

A. Bookings and enrolment

1. City School of Languages (CSL) can take independent students from the age of 17. We can also take in students from the age of 12 if they are part of a closed group and accompanied by an adult group leader.
 2. To become a student of the City School of Languages you need to complete the following:
 - Our application form in full with supporting documents (passport and evidence of your English language level if applicable).
 - An indication of how long you wish to study and when you want to start.
 - Payment of at least half of your full tuition fees, prior to starting your course, or a letter from your sponsor addressed to City School of Languages stating that they will be financially responsible for you.
 - A non-refundable enrolment fee of £100.00 and a deposit of £250 for non- EU students (a non-refundable enrolment fee of £80.00 applies to EU students only). The deposit will either be reimbursed or deducted from your fees when you start your classes.
 - Payment of accommodation and airport transfer (if required).
 3. By enrolling at CSL, you have agreed that the school can keep your records on its computerised and paper-based systems. This includes seeing and making a copy, on your first day, of your passport, which City School of Languages is required to keep in order to fulfil our obligations to you and, in some cases, to the British authorities.
 4. Should your circumstances change, it is your responsibility to keep us informed of all changes, in particular:
 - Changes of address in the UK as well as your home country.
 - Changes to emergency telephone numbers and contact names.
 - Change of e-mail address.
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1. City School of Languages reserves the right to refuse any requests to alter the course start date.
 2. Courses will not be extended due to any unauthorised absences and or uncertified illness.
 3. Students cannot attend other classes apart from those assigned to them.
 4. All class changes must be requested and be approved by the Director of Studies or the Principal. Change of class is strictly subject to availability. You can only change class if there is a space in the class into which you want to transfer and the Director of Studies deems your level appropriate.
 5. If you fail to start your course on the commencement date or leave the course prior to the completion of the course, your name will be struck off the class register without any refund.
 6. City School of Languages reserves the right to introduce new courses, alter existing ones or postpone courses.

7. City School of Languages reserves the right to move you to a more suitable course or to refuse you admission to the school if information sent to us by you or by others regarding your level is incorrect and means you are not able or suitable to follow your original choice of course. If City School of Languages moves you to a more expensive course as a result, you will have to pay the difference. If we move you to a cheaper course, you will not receive any refund.
8. City School of Languages reserves the right to place students in an appropriate level if the placement tests taken show that this is necessary or if it is deemed necessary by the course tutor. There will be no refunds in such instances.
9. City School of Languages reserves the right to change teacher, class time and/or combine classes if necessary or transfer a student from one class to another.

B. Under 18's

1. The student must book into homestay accommodation on a full-board basis unless other arrangements have been made by the parent/s and/or legal guardian/s.
2. City School of Languages is responsible for all under 18 students; during class, on school premises, planned school activities and if placed in arranged accommodation.
3. The parent/s and/or legal guardian/s of students under age 18 are required to complete a curfew form indicating the times that the student should be at home in the evenings and on weekends. Parents must tick to indicate whether the student can attend and participate in activities that have been organised by City School of Languages.
4. The parents must provide a legal guardian or next-of-kin address and contact number and e-mail for emergencies or accidents.
5. The parent must complete all documentation regarding the student so that the school can provide transfers and a comfortable environment for the student which is safe and enjoyable.

For more information about Under 18's, please read our safeguarding information.

C. Payments

1. Payment of at least half of your full course fees must be received before the classes can start.
2. If you are a sponsored student, during the application process you must provide a letter from your sponsor addressed to City School of Languages stating that they will be financially responsible for you. We must also receive your financial guarantee within the first two weeks of your course. If not, you will have to pay for your tuition fees yourself.
3. All other fees due to the school (enrolment, deposit, accommodation, pick-up service) must be paid in full prior to the commencement of the course.
4. If instalment payments of tuition fees are not made on the due dates, the course will be terminated forthwith without any notice.
5. If you are paying by cheque drawn on a UK account, please note that a minimum of 8 clear working days have to be allowed for clearance of cheques. Cheques drawn on a non UK account are not accepted.
6. It is the student's responsibility to cover all bank charges and exchange rate differences for payments.
7. Fees are not refundable or transferable to another student under any circumstances.

8. There is no reduction or refund in fees where a course includes a public holiday. Courses will not be extended if a student enrolls on a course that includes a public holiday.
9. Tuition fees do not include travel, accommodation, airport transfer, social programmes, external examination fees, personal and health insurance, bank charges or course materials (i.e. books, photocopies, pens, pencils and paper).

D. Cancellation and refunds

1. If you want to cancel a course, unless due to visa refusal (see Section E), you must do so in writing and notice of cancellation must be sent to City School of Languages.
2. A refund will only be provided in the case of your application for a visa being refused by the Home Office. CSL regrets that in the vast majority of cases besides visa refusal it will not be able to provide any form of refund. Written requests for a refund must be made within 12 months of the start date of the course. CSL regrets that it will not be possible to provide any form of refund if the initial request for a refund is received after the end of this 12 month period.
3. No refund can be made after the course has commenced, regardless of whether you were in the country or not.
4. Fees are non-transferable to any other individual.
5. No refund can be made for travel expenses and airport transfer.
6. If you are dismissed for poor attendance or misconduct, no refund will be given.
7. Any refunds that are given in exceptional circumstances, will be less £100 for administration charges
8. If you cancel less than 5 working days before your arrival date, and homestay has been arranged, you must pay for 1 week's accommodation.
9. As stated in Section A2, 4, all enrolment fees (£100.00 for non EU students, £80.00 for EU students) are non-refundable.

E. Visas

1. Please note that it is your responsibility to apply for the correct visa in good time.
2. If you obtained a visa with a City School of Languages (CSL) Visa Support Letter you must start your classes on the agreed day. If for some reason this is not possible, it is essential that you inform us at the earliest possible date and let us know why you will be late and what date you expect to arrive.
3. If you obtained a student visa through us and do not attend school or inform us of your whereabouts within ten working days, we may inform the Home Office who may in turn, cancel this visa. No extensions or refunds will be made in these circumstances.
4. No refund will be given under any circumstances if the immigration authorities of the Home Office refuse a visa due to the following reasons:
 - Providing incorrect information to the school.
 - Providing incorrect information to the immigration authorities.
 - Working without a work permit.
 - An invalid change of status.
 - Lack of genuine interest and commitment to the course.
 - Doubt about the student's intention to follow the course and/or to leave the UK at the end of studies.
6. If the visa refusal is for other reasons, a refund less £100 for administration charges will be made, provided the school is notified in writing and the original documents

issued by the school and immigration authorities are received through registered post by the school within 14 days of any such refusal.

7. No refunds will be made if:
 - You are asked to leave the country by the British authorities.
 - The student visa is refused but you are granted another kind of visa, whether to enter or remain.
 - You apply for a visa in the UK when Home Office regulations state that you need to apply in your own country.
8. If your visa refusal is for other reasons, you must inform us of your visa refusal at least 5 working days before your course is due to start. If you notify us later, we reserve the right to charge you in line with our normal cancellation terms.
9. The original start date shall be considered as the start date of the visa refusal refund application.
10. Refunds may take up to 28 days to process.
11. Refunds can only be made in the name of the student, regardless of who paid for the course.
12. Refunds will only be made by cheque, drawn on our UK account and paid in GBP sterling or by bank transfer to the same account from which payment was originally received, using the same method as you paid. Any bank charges must be paid by you.
13. If you cancel less than 5 working days before your arrival date and homestay accommodation or a room in our Henrietta Street house has been arranged, you must pay for 1 week's accommodation, even if your cancellation is caused by a visa refusal. Please note that it is your responsibility to apply for your visa in good time.
14. The conditions in Sections A, C and D apply in all circumstances except a visa refusal. We therefore strongly recommend that you take out insurance in case you are unable to start or finish your course for reasons outside your control, such as illness. Please contact us for further information.

F. Accommodation and airport transfers

1. A minimum of 4 weeks' notice is needed in order to arrange appropriate accommodation.
2. Homestay accommodation is only available while you are taking a course at City School of Languages, including any time necessary to take an exam connected with your course.
3. Homestay accommodation is booked from the day before your course starts to the day after it ends. Homestay bookings therefore normally begin on a Sunday and end on a Saturday. If you want to arrive earlier, or leave later, we will try to arrange this but we may have to offer an alternative such as a different homestay or a hotel for the extra nights. All charges associated with extra nights are your responsibility and must be paid in full.
4. Any payments for homestay accommodation should be paid directly to City School of Languages and not to the host provider under any circumstances.
5. Once the accommodation booking has started, there is no refund if it is cancelled by you.
6. If you want to change the starting date of your accommodation, at least 4 weeks' notice must be given to the school in writing.
7. You should contact the school 5 working days before your arrival to confirm your accommodation. Failure to do so will result in the accommodation being cancelled. The school will not be held responsible in any such case.

8. There is no guarantee that the accommodation arranged will be within walking distance from the school, although all accommodation is in the surrounding area of the school and no further than 40 minutes from the town centre by bus. Easy access by bus is always available.

9. You are liable for any damage you cause to your host provider or landlord's property.

10. If you are staying with a host provider, you are expected to respect and abide by the host family's reasonable schedule and house rules. Failure to do so may result in you being expelled from the accommodation.

11. If you are expelled from your accommodation, no refund will be given.

12. It is your responsibility to inform City School of Languages of your arrival details. If incorrect details are supplied, the school will not refund charges should you not be met.

13. If you cancel less than 5 working days before your arrival date, and homestay has been arranged, you must pay for 1 week's accommodation, even if your cancellation is caused by a visa refusal. Please note that it is your responsibility to apply for your visa in good time.

14. You should contact the school 5 working days before your arrival to confirm your airport transfer service. Failure to do so will result in the airport transfer service being cancelled. The school will not be held responsible in any such case.

G. Liability

1. You are advised that the school, its employees and its representatives accept no liability for personal injury and/or loss or damage to personal property on the school's premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when you are on school trips, excursions or activities offered as part of our social programme.

2. We therefore strongly recommend that you take out appropriate insurance to cover personal injury and/or loss or damage to personal property on the school's premises and elsewhere, whether by fire, burglary, theft or otherwise. Contact us for further information.

3. It is your responsibility to inform the school in writing about any health problems or disabilities.

H. Disclaimer

1. It should be noted that City School of Languages has made every effort to ensure the accuracy of all printed material. At the time of going to press all information was correct.

2. Our brochure, website and marketing material are provided for illustration purposes only and do not form or constitute any contractual term between the school and any other person.

I. General

1. Students may from time to time be photographed or recorded, the photographs or recordings of which may be used in the school's promotional / publicity material. The school reserves the right to all photographs which may be used in any way the school sees appropriate in promoting itself. The copyright to all photographs shall belong to the school.

2. If the school asks to take any photographs or recordings of you and you agree, you will be asked to sign a release form requesting consent for us to reproduce these photographs or recordings for promotional / publicity purposes. You may refuse to sign this release form, in which case you will not be asked to appear in any such photographs or recordings.
3. If a student wants to appoint a representative, a power of attorney is required, along with proof of the student's identity and signature. This may take the form of a passport or driving license.
4. The school will not be held responsible if you or your representative signs these Terms and Conditions without reading them or asking for assistance.

J. Privacy policy and statement

1. City School of Languages is the data controller and is committed to protecting the rights of its students, staff, agents and third party providers in line with the UK Data Protection Act 1998 and the new General Data Protection Regulation (GDPR). City School of Languages has a Data Protection Officer who can be contacted on principal@cityschooloflanguages.co.uk
2. Personal data will be used solely within Academic Registry for the purpose of making admission decisions and supporting records of the named student for his/her academic studies. Where appropriate, the data may be processed by the Computing and Information services and for health and safety purposes.
3. The data will not be passed to any third party without your consent, except where the school is required to do so by law. Appropriate security is in place to ensure that sensitive personal data is retained confidentially and is not retained for longer than necessary in providing student administration support.