

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.

THE LIVERPOOL SCHOOL OF ENGLISH

Terms and Conditions

Bookings

- •Bookings should be made at least 28 days in advance of the course start date.
- •Course books and materials are included in the tuition fees.
- •Please be aware that on your first day at school you will be asked to complete a placement test, which includes a written part to assess your vocabulary, grammar and writing skills, and a face to face interview to assess your speaking and listening ability. This test helps us to put you in the best possible classes during your stay. If this test shows that you are not at the right level for a course (e.g. one of our exam preparation classes such as FCE, CAE, IELTS), we will offer you an alternative course based on your needs.

Returning Students

•If students return to LSE for another course, they will not be charged the registration fee or accommodation booking fee.

Insurance

- •Insurance is included in LSE's tuition fees and we recommend that students read the insurance documents on their booking confirmations so that they understand the full details of the benefits and exclusions that apply to the policy.
- •LSE has partnered with Endsleigh to develop a bespoke insurance policy that is specifically designed for our students while they study with us. We are working together to ensure that our students have adequate insurance for their course while in the UK and to provide complete peace of mind.

Age

- •The minimum age is 16 years old. There is no maximum age.
- •LSE 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. Bookings from students outside the published age limits are treated on a case by case basis.

Under 18s

- •Students aged 16 and 17 are not supervised (except in lessons).
- •Bookings at LSE are made on the basis that other students on our courses may be over 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.
- •If any student under the age of 18 wishes to study at LSE, the person or people with parental responsibility for them in their own country should complete a consent form and return it to the Admissions Team with a copy of their ID. This form outlines the rules and conditions that will apply for LSE 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 consent form, it will be assumed that the general rules and conditions outlined in the form have been



UTIONS



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.

accepted by the parents/guardian of the student.

EEA students

- •Please note that booking confirmations and accommodation details are normally sent via e-mail. Documents can be sent by post or courier upon request at an additional cost.
- •No documents can be issued until we have received:
 - Completed and signed Registration Form
 - •Copy of Acceptable ID
 - •Registration Fee
 - Tuition Fees
 - •Accommodation Fees (where accommodation has been booked)
- •In all cases where LSE has been requested to mail documents by courier service, courier fees are payable to LSE whether the student attends or cancels for whatever reason.

Visas

- •It is the student's responsibility to ensure that they have the correct visa type and appropriate leave to remain in the UK. In the event that we find that they do not have appropriate leave to remain, we will terminate the course immediately. In this case, tuition and registration fees are non-refundable.
- •Information on visa types can be found on the Home Office website:

https://www.gov.uk/government/organisations/uk-visas-and-immigration

- •LSE has been granted permission to be on the Register of Sponsors by the Home Office. This allows LSE to issue a Confirmation of Acceptance for Studies (CAS). In issuing this CAS Statement, LSE does not guarantee a visa and LSE cannot be held responsible for any visa refusals or incorrect visas being issued by the Home Office
- •In the case of General Student Visas (Tier 4), we will only issue a CAS Statement on the understanding that it is the student's firm intention to study on the course booked and complete the attendance requirements. LSE is obliged to inform the Home Office where attendance is unsatisfactory or where a course is curtailed.
- •All Tier 4 students will need to take a Secure English Language Test (SELT) to apply for a Tier 4 Visa and then take a further SELT before the end of their course at the school.

Non-Visa Nationals and Visa Nationals

- •For students applying for a Short Term Study Visa, letters of acceptance, booking confirmations and accommodation details are normally sent via e-mail. Original documents can be sent by post or courier upon request at an additional cost.
- •For students applying for a General Student Visa (Tier 4), CAS Statements, booking confirmations and accommodation details are normally sent via e-mail. Original documents can be sent by post or courier upon request at an additional cost.
- •In all cases where LSE has been requested to mail documents by courier service, courier fees are payable to LSE whether the student attends an LSE Programme or cancels for whatever reason.
- •No documents can be issued until we have received:
 - •Completed and signed Registration Form
 - •Copy of Acceptable ID







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.

- •Registration Fee
- Tuition Fees
- •Accommodation Fees (where accommodation has been booked)

Other

- •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.
- •LSE reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund
- •Some courses may not run as advertised if there are not enough students on the course. We reserve the right to offer an alternative option to students in this case.
- •Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of 1:1 private lessons.
- •If a student's English level is not suitable for the course they have booked, we reserve the right to move them onto a different course or to refuse admission to the school.
- •Beginner level students should start within 3 weeks of the new term to facilitate an easier start to their course.
- •If we determine that a student is a beginner (usually A0 or A1 level on the Common European Framework) or very advanced (usually C2 and above on the Common European Framework) after arrival and we are part way through a term then we reserve the right to offer the cost-equivalent number of 1:1 private lessons where a beginners course is not available.
- •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 should note that we are unable to teach literacy in our group classes. Any student who requires lessons in literacy should book private lessons with the school for this nursose
- •Students are subject to the school's policies and procedures, most of which are published on our website. Failure to comply with these policies and procedures means students may be asked to leave the premises and no refund will be given.

Accommodation

- •All accommodation is subject to availability and early booking is advisable.
- •Students must keep the school informed regarding the visa application process as LSE will not begin to find accommodation for students until they have successfully had their visa granted. Students should inform the school as soon as their visa has been granted.
- •Where we have availability, we may provisionally assign accommodation before the visa is granted.
- •All accommodation payments must be made through the school at least 28 days prior to arrival.
- •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 2 weeks in advance.
- •If students fall behind with their accommodation payments they will be asked to leave their accommodation.





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.

- •Accommodation is only provided for students following full-time courses. If only studying 1:1 private lessons with the school students must book at least 5 hours per week in order to request accommodation from the school
- •Accommodation is arranged for students only while they are studying at the school and may be extended on a case by case basis, subject to availability.
- •If students wish to have a guest they must arrange this with their accommodation directly and students may be charged extra.
- •If students leave school early for any reason, they may be asked to leave their accommodation.
- •Accommodation is booked from Sunday to Saturday. If students wish to arrive or depart on a different day they must speak with our Accommodation Team.
- •Arrivals between the hours of 23:00 and 07:00 are subject to a £40.00 late check in fee.
- •Students should send their full arrival details as soon as their travel arrangements have been made. If we do not receive flight details (and confirmation of visa approval where applicable) 7 days prior to arrival, we may not be able to reserve the student's chosen accommodation. We reserve the right to offer an alternative at a different price.
- •If students book accommodation for part of their stay and they decide to extend their stay in school accommodation we cannot guarantee availability, especially during peak seasons. Students should always book accommodation for the full length of their study period unless they have booked private accommodation.
- •If students are unhappy with their accommodation they should talk to the Accommodation Team who will discuss the issue and may relocate the student.
- •Students will be asked to sign an accommodation contract and abide by the terms and conditions of the contract. Failure to do so means students may be asked to leave the premises and no refund will be given. We cannot guarantee that we will be able to find alternative accommodation.
- •Students will be charged for any damages they have caused in their accommodation. Students should refer to their insurance documentation for information on their cover.
- •Due to unforeseen circumstances, it may be necessary to change student accommodation either prior to arrival or during a student's stay and the school reserves the right to do this. We guarantee to provide accommodation for the period that the student has booked but not necessarily with the same family or residence provider for the whole period. The accommodation will be of an equivalent standard. Students have no right to compensation in such an event.
- •If a booking includes extra nights, students will be charged a nightly rate for up to 3 nights. More than 3 nights will be charged at the full weekly rate.
- •If students book their own accommodation they must provide their contact details to the Admissions Team prior to arrival.
- •If students book their own accommodation and would like to move to accommodation provided by The Liverpool School of English, we will aim to find suitable accommodation within 7 days of notice.
- •If students move from one accommodation provided by The Liverpool School of English to another (eg. homestay to residence), we will aim to find suitable accommodation within 7 days but it could take up to 14 days as per the cancellation policy.
- •A £50.00 key deposit will be added to the student's total invoice. This will be refunded within 14 working days of departure subject to satisfactory check-out procedures made by an LSE staff member at the residence or the host in homestay. The deposit will not be refunded if a damage claim form has been completed and verified by

UTIONS



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.

the school. We will take acceptable wear and tear of the accommodation into consideration. The key deposit can only be claimed up to 12 months after the departure date.

Homestay

- •If students require internet access in the homestay this must be requested at the time of booking.
- •LSE will do everything possible to meet homestay requirements outlined by the student. We will give priority to medical requirements such as allergies and therefore students may be asked to provide a medical certificate.
- •Students with extra dietary requirements (eg. coeliac, gluten-free, lactose intolerance, etc.) will be charged an additional weekly fee of £15.00 per week.
- •Hosts live approximately 20-40 minutes from the school on public transport. The main bus/train stations are approximately 5 minutes' walk from the school.
- •Hosts speak English as a first language or have native-like fluency and only speak English in the home.
- •Our hosts may be different kinds of families, such as parents with children, older people, single parents etc.
- •Hosts will provide bedding and towels for student use. Hosts will wash a reasonable amount of personal laundry (eg. 1 load per week).
- •Hosts are advised to provide all adult students with a house key.
- •Please note that if students want to take a holiday or return home for a period of time and leave their luggage in their homestay accommodation then they will have to pay a retainer fee of £50.00 per week. Students should discuss this with our Accommodation Team.

Residence

- •Residence accommodation is only available to students who are over 18.
- •LSE use several different external residence accommodations which are based in the city centre within walking distance to school, shops and amenities.
- •Residences are completely non-smoking. If students are found to be smoking they may be asked to leave their accommodation.
- •Alternative residences of equal standard may be substituted when availability requires this or in extenuating circumstances.
- •All enquiries regarding occasional overnight visitors should be discussed with the residence directly. Guest policies are at the discretion of the residence management, provided that no disturbance or inconvenience is caused to other occupants. Students will be held fully responsible for the actions and behaviour of their visitors.
- •Students will be subject to a pre-departure checkout on their room in residence, during which an LSE staff member will inspect the room for damages during their last week. Students do not have to be present for the check but may contact our Accommodation Team to arrange this.
- •Please note that if students want to take a holiday or return home for a period of time and leave their luggage in their residence accommodation then they will have to pay a retainer fee of £140.00 per week. Students should discuss this with our Accommodation Team.

Airport Transfers

- •Students who book an airport transfer should follow the instructions on their booking confirmation carefully.
- •Students should contact the transfer company directly if they are delayed.
- •We reserve the right to transfer more than one student in the same car at the same cost.





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.

•There is no refund if the flight details provided are incorrect.

Payment

- •All fees are payable in pounds sterling (£) and payment can be made as follows:
 - •Online Visit Ise.flywire.com (Help can be found here: https://www.peertransfer.com/help/questions)
 - •Credit Card There is a 3% charge for credit card use and a 39p charge for debit card use. Students can contact the school on +44 (0)151 706 0730 and speak to our Finance Officer to pay over the telephone. (For PCI DSS Compliance we are unable to receive card data by e-mail or any other electronic method.)
- •Students should mention their name and/or student ID number in the reference section of the transfer form so that we know who the payment has come from.
- •Students should send a copy of the transfer receipt by email as proof of payment.
- •Payment must be made at least 28 days in advance of the course start date.
- •We do not accept part payments of course fees. If students do not keep their balance up to date then they will not be able to attend the school.
- •For further advice on UK banking please see the following links:
 - •https://www.bba.org.uk/wp-content/uploads/2014/01/AE249 BBA International Students Oct12.pdf
- •Please note that the school reserves the right to withhold a student's leaving certificate if there are any outstanding fees on their booking. This includes tuition or accommodation.

Sponsored Students

- •If a student is being sponsored by any government, grant agency, embassy and any other funding sources then a provisional letter of sponsorship is required before they can be issued with a letter of acceptance or booking confirmation. Students will not be permitted to start their course until a full letter of financial guarantee has been received by LSE.
- •It is the student's responsibility to be aware of their Embassy's procedures, what costs are covered and the expiry date of the financial guarantee. The registration fee needs to be paid by the student and when LSE receives the first payment from the Embassy we will refund the registration fee to the student.
- •In the event of cancellation, the registration fee is non-refundable.

Cancellation

- •Insurance is included in LSE's tuition fees but we recommend that students read the insurance documents on their booking confirmations so that they understand the full details of the benefits and exclusions that apply to the policy. LSE has partnered with Endsleigh to develop a bespoke insurance policy that is specifically designed for our students while they study with us. We are working together to ensure that our students have adequate insurance for their course while in the UK and to provide complete peace of mind.
- •The registration fee is non-refundable.
- •Where accommodation has been booked, the accommodation booking fee is non-refundable.
- •The CAS fee for General Student Visas (Tier 4) is non-refundable.
- •If students have to cancel their course because their application for a visa has been refused, they will need to provide documentary evidence from the relevant embassy before any refund can be considered. Once the school has received a copy of all pages of the visa refusal letter including the last page with the signature of the



UTIONS



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.

ECO and date of refusal, we will refund all monies received minus the registration fee, accommodation booking fee, courier and insurance fees where applicable and any bank charges. Refunds will be made within 14 working days of receipt of the visa refusal letter

- •For bookings made 'at distance' (for example, via our website, by telephone, by email), students 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. The school must receive notice of the cancellation in writing by post or email within the Cancellation Period. We will not start providing services to students during the Cancellation Period unless students request us to do so in writing. We will refund fees paid within 14 days of the date we receive confirmation of cancellation. However, in the case that students have confirmed in writing that they wish us to start providing services within the Cancellation Period, LSE can charge a reasonable sum for the services based on the proportion of the course undertaken and deduct this from any refund payable.
- •Cancellation fees are as follows:
 - •Cancellation more than 28 days before the start of the course Full refund.
 - •Cancellation from 28 days to 7 days before the start of the course 50% of the course fees may be refunded.
 - •Cancellation less than 7 days before the start of the course No refund.
- Accommodation cancellation fees are as follows:
 - •Cancellation more than 14 days before the start of the accommodation Full refund.
 - •Cancellation less than 14 days before the start of the accommodation 1 week of accommodation is payable to the school.
 - •This policy applies throughout the student's stay.

Postponements

- •If students want to postpone their course, they must request this in writing.
- •Students may only postpone if there is space available on the new course dates that they wish to attend.
- •Students can postpone their course to start up to 12 months after the original start date.
- •Students who have applied for a General Student Visa (Tier 4) and need to postpone their course may need a new CAS Statement. If students need a new CAS Statement, the school will cancel the previous CAS Statement and deal with any future requests on a case by case basis. There are no refunds for a cancelled CAS Statement. Students will need to pay for each CAS Statement they request.
- •We may have to inform the Home Office about any non-EU students who do not arrive on the agreed date and we may not be able to postpone the course dependent on visa regulations at the time of booking.

Cancellation/Change of Course after Arrival

- •If students have to stop their course early, tuition fees are non-refundable under any circumstances.
- •Fees are non-transferable. Students cannot transfer their fees to another person or onto another course.
- •If students are here on a General Student Visa (Tier 4) and finish their course early, we have to inform the Home Office of their new arrangement.
- •All refunds will be paid to the payee only.
- Accommodation will be refunded as per the conditions outlined in our cancellation policy.
- •For cancellation of 1:1 private lessons, we require 24 hours' notice in order to rearrange the lesson. If students cancel less than 24 hours before their lesson they will be charged the full fees.







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.

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

Extensions

- •If students wish to extend their course they may do so, provided there is a place available. As the school is often full, we advise booking an extension at least 2 weeks in advance. Extensions must be paid in full before a place can be reserved.
- •Course extensions are charged at the published rate for the number of weeks booked overall (original booking plus extended booking).
- •If students wish to extend their stay in 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 2 weeks in advance for a minimum period of 4 weeks per payment.
- •Please note it may not be possible to stay with the same accommodation provider.

Holidays

- •LSE 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 compensated.
- •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 holidays during examination courses.
- •Students who want to take a holiday break during their course need to complete a holiday request form at least 2 weeks in advance of the holiday. If the holiday is authorised it will not affect student attendance. If students take an unauthorised holiday (eg. do not attend school but have not completed a holiday request form) then student attendance will be affected and the relevant parties involved will be informed.
- •Holiday allowances are as follows:

Length of Course	Maximum Number of Holiday Weeks Allowed
5-12 Weeks	2 Weeks
13-23 Weeks	4 Weeks
24-47 Weeks	6 Weeks
48+ Weeks	8 Weeks







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.

Attendance

- •We keep attendance registers for all students.
- •We expect every student to be on time, attend every lesson and complete their homework. Latecomers are not allowed into class.
- •Any student who is sick for 5 school days or more must provide a certificate from their doctor.
- •If students miss a lesson, regardless of the reason, we cannot give a refund or allow them to take the lesson at another time.
- •If a student is a visa national and 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 Home Office.
- •Other students may be asked to attend a meeting with a senior member of LSE staff.
- •If a student is asked to leave the school for poor attendance or conduct, their fees will not be refunded.
- •Attendance (%) is printed on student's leaving certificates and this cannot be changed.

Personal Information

- •LSE stores student information in electronic and paper format.
- •Some of the personal information students supply will be passed on to accommodation providers or airport transfers companies.
- •All students applying to study at LSE agree to the disclosure of their data to appropriate inspecting bodies, such as the Home Office and the British Council, as required by the Data Protection Act.
- •In order to fulfil our obligations to our students, and, in some cases, to the British authorities, it is necessary for us to see and copy student passports (and visas if applicable), to have contact details for them (including a mobile phone number if the student has one), and to have details of their next of kin in their home country. Students must therefore agree to provide these details and keep them up to date if they change.
- •By accepting these terms and conditions students accept our right to use their personal information in this way.
- •Students and/or parents are reminded of the need to disclose medical information about the student to the school when the booking is made and to enquire prior to enrolling whether the school and accommodation facilities are suitable for the individual's needs.
- •If a student has any specific learning requirements or special needs or physical disabilities, we strongly urge them to declare this at the booking stage. This will allow the school to ensure that we are in a position to consider the requirements in a professional and appropriate manner.
- •LSE will assess all declarations on a case by case basis. If the school feels that it does not have the resources or expertise to deal with the issues then this will be communicated prior to arrival in the UK. Where the school judges that it cannot properly accommodate a student's needs through reasonable adjustment, the school reserves the right to refuse admission.
- •Please note that the school has limited wheelchair access due to the nature of the Grade II listed building.
- •If a special need or disability is not disclosed at the time of booking but one is identified after arrival at LSE, then the school will discuss options for special provision as appropriate with the student and/or his or her parents. 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







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.

home. We will not be responsible for paying for these arrangements. We will not normally refund fees in these circumstances.

Photographs and Filming

- •Classes cannot be filmed or otherwise recorded in any way without the permission (in writing) of the Principal or Director of Studies.
- •LSE may use film or still photographs of students for promotional purposes. Booking a course at LSE implies consent for our student's images to be used in this way unless they tell us that they do not consent at the booking stage.
- •Students (or their parents if they are under 18 years of age) must inform the school in writing before the course starts if they will not allow us to use such images.

Conduct

- •LSE reserves the right to refuse admission to any student or to dismiss any student from school or accommodation without refund 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.

Resolution of disputes

•All complaints will be fully investigated as per the school's Complaints Procedure.

Liability

- •LSE 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.
- •LSE does not accept liability for losses or additional expenses student might incur because of cancellation or delays to their travel services.







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.

Force Majeure

- •LSE is not liable for failure to perform its obligations if such failure is as a result of causes beyond its reasonable control but not limited to 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 LSE asserts Force Majeure as a reason for failure to perform its obligations then we must prove that we 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, where possible, notified of the likelihood or actual occurrence of the event.



