

# Terms and Conditions

Please note that once an application has been accepted by East Finchley School of English (EFSE) the following terms and conditions apply:

## 1. COURSE FEES

Fees are correct at time of going to print and are subject to change without notice.

### Fees include:

- Enrolled courses
- EFSE entry tests and end of course certificate
- Advice and support from EFSE staff
- EFSE Student Handbook
- Student Card
- Any letters required by the student to support their studies at EFSE

### Fees do not include:

- Accommodation (can be arranged at additional cost)
- Airport transfers (can be arranged at additional cost)
- Exam entrance fees
- Insurance
- Course books
- Social activities

## 2. PAYMENT OF COURSE FEES

All fees are payable before the start of the course. No student will be allowed to start their course unless full fees are paid for the enrolled period by the first day of the course. If any student has a problem paying their fees, they should notify the Director of EFSE immediately.

Any student enrolling for more than one term will only benefit from discounted fees (as per the School's fee schedule) if all fees are paid in advance.

Please ensure your name is on all cheques and bank transfer documents. If you are paying by bank transfer, please send us a copy of the bank transfer documents with your Registration Form.

You are liable for all bank charges and will be billed for such charges on your first day if necessary. If any payments by cheque are returned by the bank unpaid, students will be required to pay bank fees and an administration charge of £50.

All payments must be made in pounds sterling.

The School will issue a Certificate of Registration upon payment of a deposit equal to 20% of tuition fees (and two weeks' rent if accommodation is required). The deposit for tuition and accommodation (if applicable) is non-refundable, but will be deducted from the course fees and accommodation payable. The Certificate of Registration will be sent together with an invoice for the balance of fees (including accommodation if required), which must be paid four weeks before the course begins.

For those students requiring a visa, a Certificate of Registration will only be issued upon receipt of a minimum deposit of 50% of course fees. The letter will either be sent by fax or by special delivery at the cost of the student. In the event of the visa application being rejected, the School will refund all payments less a £50 administration fee upon receipt of a letter from the visa officers explaining the reason for denial. The balance of fees must be paid four weeks before the course begins.

Any students reserving a course less than four weeks before arrival should send the full payment (as invoiced) with their registration.

## 3. REGISTRATION FEE

There is a non-refundable registration fee of £20 for all courses.

## 4. EXAM ENTRANCE

Course fees do not include exam entrance fees. Students wishing to enter for all exams, including Cambridge and IELTS exams, must bring valid passports for exam entry. Identity cards will not be accepted.

## 5. ACCOMMODATION FEES AND PAYMENT

To secure accommodation, a deposit of two weeks' rent must be paid by the student. In addition, all students requiring accommodation to be arranged on their behalf by the School must pay an accommodation arrangement fee of £50. Both the deposit and accommodation arrangement fee are non-refundable, but will be deducted from accommodation fees payable.

The balance of accommodation fees should be paid to the School in advance of arrival for stays of less than one month. Where accommodation is booked for more than one month, accommodation fees are payable one month in advance, with payments made to the School unless otherwise notified.

## 6. REFUNDS

If you decide to leave before the end of your period of study you must inform the School. Fees will not be refunded except under the following circumstances:

- if there is a breach of terms and conditions herein by EFSE;
- for medical reasons as evidenced by a doctor's certificate.

Refunds can only be made if a receipt or Certificate of Registration is produced.

In exceptional cases, refunds may be given for other reasons at the discretion of EFSE management.

## 7. CANCELLATION POLICY

If you decide to cancel your course after arrival the School will not refund any deposit paid, registration fee or accommodation arrangement fee. A credit will be issued for the time remaining on your enrolment, which will be valid for 6 months after the date of issue and is not transferable.

If you decide to cancel your course prior to arrival, the School will refund tuition and

accommodation fees in full (less any non-refundable deposit) providing the student gives four weeks' notice in writing. Where less than four weeks' notice is given, you will be charged two weeks' tuition and two weeks' accommodation (if applicable) and any deposit paid is non-refundable. In all cases, the student will be charged the £20 non-refundable registration fee and, if applicable, the £50 non-refundable accommodation arrangement fee.

## 8. COURSE ARRANGEMENTS

EFSE reserves the right to change course arrangements and fees if necessary. The School will decide the level and time of your class after you have taken the student placement test. Once the course has started, we reserve the right to move you to another class more appropriate for your language level or to alter class times. All courses are run subject to demand and the School reserves the right to close a class and offer students an alternative course. If no alternative can be arranged, the School will offer a refund of tuition fees for the enrolled period.

## 9. CONDUCT & BEHAVIOUR

EFSE has a set of rules that apply to behaviour in the School. The School reserves the right to

cancel a student's course, with no refunds, in the event of misconduct or unsatisfactory behaviour. The management's decision is final.

## 10. ATTENDANCE

EFSE only considers applications from students that are committed to the course of study on which they enrol. The School requires minimum attendance of 85% of classes and reserves the right to cancel a student's enrolment should attendance fall below this level. If you cannot attend a class for any reason, you should inform the School prior to the class. For any lessons missed where prior notification has been given to the School (e.g. in the case of holiday), the student will receive credits that can be used against additional classes at the School, subject to a maximum number of credits equal to one week of enrolled classes.

In exceptional cases, such as illness or other personal issues, credits may be issued for missed classes at the discretion of EFSE management.

Any credits issued are only valid for use within the term in which the credits are given. Credits are not transferable and no cash alternative or refund is available.

## 11. INSURANCE

Students are strongly recommended to take out full insurance for their stay in the UK to cover health, belongings and cancellation of their course. The School does not accept any liability in the case of illness, accident, loss or damage to personal effects or property.

## 12. PRIVACY POLICY

By signing the Registration Form, you are agreeing to EFSE's storage and use of the information you supply. This data is not passed on to any other organisation or third party.

## 13. PUBLIC HOLIDAYS

There are no reductions or discounts in tuition fees for courses that include a public holiday. Please contact the School or refer to the EFSE Student Handbook for the dates of public holidays in the UK.

## 14. QUERIES AND COMPLAINTS

You should bring any problems or complaints to the attention of the School immediately in order for help to be provided. If you have a complaint, please arrange an appointment with the Principal, who will aim to solve any disputes amicably. The School does not accept retrospective complaints.