



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.

LIVE LANGUAGE GLASGOW

Terms and Conditions

Definition of the Actors involved in these Conditions:

The term 'company' means Live Language or Live Language.com The term 'The client' means the person in whose name the booking is made and shall include the person or persons on whose behalf the same is made. 'Force Majeure' shall mean any event outside the company's control which prevents the prompt performance of its obligations.

School Holidays in 2016:

- Christmas: Wednesday 21 December - Tuesday 3 January 2017 (School closes on 21st December and reopens on 4th January)

School Holidays in 2017:

- New Year: School reopens on 4th January 2017
- Easter: Friday 14 April and Monday 17th April
- Monday 1 May
- Monday 29 May
- Monday 25 September
- Christmas: 23 December - 7 January 2018 (School closes on 23rd December and reopens on 8th January)

Fees:

You must pay the total fees for your course in advance before the start of your course.

Fees are paid in Sterling (GBP) at the time of payment. Invoices are sent with Letters of Acceptance. Course Fees and Accommodation Fees should be paid 30 days before the course starting date.

Fees will not be refunded, except in the case of visa refusal. Live Language will refund the fees and deposit (less any bank charges) when the student sends us the original letter of refusal, issued by the British Embassy/Immigration Department. The Registration Fee will not be refunded.

Students are expected to insure against course cancellation as tuition or accommodation fees are not refunded once a course has started.

Discounted rates are given for longer courses. To receive any discount on course fees all your fees must be paid by the start of your course. If these courses are curtailed for any reason, the student will be re-invoiced at the higher rate.



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Registration Fees are non-refundable. However, if we are unable to offer you a place on a course, we will refund any fees you have paid including the deposit and registration fee, less any bank charges.

Courses are undertaken at the student's own risk. Live Language cannot be held liable for damage or accident to students' persons or property. Students are recommended to take out personal insurance before departure to cover themselves for this and if they unexpectedly finish their course early. Please contact us for information on Student Insurance.

If a student joins a course mid-term they will be invoiced for the remainder of the term. Please see our Student Noticeboard for term times.

Changing your booking will result in a £25 Changing Fee charge.

Please add £20 to your total fees to cover bank charges if you pay by bank transfer.

Accommodation:

To confirm an accommodation booking, the student should pay the £29 booking fee. Once the school receives this, then we start to check availability. The student will be offered accommodation. To confirm acceptance, the student must pay for at least 2 weeks. The accommodation fee is non-refundable. No refund is given if the student cancels the booking. No refund is given if the student refuses the accommodation which is offered. Students will be asked to choose their 1st and 2nd preference when booking accommodation. If your 1st choice is not available in your preferred zone, you will be offered your 1st choice in the other zone. If your 1st choice is not available in any zone, you will be offered your 2nd choice.

Homestays and University Halls of Residence accommodation start on the Sunday before your course starts and finish the Saturday after your course ends (unless previously arranged and agreed to by Live Language). Students wishing to leave their accommodation early must give 2 weeks' notice to the school in writing. Failure to do so will mean that two weeks' fees is payable in lieu of the required notice period. Students must vacate their bedrooms by 12pm so that the host can prepare for a new students arrival.

All accommodation fees must be paid for in advance. You must pay for any damage you cause to your accommodation.

Materials and Examination Fees:

Students must buy their own text books and provide their own stationery.

Course materials, examination fees, and the cost of activities and excursions are not included except where specifically stated. The company will not refund any money to a client who applies for a course requiring a specific level and is then found to be unable to join the course after the initial level test. In this case, the client will be offered a suitable alternative by the school and any difference in price (if the alternative course is less expensive) will be refunded by the company.



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Absence:

Student absence, for whatever reason will not be rewarded by any amount of extension for the course or refund. The Live Language Attendance Certificate will not be awarded in cases of repeated absenteeism, and some student's visa status may be jeopardised. If a student is absent for more than 3 days they must provide a doctor's certificate or a written statement to explain the reason why they have been absent. If a student's attendance drops below 80% they will be asked to attend a meeting with the Director of Studies and they may be asked to leave their course.

For Part-Time Students (studying for 3 hours per week in the evening) – a 'Leave of Absence' (of 4 lessons in a 15 week course) will only be awarded when the student pays at the start of their course. This can only be arranged with office staff and not with their teacher. All students who wish to take holidays during their course must seek approval from office staff before making any arrangements.

Holidays:

Students studying for more than 12 weeks in a full-time course who want to take a holiday during their course must tell the school 4 weeks before the start of the holiday. The course fees will not be refunded but the weeks missed will be added to your course.

Students who have paid for 48 weeks of English lessons may take a maximum of 4 weeks holiday during this period.

Activities and Excursions:

Although the costs of excursions are not included in the English course fees, some typical costs for the Social Programme activities are indicated below:

- Arran island trip: £30
- Loch Ness trip: £35
- Edinburgh trip: £12
- Ceilidh night: £6
- Bowling night: £7

Courses:

Live Language has the right to cancel any class which has not met minimal class number criteria.

The first day of students' courses will consist of needs analysis and orientation as part of the course – the normal amount of hours will not be taught due to this.

In busy times, the maximum class size is 14 but is usually 12. The minimum class size is 4 students (5 for Foreign Languages courses).



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All courses should be completed within the agreed and specified time.

Changing classes:

If students want to change class, for whatever reason, they should speak to their teacher for advice. If they want to speak to someone in the office, they should make an appointment. The final decision to move a student to a new level lies with the Director of Studies.

Starting Classes:

When you register at Live Language you will be given a Letter of Acceptance or Student Confirmation with a starting date and time. This starting date cannot be changed without express permission from Live Language staff. In the case of Visa delay proposed courses cannot be guaranteed after the agreed start date and students will need a new Letter of Acceptance.

For part-time students, you must tell us one day before you start the class that you will come. If you do not tell us that you will start a class, and come to the school without telling us first, you cannot start the class that day.

Refund Policy:

When booking, a non-refundable deposit of £100 and Registration Fee is paid to Live Language. The student must pay the remaining fees and accommodation costs in full 30 days before the course begins. If this payment is not received, the booking will be cancelled.

Fees will not be refunded, except in the case of visa refusal. Live Language will refund the fees and deposit (less Registration Fee) when the student sends us the original letter of refusal, issued by the British Embassy/Immigration Department.

There will be no refund of fees or accommodation costs once the course has started unless Live Language receive the students application for future study at a recognised Live Language educational partner. Deposits are not refunded until we receive payment from your sponsor.

Complaints Procedure for Students:

We want to:

- Give you the best possible customer service
- Find the best way to help you quickly, confidentially and in a positive way
- Understand everything correctly, tell you what is happening and what we will do to help you
- Be equal and fair with everyone, both students and Live Language staff
- Deal with any complaints according to the law, British Council requirements and Live Language's policies.
- Resolve any complaints within 14 days of the complaint first being raised with us.

1. If you are not happy about a person who works in the school, a school service or a school facility, please ask anyone at reception for help. They will tell you who will help you - either the



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Director of Studies (DoS), or the School Director (SD).

2. We will then give you an appointment to discuss your problem. We will try to help you informally first. We can usually solve problems quickly and informally.
3. If the problem is serious or if you want to make a formal complaint, we will ask you to give us your complaint in writing.
4. We will tell you what we are going to do.
5. After we have looked at the complaint and tried to solve the problem, we will meet with you and discuss what we have done. We will give you a written report. We hope you will be happy with the result at this point.
6. If you are still not satisfied, we will try again to help you by reviewing our staff, services or facilities. Then we will meet you again and tell you what we have done, and give you a final written report.
7. If you are still not satisfied but we have done everything possible to help, we will tell you in writing how you can make a complaint outside the school.

Cancellation of Courses:

For students who have not yet arrived- If more than two weeks' notice is given: All tuition, accommodation and transfers will be refunded. A £100 Cancellation Charge will be made. If less than 2 weeks' notice is given: 2 weeks tuition and accommodation will be retained by Live Language. The balance will be refunded. Cancellation or postponement of private/ semi-private lessons must be made in writing and within office hours at least 24 hours in advance of the lesson start time. The booked lesson fee will be charged if Live Language is not given such notice.

Attitude:

All students are expected to behave with responsible attitudes and treat fellow staff, school property or fellow students with respect. Ignoring school guidelines may result in expulsion without a refund of course fees.

Conditions and Procedures of Expulsion from Live Language:

A student may be expelled at any time, without refund, if the School Director is reasonably satisfied that the student's conduct (whether on or off the premises or in or out of term time) has been prejudicial to good order or School discipline or to the reputation of the School. The School Director will act fairly and in accordance with the procedures of natural justice and will not expel a student other than in grave circumstances. The deposit will not be returned in the case of expulsion. The decision to request removal of a student and the manner and form of any announcement shall be at the sole discretion of the School Director. A student who has been excluded, suspended or removed from the School for any reason shall not be re-admitted without written permission from the School Director. In the event of expulsion or of a student's removal being required, the School Director will advise the student/parents of the procedure under which a written application for a review of the decision may be made. A student who has been withdrawn, excluded, suspended, removed or expelled from the School has no right to enter the School



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Length of Contract:

All courses should be completed within the agreed and specified time.

Insurance:

All students are advised to take out insurance in their own country as protection against losing money through cancellation or unexpected termination due to illness or an accident and any health problems the student may suffer while they are here. Students may be entitled to free medical treatment in the UK – please check status before you arrive.

Computer Use:

Students may use the computers provided by Live Language for their own use. Inappropriate use of the Live Language computers may result in the student being asked to leave the school without a refund of their course fees.

Privacy policy:

Live Language is committed to preserving the privacy of all visitors to its website. Please read the following privacy policy to understand how we use and protect the information that you provide to us. This policy may change, so we recommend that you check it from time to time.

What information does Live Language collect?

In certain areas of our site you may be asked to provide certain information about yourself including your name, title and postal and/or email address. We may also collect information about your usage of the website.

How does Live Language use this information?

We use the information we collect about you to help us understand how our site is used and to send you communications about us which we think may be of interest to you. It will also enable us to contact you where necessary if (for instance) you have registered to take a language test or have requested information regarding the services that we provide. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services. If you have consented, we might also use your information to let you know about other products and services which we offer which may be of interest to you and we may contact you by post, telephone or fax, as well as by email. If you change your mind about being contacted in the future, please let us know by emailing info@live-language.com or writing to Marketing, Live Language, 10 Somerset Place, Glasgow, G3 7JT, Scotland, UK or calling us on : +44(0) 141 221 0793



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Disclosure of your information

Live Language requires to process data about students in order to carry out normal administration. When you register with Live Language you will be giving us permission to process data about you. If you do not give your consent to this processing, Live Language may not be able to accept you as a student.

If you change school or go to another institution other than Live Language, relevant personal data may be supplied to that institution to enable it to carry out its normal administration. If your fees are paid by a third party, such as a parent, spouse, employer or government, Live Language may be required to supply these parties in regard to level, progress and attendance with these parties.

Live Language will not share, sell or rent your information to any other third party. Finally, if Live Language merges with another business entity, your information may be disclosed to Live Language's new business partners or owners.

Updating and correcting or deleting your information

If you change address or if any of the other information that we hold about you is inaccurate or out of date, please let us know by emailing us at info@live-language.com or writing to Marketing Live Language, 10 Somerset Place, Glasgow, G3 7JT, Scotland, UK or calling us on +44(0) 141 221 0793. with the correct details. If you no longer wish to receive correspondence from us, please contact us at either of the addresses or the given telephone number to inform us of this and we will remove your details from our records when they are next being updated.