



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.

WIMBLEDON SCHOOL OF ENGLISH

Terms and Conditions

Age

The minimum age is 16 years. There is no maximum age.

Please note: 16 and 17 year old students are not supervised except in lessons and on class excursions.

Under 18s: please read our 'Notes to parents and guardians of under-18s'. Parents and guardians of under-18s **MUST** send us a completed 'Under 18 parental consent form' before the student arrives in school. Students aged under 18 must abide by the curfew times and other rules as per this form. Failure to do so may result in their being sent home.

Payment & Bookings

A place in classes at WSE is guaranteed once we have received your full payment or deposit (whichever is applicable - see below).

There is a supplement of 3% on ALL payments made by credit card, including tuition and examination fees.

EEA students

Please note that letters of acceptance and accommodation details are normally sent via e-mail and cannot be issued until we have received:

- I. registration fee
- II. course materials fee
- III. full tuition fees
- IV. accommodation deposit of £250.00 for host family accommodation or 4 weeks' accommodation fees for Student house-share & residential accommodation if applicable. (This will be deducted from your subsequent payment of accommodation expenses.)



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Non-Visa Nationals and Visa Nationals

Please note that for students applying for a Student Visitor Visa or Extended Student Visitor Visa, original letters of acceptance are sent by post and other details including accommodation are normally sent via e-mail. For students applying for a General Student Visa, letters of acceptance and accommodation details are normally sent via e-mail.

No documents can be issued until we have received:

- I. registration fee
- II. course materials fee
- III. full tuition fees
- IV. accommodation deposit of £250.00 for host family accommodation or 4 weeks' accommodation fees for Student house-share & residential accommodation if applicable. (This will be deducted from your subsequent payment of accommodation expenses).
- V. If applying for a General Student Visa: The WSE GSV application form, a scan of your passport, plus the CAS fee of £14 (this is subject to change without prior notice). This CAS fee is non-refundable under any circumstances.

All Students

All fees are payable in pounds sterling or euros and payment can be made as follows:

I. by bank transfer directly to our account. Please note that all bank charges must be paid at source, otherwise the student will be charged on arrival. Please email or fax us a copy of the remittance advice. Please indicate the student's name on the remittance.

II. by cheque made out to Wimbledon School of English Limited.

III. by Visa or Mastercard, either in person at the school or by telephone prior to arrival. N.B. There is a supplementary charge of 3% for all payments by credit card.

All credit card payments can only be in pounds sterling.

We can send letters by special delivery service (DHL) at extra cost.

The cost of course books is covered by the course materials fee. If you are taking a short exam course (under 9 weeks) you will need to buy or borrow an exam practice book.



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Accommodation

All Accommodation payments must be made through the school.

Accommodation is arranged for students only while they are studying at the school.

If you leave school early for any reason, you will be asked to leave your accommodation.

All accommodation is subject to availability and early booking is advisable.

Accommodation is only provided for students following full-time courses.

You must always indicate your first and second choice of accommodation on the enrolment form.

If the first choice of accommodation is not available, the school will book your second choice.

If you decide to leave your accommodation early, you must give 7 days' notice in writing for homestay and 28 days' notice in writing for all house-share and residential accommodation.

Refunds will only be made for full calendar weeks. This applies to all accommodation options.

If you only book accommodation for part of your stay (e.g. you book 4 weeks' accommodation but have enrolled on a 24 week course) and you decide to extend your stay in school accommodation we cannot guarantee that there will be accommodation available, especially during busy periods. You will not normally be able to stay in the same accommodation. You should always book accommodation for the full length of your study period unless you have already booked private accommodation.

After 3 requests to change accommodation, Wimbledon School of English reserves the right not to provide further accommodation.

Any student who behaves in an unacceptable manner will be asked to leave their accommodation. We cannot guarantee that we will be able to find alternative accommodation.

If you book your own accommodation you must give your accommodation address and a contact telephone number to the Registrar before you come.

If you are in private accommodation and would like to move to WSE accommodation, we requires 2 weeks' notice to find you suitable accommodation.



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Homestay

The school's accommodation service acts as an agent in introducing course participants to hosts. The contract is between guest and host.

Homestay accommodation may be booked from Saturday/Sunday to Saturday/Sunday. If you wish to arrive or depart on a different day you must book hotel accommodation for the extra nights.

Host families cannot accept students between 23:00 and 07:00. If you have a late flight, you will need to book a hotel for your first night.

If your homestay accommodation involves extra days, you will be charged a daily rate for up to 4 days. More than 4 days will be charged at the full weekly rate.

If you take any holiday during your stay and you are away from your homestay you will be charged half of the weekly rate for accommodation for each calendar week of absence. This includes holiday taken over the Christmas period when the school is closed. Please give 2 weeks' notice in writing to Reception if you wish to take holiday from your homestay.

All accommodation payments must be made to the school. You should send the money to us at least 10 days before your arrival. N.B. If you wish to pay your accommodation by credit card (Visa or Mastercard), there is a surcharge of 3%.

If you are unhappy with your homestay accommodation, the school will relocate you to a new family as soon as possible.

If you require internet access in the homestay you must request this at the time of booking .

The school can only book homestay accommodation for students studying here. If you wish to have a friend to stay with you for a few days you must arrange this with your host yourself. Your host may ask your guest to pay for their accommodation.

Please note: because of death, illness or other unforeseen circumstances it may be necessary to change your accommodation either before you arrive or once you are here and the school reserves the right to do this. We guarantee to provide accommodation for the period you have booked but not necessarily with the same family for the whole period.



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Student Houses, Studio Apartments & Catholic Hostel

Students will be asked to sign an accommodation contract and abide by the terms and conditions of the contract. Failure to do so means they will be asked to leave the premises and no refund will be given.

Students will be asked for credit card details with their booking. This is to cover the cost of any breakages or other damage to the property up to a maximum of £300.00. This accommodation is available only for complete calendar weeks (Saturday to Saturday). If you arrive before or leave after Saturday you will need to book a hotel room for the additional night(s).

Check-in is on Saturdays only between 12:00 and 17:00. There is a charge for check-in outside these times. Please note we cannot check students in at all after 20:00.

If you take a holiday during your stay and are away you will still be charged the full rate for the period of absence.

Payments must be made to the school. For periods of 4 weeks or less, full payment must be made at the time of booking. For periods of 5 weeks or more, payment for the first 4 weeks must be made at the time of booking and all subsequent payments must be made in advance for a minimum period of 4 weeks per payment. No student house, apartment or hostel accommodation will be reserved until payment has been received. N.B. If you wish to pay your accommodation by credit card (Visa or Mastercard), there is a surcharge of 3%.

Payments for student house, studio apartment and hostel accommodation must be made 4 weeks in advance throughout your stay. If you fall behind with your accommodation payments you will be asked to leave your accommodation.

We cannot postpone bookings for student house, studio apartment and hostel accommodation if you inform us 28 or fewer days before your arrival date. If you do you will still be liable for the fee for your original accommodation dates.

The wireless connection (Wi-Fi) is 801.11g standard protected with WEP 64bit encryption. This is the most widely used standard, and it is supported by most operating systems. We have full reception throughout the buildings. In order to connect, your computer must be capable of connecting to this standard. We cannot guarantee a connection since it is dependent on your system. We can arrange technical support from our IT consultant for a fee (POA).



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Pre-arrival Cancellations & Refunds

We strongly recommend that students take out insurance to cover fees and costs in case of cancellation or leaving early. Please refer to the Insurance page of our website.

The registration fee is non-refundable under any circumstances.

The CAS fee for General Student Visas is not refundable under any circumstances.

Cancellation:

I. If you cancel 30 days or fewer before your course start date, your course materials and tuition fees, minus a cancellation charge of £300.00, your accommodation deposit and the registration fee will all be refunded less any bank charges. If applicable, your homestay fees, minus deposit, will be refunded less any bank charges. The first 4 weeks of House Share accommodation is non-refundable.

II. If you cancel 31 days or more before your course start date, your course materials, tuition fees and accommodation deposit fee will be refunded less any bank charges. Your registration fee will not be refunded. The first 4 weeks of Residential and House Share accommodation is refundable at 50%.

If you have to cancel your course because your application for a Student Visitor Visa has been refused, you will need to provide documentary evidence from the relevant embassy before any refund can be considered, and you must return your letter of enrolment. Once we have received a copy of all pages of the visa refusal letter including the last page with the signature of the ECO and date of refusal, plus our original letter of enrolment, we will refund all monies received except the registration fee, minus bank charges.

If you have booked and paid through an agent, the refund will be made to the agent. If you have applied to the EU for a grant for a Teachers' Methodology course, you must inform us if your application is unsuccessful a minimum of 3 weeks before the start of the course. If you inform us fewer than 3 weeks before the start date, normal cancellation charges will apply.

For bookings made 'at distance' (eg 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



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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.

Postponements and other Booking Changes

If you decide to change your course dates, your accommodation dates or make any other changes to your booking, there is a charge of £45.00 for each time you make a change, to cover the administration cost of making the changes. We cannot issue your new documents until we have received the £45.00 change of booking fee. This charge will not be due for any date changes made because of visa problems.

However, if you require a visa for the UK, please allow enough time for the visa application process before your course start date (a minimum of 15 working days).

If you wish to postpone your course for any reason – for example, if you need a visa and are still waiting for the visa to be issued – you must let us know at least 2 weeks before you are due to arrive, otherwise you will be charged a £300 cancellation fee.

We cannot confirm a new starting date until we have received this.

You may only postpone your course if there is space available on the new course dates you wish to attend. Please also ensure that the course you wish to take is available on the new dates you wish to attend. You can postpone your course to start up to 6 months after the original start date.

For a postponement of longer than 6 months we will not refund the registration fee or accommodation deposit. We will charge the cancellation of £300 if you then have to cancel the course.

If you have applied for a General Student Visa and need to postpone your course, you may need a new CAS. If you need a new CAS, the school will cancel your previous CAS. There are no refunds for cancelled CASes. You will need to pay for each CAS you request.

You cannot postpone bookings for student house, studio apartment and hostel accommodation if you inform us fewer than 28 days before your arrival date. If you do, you will still be liable for the fee for your original accommodation dates.

We have to inform the UK Border Agency about any non-EU students who do not arrive on the agreed date.



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Cancellation/Change of Course after Arrival

If you have to stop your course early, your tuition and materials fees are non-refundable under any circumstances.

We are unable to offer credits to students who leave early.

Fees are non-transferable. This means you cannot transfer your fees to another person. You cannot convert full-time study to 1:1 or 2:1 study.

If you are here on a General Student Visa and finish your course early, we have to inform the UK Border Agency.

Accommodation will be refunded as per our notice period. If you have a General Student Visa, your accommodation fees will only be refunded if you show us documents proving that you are either enrolled and sponsored by another UK institution or you have booked and paid for a return flight home. If you plan to return home, your accommodation fees will be refunded to you in your own country.

If you booked through a representative, we will send any refund to that representative.

For cancellation of additional 1:1 lessons, we require 7 days' notice in writing to reception. If you cancel less than 7 days before your lesson you will be charged full fees.

For cancellation of tennis or riding lessons, we require 7 days' notice in writing to reception. If you cancel 7 days or less before your lesson, you will be charged full fees.

Periods of absence due to accident or sickness are not refundable.

Please note: A good student insurance policy will refund the remaining fees if a student has to go home early for a medical or other serious reason. We strongly advise all students to take out insurance.



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Extensions

If you wish to extend your course you may do so, provided there is a place available. As the school is often full, we advise booking an extension at least 2 months in advance. Extensions must be paid in full before a place can be reserved. Please note it will probably not be possible to stay with the same host family or Student House, Studio Apartment or Hostel.

Course extensions are charged at the published rate for the number of weeks' extension you are applying for. For extensions of under 4 weeks, the charge is based on the 4-weekly rate.

Students who extend their course may be liable for an additional materials fee, depending on the length of their original course and the length of the extension. If you have booked and paid through a representative, your course extension fee must be paid to the representative.

If you wish to extend your stay in WSE accommodation:

for periods of 4 weeks or less, full payment must be made at the time of booking.

for periods of 5 weeks or more, payment for the first 4 weeks must be made at the time of booking and all subsequent payments must be made in advance for a minimum period of 4 weeks per payment.

Returning Students

If you return to school for another course, you are not charged the registration fees.



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Holidays

WSE is not open on Saturdays or Sundays or on UK public (bank) holidays.

Classes missed as a result of a bank or public holiday will not be refunded or made up.

If you wish to take a holiday, you must give 28 days' notice in writing to Reception.

Please note that we do not give refunds for holiday periods, but you can extend your course. Extension for holidays can only be made on certain courses and if you are studying for 16 weeks or more. The maximum holiday extension is 2 weeks for every 16 weeks of study. Extensions can only be made for full calendar weeks. No extensions will be given for students who take holidays during courses with set dates or examination courses. Students should not take holiday during examination courses.

Holidays on the Academic Year Programme: you may take up to 4 weeks' holiday but you **MUST** give us the dates at the time of booking. Your holiday must be taken on the dates you have booked.

Attendance

We are a serious school and expect every student to be on time, attend every lesson and do all their homework. Latecomers are not allowed into class.

We keep attendance registers.

Any student who is sick must:

For absences of up to 6 school days, complete a self-certification sickness form on their return.

For absences of 7 school days or more, provide a certificate from their doctor.

If you miss a lesson, regardless of the reason, we cannot give a refund or allow you to take the lesson at another time.

If a student is absent for 10 consecutive days or more, or is repeatedly absent (e.g. 1 or 2 days per week), without authorisation, they will be reported to the UK Border Agency if they are a visa national, and to their sponsor if they are a sponsored student, and they may be asked to leave the school.

If a student is asked to leave the school for poor attendance or conduct, their fees will not be refunded.

Students will only receive a leaving certificate if their attendance has been 80% or more.



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Visas

It is your responsibility to ensure that you have the correct visa type and appropriate leave to remain in the UK. In the event that we find that you do not have appropriate leave to remain, we will terminate your course immediately. In this case, tuition and registration fees are non-refundable.

In the case of a student applying for General Student Visas under Tier 4 of the Points-based System, we will issue a CAS only on the understanding that it is the student's firm intention to study on the course booked and complete the attendance requirements. WSE is obliged to inform the UKBA where attendance is unsatisfactory or where a course is curtailed.

Photographs and Filming

Classes cannot be filmed or otherwise recorded in any way without the permission (in writing) of either the Principal, Academic Director or Operations Director.

WSE may use film or still photographs of students for promotional purposes.

You (or your parents if you are under 18 years of age) must inform the school in writing before your course starts if you will not allow us to use such images.

Bank Account

If you are enrolled in school for 6 months or more, the school can arrange for you to open a bank account at a local bank.

Other

Wimbledon School of English strictly adheres to the published age limits for courses but reserves the right to accept students who are slightly younger than the advertised minimum age. Applications from students outside the published age limits are treated on a case by case basis.

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



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The school reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund.

Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of individual lessons.

If your English level is not suitable for the course you have booked, we reserve the right to move you onto a different course or to refuse you admission to the school.

The school reserves the right to change teachers at any time during the course.

The school reserves the right to alter dates, fees and any particulars in the brochure without prior notice.

Classes take place in both the main school building and additional premises located near the school. The school reserves the right to move classes between rooms and premises as appropriate.

Students who cannot read or write Roman script: please note that we are unable to teach literacy in our group classes. Any student who requires lessons in literacy must book private lessons with the school for this purpose.

The Managers of the school reserve the right at their absolute discretion to refuse any application for enrolment of a student at any stage of the application or booking process. The school shall be under no obligation whatsoever to give reasons for the decision of the Managers. If an enrolment is refused, all paid fees will be refunded.

Personal Information

We keep your information in electronic and paper format.

Some of the personal information you supply will be passed on to accommodation providers or the airport meeting service.

Under UK law, we must give information to the UK Borders Agency if required to do so.

In order to fulfil our obligations to you, and, in some cases, to the British authorities, it is necessary for us to see and copy your passport (and visa if applicable), to have contact details for you in London (including a mobile phone number if you have one), and to have details of your next of kin in your country. You must therefore agree to provide these details and keep them up to date if they change.

Students and/or parents are reminded of the need to disclose medical information about the student to the school when the application is made and to enquire prior to



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enrolling whether the school and accommodation facilities are suitable for the individual's needs.

By accepting these Terms & Conditions you accept our right to use your personal information in this way.

Conduct

Wimbledon School of English reserves the right to refuse admission to any student or to dismiss any student from school or accommodation without refund of tuition fees in the event of misconduct or unsatisfactory attendance or work. The school expects students to adhere to the standards and rules we set.

We expect students to behave reasonably at all times towards other students, school staff and accommodation providers and to respect cultural, racial and religious differences.

If a student is asked to leave the school for poor attendance or conduct, their fees will not be refunded and they will not be allowed to stay in WSE accommodation.

Students have to pay for any damage they cause on the school premises or at their accommodation.

Resolution of disputes

All complaints will be fully investigated as per our 'Complaints Procedure' providing:

The complaint is made while the student is attending our school.

The complaint is registered in writing with the Academic Director, Operations Director or Accommodation Manager.

All invoices relating to the student making the complaint have been settled in full.

We do not accept complaints received after the student has returned to their own country.



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Liability

Wimbledon School of English does not accept any liability in the case of illness, accident, loss or damage to personal effects or property: occurring on the school premises, except where such liability is imposed under UK law.

where accommodation or transport has been booked through the school.

Wimbledon School of English does not accept liability for losses or additional expenses you might incur because of cancellation or delays to your travel services. We recommend all students to take out insurance before leaving their home country.

Force Majeure

Wimbledon School of English 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, internet or telephone service. Refunds will not be made in such circumstances.

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 an excuse 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, agent, etc.) was, where possible, notified of the likelihood or actual occurrence of the event.