumstance of a student joining or leaving midweek, the full week's price will be charged (depending on availability).

### 6.2. Booking flights

Do not book flights or make travel arrangements until you have received the booking confirmation from TEG English.

### 6.3. Collection of students by someone other than the legal guardians

If a student is being picked up by an adult who is not the legal guardian, the College requires written confirmation of the name of the adult picking up the child from the parent 24

hours in advance. The adult must provide photographic ID before the student is released into their care.

## 6.4. Flight details

If the student needs transfer to or from their accommodation, The Residential Summer School must be notified of the flight details and arrival time at least 2 weeks in advance. It is essential that we are kept informed of any changes to the student's travel arrangements.

## 6.5. Airport/Ferry transfer

Students who want to book an arrival or departure transfer with TEG English must submit their travel details no less than 10 days before departure.

### 6.5.1. Group bus transfer

We offer a group bus transfer service with adult supervision, on a dedicated bus that will leave the airport at 17:00 each Sunday for the duration of the programme. For the departure, it will leave the Halls of Residence at 10:00 every Sunday to return to the airport. Transfers from the airport to the Halls of Residence are often organised in groups which means that some students may be required to wait at the airport for others arriving on different flights. We do not accept responsibility for any loss or expense due to delays or changes in public transport beyond our control.

### 6.5.2. Private pick-up Service and Waiting Fee

Alternatively, you can book a private pickup service at a time that suits you. In case of requiring a private pick-up service, if the driver has to wait more than 1.5 hours at the airport there will be an additional charge which must be paid by the student.

### 6.5.3. Unaccompanied Minors

All students under 16 years old travelling by themselves to and from the airport are liable for our Unaccompanied Minor fee of £30 each way in addition to any transfer costs. Please check the airline's Unaccompanied Minor Policy before booking the flight.

## 6.6. Students travelling alone

Students aged 16-17 are allowed to travel alone. However, we don't recommend it and the College must be informed of their travel arrangements.

## 7. MEALS

### 7.1. Dietary Requirements

Please note that we are unable to cater for special dietary requirements except for gluten free, halal and vegetarian.

### 7.2. Allergies

Parents and legal guardians must ensure that any allergies are written on the Application Form when booking. TEG English shall not assume any liability for adverse reactions to foods consumed, or items one may come in contact with while eating at any Solent University establishments. While the University can make arrangements to provide foods in which allergens are not included as an ingredient, it cannot guarantee that traces of nominated food allergens, can remain completely absent from dishes as these foods may be handled and stored in the same areas as nominated allergens.

## 8. COURSES & ACTIVITIES

### 8.1. Level requirements & Placement test

We are unable to allocate a student to a specific class before registration. On arrival at registration and before joining a course, a student will have to do a placement test. Students cannot change level without permission from the teacher and the DoS.

### 8.2. Course Materials

The Residential Summer School provides all course materials which are included in the course Fee.

### 8.3. Timetable

The course times given in the brochure and additional information are for illustration purposes and may be changed.

### 8.4. Times

TEG English reserves the right to change class and activity times during busy periods.

### 8.5. Activities

A schedule will be given at the beginning of the course. However, we reserve the right to change the activities to a suitable alternative if the need arises. Students must attend all the activities.

### 8.6. Attendance

All students are required to attend all the scheduled classes and activities and arrive on time. In case of sickness, they must notify the Residential Summer School staff who will make any necessary arrangements.

### 8.7. Certificates

Students will automatically be given an Attendance Certificate and an Academic Report at the end of their course.

## 9. ACCOMMODATION

TEG English College arranges suitable accommodation in a local University Halls of Residence convenient to the classrooms and the catering facilities. This forms part of the package and is included in the total package fees. 24/7 supervision is provided in accommodation by Residential Summer School staff. The Halls of Residence are not run by TEG English and are subject to their own Terms and Conditions.

### 9.1. Early/late arrival

If the student arrives or leaves after 11pm or before 6am, they may have to pay an additional fee of £30.

## 10. PASSPORT, TICKETS, MONEY, VALUABLES

### 10.1. Travel documents and tickets

The original passport and travel ticket must be presented at registration on arrival at the Residential Summer School and will be kept secure throughout the course.

### 10.2. Pocket money

The Residential Summer School recommends students bring around £50 pocket money per week. The Residential Summer School cannot lend or advance pocket money to any student and shall not be liable for the safety or security of any pocket money held by students.

### 10.3. Valuable items

The student must not bring valuable possessions to the Residential Summer School. If the student does bring such items with him/her, the student is responsible for their security and safe use. We are not able to accept responsibility for any lost, stolen or damaged personal possessions brought to the Residential Summer School by the student.

## 11. STUDENTS UNDER THE AGE OF 18

### 11.1. Individual Bookings

As 24/7 supervision is provided by the Residential Summer School, we can accept individuals aged 11 to 17 without a parent or guardian directly responsible for their welfare and living in the local area.

### 11.2. Group Bookings

We can accept groups providing they have an appointed group leader who accompanies them to the UK and accepts overall responsibility for the student and their conduct during their time registered at the College. Appointed group leaders must possess the equivalent of a Disclosure and Barring Service (DBS check) from their country and must sign our Group Declaration Form.

### 11.3. Safeguarding

All our teaching and administrative staff are required to have a DBS check, Safeguarding Training and Prevent Training. For our full Safeguarding Policy please see our website.

## 12. HEALTH AND WELFARE

### 12.1. Student's health

By enrolling their child, the parent declares that the student is in good physical and mental health and is not travelling against the advice of any doctor or qualified healthcare professional. The parent/legal guardian must inform TEG English on the application form of any pre-existing medical condition, disability or allergy which may affect the student's ability to participate in the course and/or activities. Any student arriving with a serious medical condition not previously reported, which requires regular staff supervision, may have their course terminated with no refund of fees.

### 12.2. Medication

It is the responsibility of the parent to inform the school should their child need any medication. Students must hand in any medication they bring with them to course staff on arrival. Medicines will be administered under supervision by course staff. The Residential Summer School shall only accept responsibility for medicines which are licensed in the UK, prescribed by a doctor and which are accompanied by English translation. Such medication shall be properly stored and administered by the Welfare Officer, or by any authorised person who is expressly appointed to administer medicines by the Summer School.

### 12.3. Emergency medical treatment

By ticking the appropriate section on the application form, the parent authorises the Residential Summer School to consent on their behalf to the student receiving emergency medical treatment including blood transfusions, general anaesthetic and operations where certified by an appropriately qualified person, as necessary for the student's welfare, and if the parent cannot be contacted in time.

### 12.4. Seeing a doctor

Students from non-EU countries are not entitled to free healthcare in the UK and will therefore have to pay a fee to see a doctor. The parent agrees that such fees will be paid from the student's pocket money. If you have purchased student travel insurance, you might be able to get reimbursement for medical expenses.

## 13. INSURANCE

TEG English strongly recommends that the student invests in comprehensive travel and medical insurance. We can arrange this if asked. Please see our website for more information [www.tegenglish.com/insurance](http://www.tegenglish.com/insurance).

## 14. TEG ENGLISH RULES

Students are expected to participate actively in their class and activities, to take progress tests periodically, and to do homework regularly.

The College reserves the right to refuse re-admission or to dismiss any student in the event of serious misconduct, perpetual lateness (without a satisfactory reason) or unsatisfactory work. In such instances there will be no refund of fees or certificates issued. It is the responsibility of the parent to then organise and pay for their child's return home.

### Examples of serious misconduct and abusive behaviour

- Verbal or physical abuse to a student or a member of staff. Verbal abuse can include bullying, harassment, abuse on grounds of physical, sexual, racial, sexual orientation or national differences, threatening violence or threatening damage to personal property. Physical abuse includes actual violence, sexual harassment or indecent assault. This applies on and off the College premises.
- Deliberate damage or misuse of school resources or vandalism to the College or University building or property.
- Misuse of IT facilities by downloading offensive or pornographic material.
- Theft of college or University resources or another student's/member of staff's personal property.
- Damage to University Halls of Residences.
- Repeated refusal to follow College rules.
- Behaviour outside the school that could bring the College into disrepute.
- A student breaking UK law (e.g. drug abuse or driving offences).

## 15. DAMAGES

The full cost of repairing any damage caused by the student to property or equipment owned or used by the Residential Summer School, or to the personal property of another student, will be charged to the parent. The parent agrees to make payment in full by credit card or bank transfer.

## 16. PRICES

TEG English Course fees are non-negotiable. All prices are charged at the published pricelist available on our website, in published material and at reception.

### 16.1. Booking through third parties/agents/ETO

Please note that if you book through an agent or third-party website, their terms & conditions may apply. Agency fees may be added to prices where a recognised intermediary agent is involved but TEG English does not receive any higher rate for this.

### 16.2. Special Offers

Special offers can be withdrawn at any time by the College (though obviously not after a student has paid the special offer amount in full) and are available purely at the discretion of the College. If a student has already paid the full price, then we cannot refund it in favour of a special offer price.

### 16.3. Other

No reductions or refunds for holidays, work or other study commitments are available. Any other study price rates are at the discretion of the Principal.

## 17. DISABLED ACCESS

TEG English Colleges currently have no comprehensive access for disabled students.

## 18. COMPLAINTS PROCEDURE

We take complaints and feedback very seriously. Please see our policy website for more information.

## 19. PUBLICITY

TEG English may take photographs and/or videos of students for promotional purposes. On the application form, students are given the option to opt out to allow us to use any photographs taken or comments made in questionnaires issued by TEG English Colleges for promotional purposes. Students can withdraw their consent by writing to the Principal.

## 20. PRIVACY POLICY

Parents and legal guardians are responsible for giving the College accurate and up-to-date information about their address, phone numbers, e-mail address and emergency contact details in the UK and home country whilst studying at the College. TEG English Colleges will collect and maintain the parent's, legal guardian's and student's personal information lawfully and fairly, in accordance with the 2018 General Data Protection Regulation (GDPR). This confidential information will be protected against loss and theft or unauthorised access, disclosure, copying or modification. It will not be supplied to third parties without the student's permission. TEG English will only disclose it without consent if any regulatory or governmental body requests or requires it. TEG English Colleges are registered in accordance with ICO (No: Z208732)

## 21. INTELLECTUAL PROPERTY

All intellectual property rights in TEG English's name, logo, website, promotional and marketing materials and all course and examination content and materials belong to TEG English. Anyone seeking to use, publish or copy any of TEG English's materials needs to seek our permission in order to do so.

## 22. LIABILITY

TEG English and their staff and representatives will not be liable for loss, damage or injury to persons or property however caused, except where such liability is expressly imposed by UK law. The College is not responsible for the safekeeping or delivery of any mail or parcels sent to students at the College.

## 23. FORCE MAJEURE

No TEG English College or its representatives are liable for refunds or damages, however they arise, in cases where the College is unable to provide any services to which they are contractually bound because of labour disputes, insufficient demand for courses or for any other reasons that are beyond their control.

## 24. THE COMPANY

Tompkins Educational Group (TEG) is the name for all Colleges owned and controlled by the Director of the holding company, which is Portsmouth Language College Ltd. (Registered at Companies House UK No. 6181002). The Director's name is David Tompkins.

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