



La Training Solutions si occupa di consulenza e formazione nel campo delle lingue e delle tecnologie informatiche **da 15 anni** circa.

Crediamo da sempre nella validità dell'esperienza di studio all'estero.

Abbiamo assistito più di 1600 persone nella personalizzazione di una vacanza studio o corso di inglese all'estero.

# ENGLISH IN CHESTER

## TERMS AND CONDITIONS

### 1. REGISTRATION

#### Bookings

English in Chester can accept bookings either:

- directly from students via our website or by completion of our application form, or
- through one of our Educational Tour Operators (ETO), sometimes known as agents. Students booking through ETOs are principal clients of the ETO rather than the school, and any significant amendments, queries, complaints and payment issues should be addressed to the ETO.

All courses must be booked in advance. Courses can begin on any Monday where appropriate or as stated in the brochure. English in Chester reserves the right to alter or cancel the course programme, change teachers and location and alter dates & fees from those stated in the brochure without prior notice.

If you book a course directly, please send your deposit, along with your signed application form and a copy of your passport, at least 4 weeks in advance of your course. Please note we cannot return your deposit under any circumstances (unless we are unable to accept your booking).

If you book through an ETO, the ETO will explain the booking procedures to you, but any deposit paid is non-refundable.

#### Deposits

The deposit you will need to pay when you book your course is £200 plus a registration fee of £55.

#### Visas

If you are a non-EU citizen wishing to study at English in Chester, you must have a visa or leave to remain in the UK that allows you to study full-time. This would normally be a Short-term Study Visa (6 months or 11 months). Under current UKVI regulations, it is not possible to study for more than 30 days on a normal tourist Visitor Visa or a Business Visa. It is your responsibility, or that of your ETO if you book through one, to ensure that you have the correct visa type and appropriate leave to remain in the UK. If English in Chester finds that you do not have the correct visa and/or appropriate leave to remain, your course will be terminated. In this case any tuition fees paid are non-refundable.

For more information about visas please [click here](#).



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## Disclosure of information

We remind you that students and/or ETOs and/or parents need to disclose medical information and details of any disabilities about the student to the school when the application is made.

All students applying to study at English in Chester agree to the disclosure of their data to appropriate bodies, such as the UKVI and the British Council, as required by the Data Protection Act.

The school sometimes takes or is given photos/videos for use in marketing. Booking a course at the school implies consent for your images to be used in this way unless you specifically agree an exclusion before the start of the course.

## Students under the age of 18

English in Chester accepts students under the age of 18 on some of its course, in particular General English for Adults, Teens Vacation Courses and some group courses. On our General English for Adults courses, we normally accept students from the age of 17. We make all bookings on these courses on the basis that the students on this course may be over or under the age of 18. Students under the age of 18 are children in British law. All students under 18 are expected to abide by UK laws which relate to the restriction of activities to under 18 year olds: in particular the purchase and consumption of alcohol and tobacco.

English in Chester has a legal responsibility for safeguarding young people under the age of 18. The school therefore places some restrictions on what any student under the age of 18 can do, and it is a condition of acceptance in the school that these restrictions and rules are accepted and followed. These include curfews on times students should be home and restrictions on travel outside of Chester. If any student under the age of 18 wishes to study on any course at English in Chester, the person or people with parental responsibility for them in their own country should complete a Parental Consent form, which outlines the rules and conditions that will apply for the school to be able to accept a booking for a student under 18. The form can be obtained from the school or from the ETO. If for any reason the school does not receive the Parental Consent form, it will be assumed that the general rules and conditions outlined in the form have been accepted by the parents/guardian of the student. Full details are available in the Child Protection and Safeguarding document in the Policies and Procedures section of our website.



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## Students with disabilities or learning difficulties

If a student, or his or her parents, the ETO or sponsor feels that the student has any specific learning requirements or special needs (for example dyslexia) or physical disabilities, we strongly urge you or them to declare this at the application stage. In this way the school can ensure that we are in a position to consider your special requirements in a professional and appropriate manner. We will assess all declared special needs or disabilities (usually by the Academic Manager or the Principal) on a case by case basis. In some cases the school may feel that it does not have the resources or expertise to deal with certain levels of need, and this will be communicated to the parents or student concerned prior to arrival in the UK. Where the school judges that it cannot properly accommodate a student's special needs through reasonable adjustment, the school reserves the right to refuse admission. Please note that currently the school has very limited wheelchair access or access for students with visual impairment due to the nature of the buildings in Stanley Place.

If a special need or disability is not disclosed at the time of booking but one is identified after arrival at English in Chester, then the school will discuss options for special provision as appropriate with the ETO, the student and/or his or her parents or sponsor. Please note that the school does not offer a service for identifying special needs and does not have specialist resources to do so. If it becomes clear that we cannot adequately deal with the student's particular needs through reasonable adjustment or by providing additional support (usually at additional cost), the school will endeavour to find a more appropriate provider in the UK or will make arrangements for the student to return home. We will not normally refund fees in these circumstances.

## 2. BOOKING CONFIRMATION

For direct bookings, you will receive a confirmation of booking by email when we have received your completed application form and deposit and accepted you on a course. If you require documents to be posted, please inform the school.

If you book through an ETO, all information will be normally sent by the school directly to the ETO, and you should address any queries to your ETO.



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### 3. PAYMENT METHODS

For direct bookings, you must pay your fees in full 4 weeks before the start of the course. We may cancel your course and accommodation if we do not receive the payment and you do not contact us about this.

ETOs should collect all fees for students before the course start date and pay them to English in Chester before the start date of the course, unless alternative arrangements have been agreed.

You can pay by any of the following methods:

<b>Online via WorldPay</b>	Please contact the School for details.
<b>Bank transfer</b>	National Westminster Bank plc, P.O Box 8, 33 Eastgate St, Chester, CH1 1XA  <b>Account No:</b> 01032704 <b>Sort code:</b> 60 40 08 <b>IBAN:</b> GB51NWBK60400801032704 <b>BIC/Swift:</b> NWBKGB2L  Please ensure that the school receives the exact sterling amount.
<b>Credit card</b>	Visa, Mastercard, Maestro. <b>There is a 2% charge for credit card use (3.5% for payments from outside the EU).</b>
<b>Personal bank cheque</b>	We cannot accept Euro cheques.

All payments should be in sterling (£) unless agreed otherwise.

If you or your ETO pay your fees by bank transfer, please mention your/the student's name in the reference section of the transfer form, so we know who the payment has come from. You or your ETO should send a copy of the bank transfer receipt by email as proof of payment.



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## 4. POSTPONEMENT

If you decide to postpone your course, this must be done in writing by email. If you book directly with the school, this should be to the school, and if you book through an ETO it should be to the ETO. If a booking is postponed within 7 days of the arrival date, cancellation charges apply as detailed below. If a booking is postponed more than 7 days prior to the arrival date, no charges apply. Postponement is only possible if there is space available on the new course dates requested. If space is not available on the requested dates, the nearest available dates will be offered. If you have booked through an ETO, refund requests can be made only via the ETO and are entirely at their discretion.

## 5. CANCELLATION OR CURTAILMENT

If you decide to cancel your course, this must be done in writing by email. If you book directly with the school, this should be to the school, and if you book through an ETO it should be to the ETO. The course deposit and registration fee will not be refunded at any time.

All remaining course and accommodation fees are refundable if a booking is cancelled more than 7 days prior to the arrival date. If a booking is cancelled within 7 days of the arrival date, 1 week's tuition is payable in addition to 1 week's homestay accommodation or 2 week's residence accommodation as applicable to the booking.

If cancellation is due to a visa refusal, we will only give a refund when we have received a signed copy of the visa refusal letter from your ETO.

If you decide to leave the School before the end of your course, we will not normally refund any fees paid. We advise you to take out insurance to cover eventualities such as early return to your country due to family bereavement or illness. Any refunds are at the discretion of the Principal. If you have booked through an ETO, refund requests can be made only via the ETO and are entirely at their discretion.

For bookings made "at distance" (e.g. via our website, by telephone, by email), you have the right to cancel with a full refund of monies paid, without giving a reason, within 14 days (the Cancellation Period) of our confirmation. We must receive your cancellation in writing by post or email within the Cancellation Period. We will not start providing services to you during the Cancellation Period unless you request us to do so in writing. We will refund fees paid within 14 days of the date we receive confirmation from you that you wish to cancel. However, in the case that you have confirmed in writing that you wish us to start providing services within the Cancellation Period, we can charge a reasonable sum for the services based on the proportion of the course undertaken and deduct this from any refund payable.



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## 6. YOUR COURSE

Some courses may not run as advertised if there are not enough students on the course (for example, examination courses). We reserve the right to offer an alternative option to students in this case, for example a reduced number of lessons for all or part of the course.

English in Chester strictly adheres to the published age limits for courses but reserves the right to accept students who are slightly younger or older than the minimum/maximum age. Applications from students outside the published age limits are treated on a case by case basis.

In extreme and very rare circumstances, the stated maximum class size might be exceeded. If this does happen, it will be only by one person and for a very limited period.

We do not accept beginners (A0) or very advanced learners (C2 and above) on our courses, except for individual tuition. If we determine that you are at beginner or very advanced level after your arrival, we reserve the right to offer you the cost-equivalent number of individual lessons, or the possibility of transferring to a full-time programme of individual lessons, or to another school, at additional cost.

## 7. EXTENSION

If you want to extend your course this is possible, provided there is space available. Please note it may not be possible for you to remain with the same host family if you choose to extend your course. Students who book through an ETO should apply to extend their course through their ETO.

## 8. TAXI TRANSFER

If you have booked a taxi transfer from the airport, please follow the instructions in the confirmation letter carefully. You should contact the taxi company directly if you are delayed. A taxi transfer is not necessarily individual, and we reserve the right to transfer more than one student in the same car with no reduction in individual transfer fees.

## 9. ACCOMMODATION

Homestay accommodation

If you wish to stay in homestay accommodation organised by the school, we will do everything possible to meet your requirements. This may not always be possible and we will give priority to medical requirements such as allergies. Many hosts in the UK have pets, so we will give priority for students preferring to live in a house without pets to students with medically-certified allergies. All hosts are located within 5 kilometres of the school. Students may be able to walk to school, or may need to take a bus (or a taxi if later at night). English in the language of the home in all of our homestays, but there may be different kinds of hosts, such as parents with children, older people, single parents etc.



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We will not find accommodation for you if you need to get a visa in advance to study in the UK until you have successfully got your visa. Please keep the school informed of the progress of your visa application and let us know as soon as you have got it.

Accommodation is only arranged for full time students and only while they are studying at the school. If a student leaves the school, he or she will be asked to leave their accommodation.

Please send your full arrival details as soon as travel arrangements have been made. If we do not receive arrival details, the accommodation provider may not be at home when you arrive.

Accommodation is normally available from the day before your course starts (normally a Sunday) until the day after your course finishes (normally a Saturday). Homestay hosts cannot accept students planning to arrive after 11.00 p.m. If your arrival time is after this time, we may require you to book into a local hotel or guest house for that night.

While every effort will be made to ensure you are happy with your accommodation, English in Chester cannot guarantee that you can stay with one accommodation provider throughout your stay. Changes might occur because of emergencies or on rebooking.

#### Staying with a homestay

Your homestay will provide bedding and towels for your use. Your homestay will wash a reasonable amount of personal laundry. They will also provide all adult students with a house key. If you are absent from your homestay for a few nights, for example over a long weekend, you should not expect a refund of fees.

If you are on a long course with an agreed number of holiday weeks, then there is a retainer of £40 per week to keep your room / your luggage in the room. It is a weekly sum, not payable in part weeks.

If you stay in your homestay over the Christmas break there is an additional £90 to pay for the Christmas week. If you are absent from your homestay for a few nights you should pay for the full week. If you go away but leave your luggage then there is a retainer of £40 per week.

If you are paying your homestay directly for accommodation, please pay them in cash, weekly in advance, or ask them how they would like to be paid.

If you leave the homestay accommodation arranged for you before the end of your course, you must give the host and the school one week's notice. The host is entitled to receive one week's payment in lieu of notice.

If you are responsible for any damage or breakages in your homestay accommodation, you are liable to pay for the necessary repairs or replacements.

#### Self-Catering Residence

English in Chester offers self-catering accommodation in residence at Waterside Court and other student residences in the city. . This is available to students who are 18 and over and who are booking a room for 2weeks or more. Occasionally we may, for operational reasons, allow students to stay for shorter periods.



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If you stay in the residence, you are subject to the rules of the residence and you will need to sign an agreement to confirm you will follow these rules.

All bookings for Residential Accommodation require a deposit of £200 which will be paid back to you when we are satisfied that you have returned the room and the fittings in the residence to us in a satisfactory condition.

We normally require at least four weeks' notice if you wish to cancel or cut short your stay in the residence. If we are able to fill the room before the 4-week period has finished, we will not charge you for the full 4 weeks' notice period.

## 10. HOLIDAY

If you are on a long course you should pre-book the number of weeks holiday you wish to take before the start of the course. If holidays are not pre-booked, tuition fees will not be refunded.

Holiday allowances are:

Length of course	Maximum number of holiday days allowed
12 - 24 weeks	10 days
25 - 36 weeks	15 days
36 + weeks	20 days

## 11. INSURANCE

It is a requirement that all students are covered by an insurance policy throughout their stay at English in Chester. This insurance should cover cancellation and curtailment, course fees, medical expenses, personal belongings cover, money, personal liability and personal injury. We can offer such insurance at a cost of £6.05 per person per week through our Studentguard+Group policy. The school will not be responsible for resolving any issues that arise from lack of insurance cover on the part of the student.

## 12. ATTENDANCE AND CONDUCT

Students will only receive a Certificate of Attendance if their attendance has been 90% or more. If your attendance is less than 90%, the school will, at its discretion, issue an enrolment certificate,





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confirming that you were enrolled on a course in the school.

If you are a sponsored student, poor attendance will be reported to your sponsor. If you are studying on a visa, poor attendance will be reported to the UKVI.

All students are subject to the school's policies and procedures, most of which are published on our website. We reserve the right to exclude any student who behaves in an unacceptable manner. In this case you will have to pay all course fees and any additional costs (e.g. for any damage caused).

It is your responsibility, or that of your ETO if you book through one, to provide us with your contact details in Chester (including mobile phone number if possible), the contact details of your next of kin in your own country and a copy of your passport and visa if appropriate.

### 13. FORCE MAJEURE

The school is not liable for failure to perform its obligations if such failure is 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 [or telephone service].

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 school.

If the school asserts Force Majeure as a reason for failure to perform its obligations, then the school must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, ETO etc.) was timely notified of the likelihood or actual occurrence of the event.