

VISAS

- ▶ If you are from the EU, Switzerland, Iceland, Norway or Liechtenstein, you do not need a visa. If you come from any other country, you will need a visa.
- ▶ The majority of our students who need a visa come here with the Short-Term Study Visa. It can be valid for a period of up to 6 months or 11 months, depending on the length of your course. For more information about visas, see **our website** or speak to your local representative.
- ▶ Students are expected to leave the UK no later than 30 days after their course finishes. This cannot be extended in the U.K.

ENROLMENT PROCEDURE

- ▶ Complete the enrolment form and send it to the school or give it to your local representative together with a deposit of £400.00. We cannot confirm your booking until we have received the deposit.
- ▶ We then send you an acceptance letter, a Certificate of Registration (or Visa Letter if required) and an invoice.
- ▶ The balance of your fees is payable 2 weeks before your course begins.
- ▶ Scan and send us a copy of your visa if issued in advance.
- ▶ Accommodation details are sent no later than 2 weeks before your course starts.
- ▶ You should arrive in Bristol on the Sunday before your course begins and leave on the Saturday after your course finishes.
- ▶ Please contact your accommodation provider one week before you come to let them know your arrival time. This is very important so that they can be home when you arrive.
- ▶ So we can prepare your student card before you arrive, please send us a 'selfie' photograph as per the instructions on the school website: www.elcbristol.co.uk/student-corner/student-cards
- ▶ If you are making a booking less than 2 months before the course starts, please check availability with the school **before** sending your deposit and **before** booking your flight.

PAYMENT

- ▶ **FLYWIRE** - our preferred method of payment – Flywire allows you to pay from almost any country and in almost any currency by **bank transfer, credit card** and other local payment methods with no transaction fees and at an agreed currency rate. Go to PAYMENT / PAY YOUR FEES on the school website, then click the 'PAY NOW WITH FLYWIRE' button. Help is available in several different languages.
- ▶ **BANK TRANSFER** If you prefer to pay by a direct bank transfer, please contact us for our bank details. You are responsible for paying bank charges, so when transferring money you should add **£12.00** to cover the charge made by our bank. In most cases, it is better to make a bank transfer by **FLYWIRE** as there will be no bank charges.
- ▶ **CREDIT CARD** Credit card payments can be made using **FLYWIRE**.

TERMS & CONDITIONS

- ▶ Terms and conditions apply to students who book directly with the school. If you book via a representative, the representative's terms and conditions may apply.
- ▶ If we accept your enrolment, your deposit is non-refundable.
- ▶ All fees should be paid in full no later than two weeks before your course start date.
- ▶ ELC Bristol reserves the right to refuse an enrolment.
- ▶ If we accept your enrolment, **£400.00** deposit is **non-refundable**, however, if you enrol online, directly in person or by telephone, you are entitled to a 'cooling off period' of 14 days with the right to free cancellation. If you start your course within these 14 days, we can charge a reasonable sum for services based on the proportion of the course undertaken.
- ▶ ELC Bristol is not liable for loss of tuition or other services caused by factors outside of our control (natural events e.g. flooding, earthquake, storms). Refunds in this instance will not be made.
- ▶ If you have to **postpone** your course for any reason, for example, if you **need a visa and you are still waiting** for the visa to be issued, you must let us know **at least 1 week** before you are due to arrive, otherwise you will be charged for 1 week's accommodation.
- ▶ If you need a visa and you have your visa application refused, we will refund your fees less the deposit, once we have received a copy of the visa rejection letter.
- ▶ If, **for any reason**, you have to stop your course early, **your tuition fees are non-refundable**.
- ▶ If you wish to change or leave your accommodation, the school will refund your accommodation fees in full provided you give at least 2 full weeks' notice, except during the first 4 weeks of your stay when only 1 week's notice is necessary. Changes should always happen at weekends.
- ▶ Refunds are paid back to the issuing account (and not necessarily to the student).
- ▶ Visa students please note that if you do not have the correct visa to allow you to study or you lose your right to remain in the UK, then any contract you have with the school or your ETO will be cancelled.
- ▶ We reserve the right to ask you to leave the school without refunding the tuition fees in the event of misconduct, criminal behaviour or serious attendance problems. Please see the school's website for our disciplinary procedures.
- ▶ Unacceptable behaviour in school accommodation may result in students being asked to leave – we cannot guarantee that we will be able to find suitable, alternative accommodation.
- ▶ **Student Information Privacy Policy:** www.elcbristol.co.uk/policies/student-privacy

HOLIDAYS

- ▶ You can only take a holiday if you are enrolled on a course of **20** weeks or more and if you have been at school for at least **10** weeks.
- ▶ Only one holiday is permitted every **12** weeks.
- ▶ If you want to take a holiday, you must give **2** full weeks' **written** notice.
- ▶ It is not possible to refund your tuition fees, but if it is convenient for the school and within your visa conditions, the holiday week(s) can be added to the end of your course.
- ▶ Homestay accommodation: If you go away for at least 7 nights (weekend to weekend) and you give two weeks' notice, you will be refunded 50% of the homestay fees. There is no refund for parts of the week. During the Christmas holiday, when the school is closed, if you vacate your room, you will not have to pay anything for your accommodation.
- ▶ Self-catering accommodation: No refunds are given if you go away. However, during the Christmas holiday, when the school is closed, if you want to keep the same room when you come back and you go away for at least 7 nights (weekend to weekend), you must pay 50% of the self-catering fees.

ARRIVAL

- ▶ **By Bus**
You can buy your ticket online:
<https://flyer.bristolairport.co.uk> Approximate time and cost from Bristol airport: 30 minutes, £8.00 single, £13.00 return
www.nationalexpress.com Approximate times and costs from Heathrow and Gatwick:
Heathrow – Bristol Coach station: 2 hours, varies from £25.00 - £40.00 return, £88.00 flexible (open return)
Gatwick – Bristol Coach station: 3 ½ hours, varies from £30.00 - £40.00 return, £100.00 flexible (open return)
When you get to Bristol coach station, take a taxi to your accommodation.
Approximate cost £12.00

- ▶ **Airport Transfer Service** (Recommended for students under 18)

Prices are for transfer on arrival only. Reduced rates for students arriving together.

▶ Bristol Airport	£45.00
▶ Heathrow	£220.00
▶ Gatwick	£260.00

At Heathrow and Gatwick, the school driver meets you as you come through customs. At Bristol Airport, **students over 18** should go to the **Arrow Cars** taxi office, which is just outside the terminal building. **Students under 18** are met by the school driver.

STUDENT TRAVEL INSURANCE

- ▶ Students who are not from the European Economic Area (EEA) have to pay for non-emergency medical treatment. If you are from the EEA, to avoid these charges, you should bring an EHIC card (European Health Insurance Card) with you.
- ▶ **We strongly recommend you take out travel and medical insurance before leaving home.** Insurance should cover the loss of your fees and flights in case of cancellation or curtailment (shortening of your course), medical expenses, personal injury, personal liability, overseas legal expenses and the loss of personal belongings and money.
- ▶ If you do not have your own insurance, we can provide you with insurance under our Studentguard+ Student Travel insurance policy. The cost is £5.90 per week including Insurance Premium Tax. You must ask for the insurance at the time you book your course as cover is not available once you arrive in the UK. Please see our website for the full terms and conditions.

STUDENTS UNDER 18

- ▶ Average age: 23. Minimum age: 16. No maximum age.
- ▶ Courses are aimed primarily at adult students so students under 18 should feel comfortable in an adult environment. We have a responsibility to provide a safe environment for all our students but especially for students under 18.
- ▶ Before a student under 18 starts a course, we require the parent/guardian and the student to sign and send us the **Parental Agreement for Students under 18** to confirm that they understand the procedures and the rules that we have in place for the welfare of under 18s and the level of supervision that we provide. See our website for more information.

GENERAL INFORMATION

- ▶ Emergency number outside of office hours: **(+44) 774 702 1261**
- ▶ 7 levels from A2 (Elementary) to C2 (Advanced+).
- ▶ **No beginners.** A2 (Elementary) students should start on a main starting date.
- ▶ The materials fee includes a file, a course book, Guided E-Learning and a certificate.
- ▶ A full social programme is arranged with a weekend excursion, 2 evening activities during the week and sports. The programme is arranged on a 'pay-as-you-go' basis. See the website for details: <https://www.elcbristol.co.uk/student-corner/social-programme>
- ▶ Most of our accommodation is within walking distance of the school. If you decide to buy a local bus pass, the cost is £12.00 per week via the First Bus app with a student card. (Subject to change)
- ▶ (2018) Average number of students in the school: 175
- ▶ Number of different nationalities per year: 38 Average number per week: 27