



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.

STAFFORD HOUSE

TERMS AND CONDITIONS

AGE

The minimum age is 16 years. There is no maximum age. Please note that Stafford House International (SH, We, Our) does not provide supervision for students who book an adult course.

Parents and guardians of under-18's should read our parental info sheet, and are required to send us the completed consent form before the student's arrival date.

VISAS

Students are responsible for fully complying with all requirements of the appropriate Immigration Authorities both before and during their stay in their chosen country. If they fail to comply with these requirements and are expelled from the country, they will not be entitled to any refund of fees. SH reserve the right to refuse an application if we do not think there is an intention to comply with any of the Immigration Authority regulations.

Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen country. SH will endeavor to support students at all times, but cannot be held responsible for decisions taken by Embassies or Immigration Authorities regarding entry visas or extensions, or regarding changes made to regulations.

Minimum payment, as set out in your proforma or invoice, must be received in full prior to any supporting visa documentation being issued. There are additional fees to have original documents couriered.

Should the student's arrival date be postponed due to a delayed visa application, we cannot guarantee the original accommodation allocation, and we reserve the right to offer alternative accommodation. We also reserve the right to charge additional accommodation fees if less than 2 weeks' notice is provided.

If a student's visa application is refused, an original copy of the visa refusal letter must be provided. Accommodation fees will be refunded less the equivalent two weeks' notice period if applicable. Fees, excluding any applicable non-refundable fees (see below), will be refunded to the fee payer if the visa was refused through no fault of the student. If the student reapplies for a visa after being refused, they will not have to pay the deposit fee again, but will incur any visa documentation related fees (Courier, I-20).

UK Only: We will not refund any fees paid if students withdraw their application after a visa has been issued.



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US Only: SH is authorized under federal law to enroll non-immigrant students. By law, to issue the I-20 form, the school must receive a fully completed application form, applicable fees, and current bank statement or letter with proof of sufficient funds to cover tuition and living expenses while in the US. An acceptable financial statement can be one of the following documents:

- A current personal bank statement or letter from the student's bank (issued within the last 90 days).
- A letter of support from the student's parents/sponsor stating that they will be responsible for the student's expenses during their stay, and a bank statement or letter verifying their financial ability to meet the student's expenses.
- A letter guaranteeing financial support from a sponsoring organization.
- A scholarship letter from the student's government. Students will need to show the same financial documentation to the U.S. Consulate at the time they apply for their F-1 Student Visa. Issuance of an I-20 is for courses of a minimum 2 weeks' duration and 18 class hours per week. F-1 students transferring their I-20 from another school in the US must also be in active status and have completed a SEVIS transfer form to our school.

PAYMENTS

Payment methods are explained on the proforma or invoice. Payments must be received in full 30 days prior to the course start date. If a student books less than 30 days before their course start date, full fees will be due immediately. Deposits and fees are not transferrable between students.

We aim to release transfer and accommodation details 14 days prior to arrival date, subject to receipt of full payment.

Course and Accommodation is only secured for the period that has been paid for in full.

UK Only:

- A non-refundable deposit of 200.00 GBP is required at the time of application.

US Only:

- A non-refundable deposit of 150.00USD is required at the time of application to all full-time ESL Courses and TEFL Courses.
- A non-refundable deposit of \$50.00USD is required at the time of application to all part-time ESL Courses.
- A fee of \$25 will be imposed for any checks that are returned due to insufficient funds or incorrect information.



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SCHOLARSHIPS

Scholarship students will not be allowed into class without either a guarantee letter or tuition fees paid. Any fees paid direct to the school will be refunded to the fee payer upon receipt of the guarantee letter.

If choosing to stay in accommodation provided by SH, recipients of scholarships or government grants will also be asked to pay for 4 weeks accommodation fees in advance of their arrival date.

CANCELLATIONS, POSTPONEMENTS AND REFUNDS (PRE-ARRIVAL)

Written notification of cancellation must be submitted in order to provide refunds.

If SH cancels a course after a student's enrolment, all monies paid will be refunded to the fee-payer.

Refunds will only be paid to the fee-payer, via the original payment method. In the case of cash payments, refunds will be returned by bank transfer (UK), or check (US). Refunds will be disbursed within 45 calendar days of receiving notice of cancellation.

Where applicable, the following fees are considered non-refundable fees, with noted exceptions:

- Registration fee
- Accommodation Booking Fee
- Payment Fees such as Bank Transfer Fees or Credit card processing fees
- Courier Fees (refundable prior to sending)

There will be a charge equivalent to the cost of two weeks accommodation fees, if you cancel accommodation, or postpone your arrival date, less than 2 weeks before the start date.

UK Only: If written cancellation is provided more than 14 days prior to the arrival date, or students have had their visa rejected through no fault of their own, SH will refund fees received in full less any non-refundable charges (Deposit, courier, bank charges).

Students cancelling less than 14 days prior to their arrival date will not receive any refund of fees paid. However, if you cancel a course which is longer than 4 weeks, we will apply a non-transferrable credit note for that part of the course which is longer than 4 weeks. For example, if you cancel an 8 week course, we will give you a credit note for 4 weeks. This will be valid for 6 months only. Credit notes and cancellation notice periods will be effective from the original course start date, and not the postponed course start date.

US Only: SH will refund all tuition in full if written notification of cancellation is submitted prior to starting the course and prior to entering the country on a school sponsored I-20.



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Boston and Chicago: If the student has entered the country on a school sponsored I-20, but cancels prior to starting the course, the school will retain 4 weeks of tuition.

San Diego and San Francisco: If the student has entered the country on a school sponsored I-20, but cancels prior to starting the course, the student has the right to cancel and obtain some refund of charges paid through attendance at the first day of class (end of day on first Tuesday of class), or the seventh day after signing the Enrollment Agreement, whichever is later.

WITHDRAWALS AND REFUNDS (POST-ARRIVAL)

Refunds will not be issued for any unused tuition or accommodation due to expulsion as a result of poor attendance, or disciplinary issues.

Prorated refunds will be calculated on a weekly basis at the new course duration pricing tier. When determining the number of weeks, the school will consider a partial week the same as if a whole week were completed.

Promotions and/or other discounts may be nullified and removed in the recalculation of course fees if the criteria for said promotion are no longer met.

Any refunds due will be disbursed within 45 calendar days of receiving notice of withdrawal.

UK Only: No refunds of tuition or registration fees will be given by the school once the arrival date has passed. Accommodation fees will be refunded, less the equivalent of 2 weeks' notice which must be in writing.

US Only: All students attending a SH Centre in the US will be subject to the destination-specific applicable State Enrolment & Refund Agreement policies which will be set out on the proforma and/or invoices, and will also be available upon arrival in each Centre.

AMENDMENTS TO BOOKINGS (POST-ARRIVAL)

Any changes to bookings are all subject to availability. Any additional fees that may be incurred due to a change must be paid for in advance of the change being implemented.

UK Only: There will be no refund given to students who wish to change to a course of a lesser value. 2 weeks' notice must be provided if a change to any accommodation type is requested.

US Only: 2 weeks' notice for homestay accommodations and 4 weeks' notice for residential accommodations must be provided if a change to the accommodation type is requested.



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CLASSES

On the students first day, they must sit our placement test so that we can assess the standard of their English language skills. The results of this test will determine the appropriate level of study. If a student does not have the minimum level of English required to study on a specific course, SH reserve the right to move the student to an appropriate course for their level. Our decision to move the student to a different course will be entirely at our discretion, and the decision will be final.

Classes will take place either at our premises, or at alternative premises which will be of a similar standard to our own premises.

Private/One-to-One lessons will be scheduled subject to teacher/classroom availability.

The average number of students in any class depends on the course and the time of year, but will not be more than 14 (UK) or 15 (US).

UK Only: Students studying on our FLEX course are aware that their timetable may change on a weekly basis. Students will not be entitled to any refund in fees if SH require them to attend a different course from the original course they chose.

ATTENDANCE

SH expect all students to attend every class in their course. SH will take disciplinary measures if students fail to attend AT LEAST 80% of the classes on their course. Students must arrive at each class before it starts and return promptly after any break. Entry to class will not be allowed if students are more than 10 minutes late. If students are persistently late or absent, it may result in expulsion from the School.

SH may be required to contact the student's fee payer or financial sponsor if SH enter into disciplinary measures.

Students must let SH know if they plan to be absent from class for any reason. SH are not obligated to issue credit to students who are absent due to illness.

UK Only: A Doctor's certificate must be provided if absence of more than 5 consecutive days is due to illness. For students that hold a Tier 4 visa studying in the UK, and fail to meet our minimum attendance requirements, or do not attend any classes for 10 consecutive days without authorisation, SH must report this to the Immigration Authorities, and they will be expelled from the School.

US Only: Doctor notes are not accepted to excuse absences. If students miss school because they are sick or have a doctor's appointment they will be marked absent. For students that hold an F1 visa studying in the US, and fail to meet our minimum attendance requirements, they will be expelled from the School, and their SEVIS record will be terminated.



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HOLIDAYS/VACATIONS

SH will not make up any lessons or classes for national UK or US holidays in which the school is closed. If students take any holiday, SH cannot guarantee they will be in the same classes or accommodation when they return. Students wishing to leave luggage in their accommodation, or return to the same accommodation upon their return, will be required to pay the full accommodation rate for that period.

UK Only: If students take holiday, and their course departure date subsequently exceeds their visa expiry date, SH will not refund any unused tuition fees.

If the Course is longer than 11 weeks, students are entitled to take holidays from their Course as follows provided they give us 14 days advance notice:

- if their Course is 12 - 23 weeks, they are entitled to 2 weeks holiday
- if their Course is 24 - 35 weeks, they are entitled to 4 weeks holiday
- if their Course is 36 - 51 weeks, they are entitled to 6 weeks holiday

US Only: Full-time students will become eligible to take vacation after completing 6 weeks of studies. For each 6 weeks of studies completed, students will accrue 1 week of vacation time. In order to be eligible to use accrued vacation time, a student must have a cumulative attendance percentage of at least 80%, and must have paid for at least 4 weeks of class after the vacation finishes. The student must submit a written vacation request at least 2 weeks in advance of the vacation. Vacation can only be approved for complete weeks. If the student plans on leaving the US, the student must speak with a staff member to discuss eligibility and other immigration requirements.

Part time students and TEFL Course students are not eligible for vacation.

ACCOMMODATION

Accommodation details will be issued to the student after receipt of full fees. SH will endeavour to release accommodation details 14 days prior to arrival.

Students must advise us of their specific arrival and departure dates and times prior to arrival, which may be adjusted later if necessary.

Accommodation cancellations less than 2 weeks before the arrival date will incur a fee equal to 2 weeks accommodation.

All charges are on a per week basis, and not a 'calendar month', and extra per-night charges will be incurred for students staying extra nights, if extra nights have been approved. Arrival should be on a Sunday, and departures should be on a Saturday.



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Whilst SH will always strive to provide the type of accommodation requested, there may be times when a type may not be available. In these instances, the student will be given the opportunity to select an alternative type, or decline to accept accommodation. SH is not obligated to guarantee a particular accommodation type at any time.

There is no obligation for the homestay to spend a specific amount of time with the student.

Accommodation cancellations less than 2 weeks (for all accommodation types in the UK, and homestay in the US) and 4 weeks (US Residence only) before the arrival date will incur a fee equal to 2 or 4 weeks accommodation depending on the accommodation type and location.

If a student wishes to change accommodation, they will be required to give a minimum of 2 weeks' notice (UK all accommodation types, US homestay) or 4 weeks' notice (US residence) to the school, or forfeit 2 or 4 weeks accommodation fees, unless there is cause due to gross negligence on the part of the accommodation provider.

US Only: There is a non-refundable \$100.00 housing placement fee for all accommodation placements. Payment of this fee will be due at the time of the student's initial application. Payment for the first 4 weeks' housing fees are due in full at least 14 days prior to the course start date, otherwise the student may forfeit the hold on their accommodation along with their housing placement fee.

TRANSFERS

Students must let us know if they would like us to arrange an airport transfer. 7 days before their flight they must give us details of their flight, arrival airport, arrival time, flight number, airline and point of origin. They must also let us know if any of this information changes. If students do not provide us with this information SH will be unable to arrange the transfer, and no refund will be given for the transfer fee.

Transfers will only be booked upon receipt of full payment and so payment must be made in advance of arrival.

If the incorrect flight information is provided, or the flight is missed, and a transfer is sent to collect the student, SH will not refund the transfer fee.

CONDUCT AND EXPULSION

SH will not accept: poor attendance; disrespect to members of staff or other students; foul, inappropriate or abusive language; violence; intimidating or insulting behaviour; bullying; any form of discrimination (including based on race, gender, religious beliefs or sexuality); or any other act or behaviour that does or may bring the School into disrepute or cause any harm or suffering to staff, other students or members of the public.

If the student fails to meet our minimum conduct requirements, SH may expel them. SH may also take any further action SH think is appropriate including informing the appropriate



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Immigration Authorities and, if they are under 18 years of age, their parent(s) or guardian.

Students must use our computers and internet access in accordance with our instructions and applicable codes of conduct. Students may not use our computers or internet access for any illegal or unauthorised purposes (including accessing pornographic, obscene or illegal material) or for any commercial purposes.

In the event of expulsion due to inappropriate conduct, there will be no refund of unused tuition fees. Accommodation fees will be refunded, less the notice period amount.

Repatriation is at the student's own expense.

Students will be asked to sign a student Code of Conduct upon arrival.

PHOTOGRAPHY

SH may send out email offers, updates and newsletters. SH or its representatives reserve the right to photograph or shoot video footage of students and collect written or video student testimonials for promotional purposes, both printed and online. Any student who does not wish to participate should advise SH at the time of booking and state at the time of the photographing or video shooting that they wish not to participate. By accepting these terms and conditions, the student (and their parent/guardian if under 18) gives consent to use of these photographs or video footage without further consent or notifications.

FORCE MAJEUR

SH are not responsible for any events outside our reasonable control which may cause the closure of part or all of the School and the cancellation of any classes, courses or other services or materials SH provide. Events outside our reasonable control may include, without limitation, war, riot, civil strife, industrial dispute, terrorist activity, disaster, storm or other extreme weather conditions, flood, plague and infectious disease. Whenever reasonable and practical, SH will endeavor to offer compensatory classes, however this cannot be guaranteed.

SERVICES

SH reserves the right to change details of its services, including courses, facilities, accommodation and course dates, where circumstances beyond its control necessitate such changes or where the number of enrolments is not enough to operate a course viably.

UK Only: Any questions or problems concerning SH that have not been satisfactorily answered or resolved by SH should be directed to: English UK, 219 St John Street, London, EC1V 4LY, UK.

US Only: Any questions or problems concerning SH that have not been satisfactorily answered or resolved by SH should be directed to: Accrediting Council for Continuing Education and Training, 1722 N Street, NW Washington, DC 20036. Students may also contact their local U.S. Consulate to resolve disputes or concerns regarding student visa issues.



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LIABILITY

SH will not be held liable for loss, damage, or injury to persons or property while attending the schools. The student is solely responsible for the safety of any personal property they bring to the School, including any post sent to them at the School and exam results or certificates.

Students must pay for any damages caused by them to SH property or to property in which they are housed.

INSURANCE

Students are solely responsible for ensuring they have appropriate insurances in place to cover their travel to their chosen country and attendance at the School.

US Only: Insurance is required for all students because medical care is very expensive in the U.S. Insurance coverage purchased through SH takes effect on your first day at SH or the Monday after your date of purchase. Insurance is available to purchase at the school if policies have not been bought in advance.

DATA PROTECTION

In order to deliver education and protect welfare, SH will collect, keep and otherwise process personal data, including sensitive personal data that relates to the student and their circumstances. This will include their name, and contact details and where appropriate those of their parents, guardian, agent or sponsor. SH will also keep data about their education, health, welfare, accommodation, travel, passport, visa, finances and fees.

SH will keep this information secure at all times and will share it within Cambridge Education Group as necessary to run our business, deliver their education and ensure their safety. SH will also release the data where it is legally required or lawful to do so, or in the event of a medical emergency if it is necessary to protect their health or the health of others.

SH may also provide reports to their agent, parent or guardian on their progress.

Students (or Guardians) consent to their sensitive personal data including health, welfare, nationality, ethnicity, religious and other data being stored, processed and released by SH in this way.

On the first day of the student's course, they must give SH their passport (or ID Card if they are resident in the EU). SH will copy it and return the original to them. It is the student's responsibility to update any Personal Information they give us if it changes.

UK Only: SH will comply at all times with our obligations under the Data Protection Act 1998 in relation to the student's Personal Information.

TERMS AND CONDITIONS

The current SH Terms and Conditions supersede any previous Terms & Conditions that were applicable at the time of student's booking.