



## Terms and Conditions for the Acceptance of Individual Enrolments

The following terms and conditions apply to individuals enrolling on the College's open-enrolment courses. Group courses have special terms and conditions which are set out in the agreement with the course organiser.

### Payment

1. Enrolments are confirmed by payment of a £300 non-refundable deposit. This sum will be credited towards payment of the College's registration and tuition fees.
2. Full payment for your course must be made at least 4 weeks before the course begins.
3. Payment by instalments may be arranged by request for courses longer than 12 weeks. Each instalment is for a 12-week period and must be paid 6 weeks in advance. This will be explained on your invoice.

### Visas

4. Students needing a visa can only enrol at the College with a suitable UK visa for study. Please contact your nearest British embassy or consulate for further information on applying for the correct visa for you.
5. It is the student's responsibility to have the correct visa, and to abide by the conditions of their leave to remain in the UK such as police registration, work restrictions and attendance. The College reserves the right to terminate a student's enrolment, without refund or compensation, if they do not comply with visa regulations.
6. While the College cannot provide official guidance, staff will assist students with their visa application and direct them to UK government guidelines. The College is not liable for any errors which occur during the application process.

### Courses

7. The College does not accept complete beginners (unless agreed with the College as part of a closed group or on a One-to-One Course). If you are a beginner, but tell us that you are above this level, the College reserves the right to cancel or change your course. Please note that the One-to-One course fees will be applied.
8. The College reserves the right to change or cancel a course should there be insufficient demand, and to modify courses without prior notice.
9. In exceptional circumstances, the stated maximum class size may be exceeded. In such cases the class size will only increase by one student for a limited period.
10. The minimum age is 16 years on Intensive English, Cambridge examination, academic English and closed-group courses (except for group courses for teenage students).
11. Changes in course are possible, but the College reserves the right to charge an administration fee of £25 for each change.

### Cancellations and Refunds

12. Where an enrolment has been made directly with the College online, students have a 14-day period in which to cancel this and a full refund will be made.
13. In all other cases of cancellation, the College requires 8 weeks' written notice for tuition, and 2 weeks' notice for homestay accommodation. Fees after that period will be refunded, minus an administration fee of £100.
14. Refunds are only made for full weeks' tuition and/or accommodation (Sunday–Saturday). No refunds are made for periods of less than one week.
15. There is no refund for public holidays (when the College is closed). A cultural excursion is arranged for students on these days free of charge.
16. If a visa application is refused, and on receipt of a visa refusal letter, the College will refund the deposit and all tuition fees, less an administration fee of £25. The 2 weeks' notice for accommodation refunds still applies. In cases where a visa is delayed, the College will extend the length of the course free of charge when requested and if possible.
17. Where an individual student travelling as part of a group chooses to cancel a course, or for the cancellation of a complete group, we will refer to the conditions of the specific group quotation already given to the group organiser or ETO.

## Accommodation and Welfare

18. The provision of homestay, or any other accommodation, is not guaranteed by the College. In cases such as a late enrolment, at peak periods where all homestay families may already be taken, or where the College feels a student is not suited to homestay, it will provide the student with information about alternative accommodation possibilities available at that time. Refund of accommodation fees will be made where the lack of homestay accommodation is the fault of the College or homestay family, as judged by the College.
19. Students enrolled on a course before and after the Christmas break may stay with a homestay family over the period when the College is closed. For this there is a homestay supplement of £50 per week.
20. Students travelling during the Christmas period, or during an agreed holiday, but wishing to reserve the same homestay family and/or store their belongings with that family, are charged half the normal weekly homestay rate. Students taking a holiday for longer than two weeks may be asked to vacate the room, although their belongings will be stored.
21. Holidays taken for less than a full week will not be refunded. Students who depart or return from a holiday mid-week will be charged for a full week.
22. The College cannot guarantee a stay with one homestay family throughout the whole period of enrolment. Changes might, for example, occur because of emergencies, on rebooking, or where there is an incompatibility or other problem. Where the student requests a change of homestay family, and the College has availability and agrees to make the change, a £25 administration fee is charged.
23. A charge of £25 per night is made for extra nights' accommodation for up to two nights. For more than two nights a full week's homestay fee is charged.
24. A supplementary charge of £20 is made for late arrivals between 22.30 and 24.00. Hosts cannot accept students between 24.00 and 08.00. If you are arriving in Broadstairs late, please make alternative arrangements to stay in a hotel.
25. Please note on your enrolment form any medical condition, allergy or dietary requirement you have. Although we take into consideration these requirements, we cannot guarantee the availability of homestay families to meet all requests. When homestay families are able to meet special requests, but at additional cost to themselves, we reserve the right to make a supplementary charge of £20 per week to cover the costs of special dietary requests.
26. Although homestay families can provide for non-pork and vegetarian diets, they are not able to provide for Halal diets. If you follow a Halal diet, it is possible to purchase Halal meat in the local area, as well as at local Halal restaurants.
27. If you have a medical condition for which you require a prescription, please bring a letter from your doctor, translated into English. Without this you will not be able to be prescribed medicine in the UK.

## Absence and Holidays

28. Student attendance is monitored daily by the College. The College has a responsibility to report absences of students on visas to British Government agencies, and when requested, to others such as sponsors, companies, parents and educational institutions.
29. Only students studying for 26+ weeks are entitled to take a holiday from their course. All holidays must be booked at the time of enrolment and be from Sunday to Saturday.
30. Tuition fees for any holiday taken in addition to that booked at the time of enrolment will not be refunded unless the College is notified at least 6 weeks in advance and agrees to the request. In these cases there is a £25 administration fee.

## Insurance and liability

31. The College strongly recommends that students have suitable insurance before they travel. This should include cover for all aspects of their stay, including course cancellation and postponement, travel (including flight delays, or reorganising flights) and medical cover (including expenses incurred through an illness or accident). The College will not be responsible for resolving any issues that arise from a lack of insurance cover on the part of the student. If you wish, the College can assist with arranging [insurance cover](#).
32. The College has full public liability insurance but accepts no responsibility for injury or the loss or damage of personal property on the College premises or at any venue or location, including transportation or homestay accommodation, used by the College.
33. The College is not liable for any failure to fulfil its duties in the case of Force Majeure. As such, where the College fails to perform its obligations 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, the College cannot be held liable or accountable.

34. If the College asserts Force Majeure as a reason for failure to perform its obligations, the College must provide evidence that it took all reasonable steps to minimise delay or damages caused by foreseeable events, all non-excused obligations were fulfilled and that the other party (student, ETO etc.) had been notified of the possibility or actual occurrence of the event in reasonable time.
35. In the event of an outbreak of infectious disease, all students and or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the College. Please see our [policy on international epidemic of an infectious disease](#).

#### Welfare for students under the age of 18

36. Parents/guardians of students under the age of 18 must sign the enrolment form to give consent to the student's enrolment and our terms and conditions.
37. Before travelling to the UK the College must receive a [Consent to Study and Travel form](#), completed and signed by the parent / guardian for each student under the age of 18. If, for any reason, the College does not receive this form it will be assumed that the general rules and conditions outlined in the form have been accepted by the parent/guardian of the student. However, in these circumstances the homestay family will not necessarily accept responsibility for enforcing any curfew requested.

#### Policy on Disruption to International Travel

38. In the event of travel delays and/or subsequent course cancellation or postponement, the College's cancellation and refund policy applies. In exceptional circumstances, directly related to closure of airspace, the College will look sympathetically at the individual circumstances and may issue a credit for part or full course fees, and help students rebook their course at a later date if requested. In these circumstances, the College will not charge a cancellation fee, but may charge for accommodation booked and not taken.
39. In all cases, the College asks that students and ETOs keep in regular contact with the College before and/or during the journey, especially when it is likely that external conditions will affect a student's travel. These situations are usually fast-changing, and it is imperative that the College is kept informed of any changes to the expected arrival time, so we can inform our transfer company and the homestay family. The College's 24-hour emergency number (+44 7767 367789) can be called if vital information needs to be communicated. Please only contact this number with important information, as it is vital that the phone is kept free for genuine emergency situations.
40. Although it is not the liability or responsibility of the College, if there are last minute changes to a student's arrival or departure plans the College will assist in extending their accommodation, or finding alternative accommodation, when possible. Where it is possible to extend homestay family placement our published fees apply. We have a special obligation for the welfare of students under the age of 18. The College will offer all assistance in helping such students to investigate and book alternative ways of getting home.

#### General

41. Students are expected to abide by all [the College's policies and procedures](#), which are published on our website. The College reserves the right to ultimately exclude a student in the case of serious misconduct. No refund will be offered where a student has been dismissed for misconduct. Students have a full right of appeal through EnglishUK and the British Council if dissatisfied.
42. Students must bring their passport or national identity card (EU/EAA/CH citizens only) to the College on their first day.
43. Students applying to study at Hilderstone College agree to the disclosure of part or all of their data held by the College to appropriate bodies, such as homestay families, UK government bodies and inspection bodies as required by the Data Protection Act.
44. The College sometimes takes photos or makes videos for promotional use, through its brochure and website as well as the College's social media feeds. These images will have no contractual value. Enrolling at the College implies consent for your images to be used in this way unless you request to be excluded from this before or at the start of the course. This can be done in writing to the College address or by [email](#).
45. The College reserves the right to amend its terms and conditions. The revision date is always noted at the end of the document. The most up-to-date Terms and Conditions of Enrolment are available at: [www.hilderstone.ac.uk/terms](http://www.hilderstone.ac.uk/terms).

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