



Student Enrolment Pack

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Accredited by the



for the teaching
of English in the UK

63-65 Westgate Bay Avenue, Westgate-on-Sea, Kent, CT8 8SW England

Tel ++44 (0)1843 831216

enquiries@london-house.co.uk www.london-house.co.uk

LONDON HOUSE SCHOOL OF ENGLISH TUITION FEES 2018/2019

<p>GENERAL ENGLISH COURSES</p> <p>Start any Monday 20 morning lessons per week (17.5 hours)</p>	<p style="text-align: center;">GBP205 per week</p>
<p>INTENSIVE ENGLISH COURSES</p> <p>Start any Monday 30 lessons per week (24.5 hours) 5 mornings and 4 afternoons</p>	<p style="text-align: center;">GBP265 per week</p>
<p>ONE-TO-ONE</p> <p>Dates and lessons by arrangement</p>	<p style="text-align: center;">GBP35 per hour</p>

CAMBRIDGE EXAMINATION COURSE FEES

<p>CAMBRIDGE EXAMINATION AFTERNOON OPTION COURSE (ENGLISH PLUS)</p> <p>Afternoon option to be taken with the General English course. Exam guidance for Cambridge examinations 10 lessons / 8 hours weekly)</p>	<p style="text-align: center;">General English (GBP205)</p> <p style="text-align: center;">Plus, GBP85 per week Plus exam fee</p>
<p>CAMBRIDGE EXAMINATION COURSES INTENSIVE 24.5 HOURS PER WEEK</p> <ul style="list-style-type: none"> • IELTS • PET • KET • FCE • CAE 	<p style="text-align: center;">From GBP300 PER WEEK</p> <p style="text-align: center;">SPECIAL OFFERS AVAILABLE THROUGHOUT THE YEAR</p>

ENGLISH PLUS COURSES

ENGLISH PLUS (DURING SUMMER ONLY)

- ART & CRAFTS
- DANCE & DRAMA
- NEWS & MEDIA

PLUS £65 PER WEEK

ENGLISH PLUS A SPORT

- FOOTBALL
- TENNIS

ENGLISH PLUS ANOTHER SUBJECT

- ALL CAMBRIDGE EXAMS

All English Plus Courses consist of:

GENERAL ENGLISH (GBP205) Plus the price of the additional course, sport or activity.

Prices vary depending on the course or activity chosen.

Please contact London House for all English Plus prices.

COURSE MATERIALS AND ADMINISTRATION CHARGES

Course Materials: The charge for course materials is **GBP45 unless otherwise stated.**
Books may be purchased from the school at cost price.

Administration: Please note that we make a small administration charge of **GBP35** for the processing of your enrolment, payable on your account.

DISCOUNTS

For courses of 6-11 weeks, we offer a 5% discount on tuition fees only.
For courses of 12 weeks and more, we offer a 10% discount on tuition fees only.

ACCOMMODATION FEES – PER WEEK

Host family accommodation with half board (breakfast and evening meal) during the week and full board at weekend	From GBP125
Full board (breakfast, evening meal, packed lunches Monday-Friday, lunch at weekends)	From GBP150

(Host family fee includes: The Booking and Arrangement fee, Continuing Administration fee)

IMPORTANT INFORMATION

There are no lessons on official Bank Holidays in England and Bank Holidays are not discounted from the fees.

Students are strongly advised to take out travel and medical insurance before leaving home. (You are also advised to take out insurance to cover tuition fees in case you cancel your course or leave early).

HOW TO ENROL

1. Complete the Enrolment form.
2. Send your Enrolment form as early as possible. In certain circumstances we can accept last minute bookings by phone or e-mail.
3. When we receive your Enrolment form and deposit of **GBP100**, we will send you formal confirmation of your enrolment at the school. This will include a statement of your account together with details of your accommodation and travel information on how to get to Westgate-on-Sea. You can use this confirmation to obtain a visa (if necessary). It may also be useful when you pass through immigration control on your arrival in England.
4. Don't forget to send your deposit with the Enrolment form.
5. If you wish to take advantage of our port/airport transfer service, remember to inform us in advance of the date, time and place of your arrival.

HOW TO PAY

A GBP100 Deposit is taken on all bookings

- Deposit is non-refundable
- Fees must be paid four weeks before beginning the course
- Fees will not be returned even if course is not completed*
- Travel and Medical insurance is strongly recommended by London House

*See Cancellation Policy for exceptions

How to pay by International Bank Draft: Paid in pounds sterling, drawn on an English bank, which should be sent by post direct to London House School of English Ltd.

By Bank Transfer:

You **must** pay all charges at the time of transfer

You **must** add **GBP12** International Handling charge on to the account

You **must** give your bank the details of our bank:

London House School of English Ltd., A/C No 71558668
HSBC Bank PLC (Sort code 40-03-11)
Cross Roads, 897 Finchley Road, Golders Green,
London NW11 7NX
IBAN No: GB69HBUK40031171558668 BIC: HBUKGB4140R

Remember to make arrangements with your bank at least 6 weeks before your arrival in England to cover the minimum period needed to clear your payment.

On arrival: To be paid in cash, in pounds sterling only and on agreement with school in advance, at time of booking. Please note that your deposit must be paid in advance with enrolment.

TERMS AND CONDITIONS

These Terms and Conditions cover all bookings and enrolments on all and any London House School of English Ltd., English Language School Programmes or Courses. They apply to both individual students and students who have book with an agency or as part of a group booking. They also apply to staff and representatives of any group or agency using our services. These terms and conditions also apply on trips and activities, including on public or private transport and in any venue, private or public place, used or owned by the school.

- **Behaviour:** A reasonable standard of conduct is expected on all London House SOE programmes and LHSE language courses, trips and activities; including good attendance and study-performance. Customers will also be expected to follow the instructions of all LHSE staff who are responsible for their safety, welfare and well-being and follow the rules of the school, agency and laws of the United Kingdom.
- A customer may be suspended or expelled without refund in the case of behaviour that might bring the good name of London House into disrepute: including instances of bullying, vandalism, underage drinking or smoking, drug taking, shoplifting or any criminal or anti-social behaviour of any kind. Any damage caused by a customer must be paid for by that customer in full.
- No refund is due in case of expulsion or suspension of a customer from a programme for irregular, anti-social, criminal or disruptive behaviour.
- **LHSE Liability:** Client Liability and Insurance: LHSE: accepts and is fully insured for all liability arising out of loss, damage, injury, sickness etc. caused by LHSE employees or their negligence. However:
 - LHSE cannot accept liability for the action or omissions of a third-party or public persons (e.g. hotels, families, coach-operators), including those contracted to perform services or provide facilities as part of the 'package' or as additional extras; or for any events over which we have no control. LHSE will, however, give any reasonable help in resolving any such disputes with third parties.
 - In the case of lost or stolen property, whether taking place inside or outside premises hired or owned by LHSE, LHSE is only liable if such property has been entrusted to a responsible LHSE representative in return for a written receipt.
 - LHSE, of course, accepts no responsibility for loss or damages or changes caused by 'force majeure' events such as strikes, riots, terrorism, war, fire, flood, contagious disease/pandemic, weather problems, problems to transport or similar events beyond its control including all acts of God.
- **General:** You agree to grant to LHSE the worldwide right to perpetuity, without approval or compensation, to use the participant's name, photographic or video image or likeness for our reasonable commercial purposes.

The following terms and conditions apply to homestay accommodation:

- All host family placements are subject to availability. Students may need to move accommodation at any time before or during their stay and at short notice. This may be due to any unforeseen reason or changes in the circumstances of the host family or the school. LHSE will make every reasonable effort to meet the request of a customer in terms of host family placements, including placing students with students of a different nationality and in a family that is appropriate to the students' needs. However, it is not always possible to meet every request placed upon us.
- All customers are liable to pay for any damage that they may cause at their accommodation.

CANCELLATION POLICY

Sometimes students need to cancel their course. Unfortunately, there are still costs to be paid and so we have to make a charge. Please see below for full details of these charges.

Cancelling before your course starts:

- If you cancel your booking more than 28 days before the start of the course, the fees will be refunded. We will only keep the deposit of GBP100 to cover our administration costs, plus the cost of any bank charges.
- If you cancel your booking less than 28 days before the start of the course, the fees will be refunded. However, a charge of GBP175 will be deducted together with the deposit of GBP100. This will cover our administration costs and a cancellation fee for the host family, plus the cost of any bank charges.

Cancelling after the course starts:

We recognise that sometimes students' circumstances change and they may need to leave their course early. If this happens, we cannot refund your tuition fees unless you are cancelling due to circumstances beyond your control. Any refund is at the discretion of the school. Please note that the minimum we require is 4 weeks' notice.

- If 4 weeks' notice is given: All host family accommodation fees will be refunded but no tuition fees will be refunded.
- If notice is not given: We will deduct 4 weeks' host family accommodation from your refund and refund the rest of your host family accommodation fees but no tuition fees will be refunded

Exceptional circumstances

Sometimes students book for a very long period so it would not be fair for us not to refund some of their money. If you book a course for more than 6 months and have to leave early, we will refund as much of your money as possible up to a maximum of 50% of the remaining booking.

If you cancel and give notice:

- 6 weeks after your course starts – we will refund a maximum of 50% of your tuition fees as well as your host family accommodation fees
- 7-12 weeks after your course starts - we will refund a maximum of 25% of your tuition fees, as well as your host family accommodation fees
- More than 12 weeks after your course starts - we will refund 0% of your tuition fees unless you still have more than 6 months left to study. If this is the case, we will refund a maximum of 50% of your tuition fees as well as your host family accommodation fees

Please note: All refunds are at the discretion of the school. We will look at each case individually and make our decision based on the reasons and evidence provided for your cancellation.

COMMENTS AND COMPLAINTS

- London House School of English Ltd aims to provide excellence in all our language training, and test preparation, as well as in our host families and for all trips and activities we provide. We value feedback from all our customers and strongly encourage you to freely express your views and opinions. We hand-out feedback forms in the first and last week of a stay. We also welcome your comments and suggestions as well as any complaints you may have. If you would like to provide feedback or suggestions of a general nature at any time please feel free to speak with your Teacher, the Principal or the Director of Studies. In addition, feel free to commend staff, teachers and/or other students who have made your time at London House more enjoyable, productive or self-satisfying. You may also e-mail your comments to London House School of English directly.
- In the unlikely event that a customer wishes to complain about any aspect of the services provided by LHSE, the complaint should be made in the first instance to a member of the LHSE Administration team or a Representative of an agency you have booked through. In the event that the matter is not resolved, the customer or his agent should make an immediate complaint in writing to LHSE. Such complaints are investigated in full by LHSE, are always taken seriously and replied to in detail, and may be subject to an appropriate refund, provided always that: a) The customer has registered in writing the initial complaint b) That clear evidence is provided c) The customer has a valid booking and receipt from LHSE.

DISCLAIMER

*All prices listed are correct at time of publishing; however, London House School of English Ltd reserves the right to change or amend courses and prices at short notice and without prior warning. However, all payments and bookings already taken will be honoured, unless this is beyond the control of the school, in the event a full refund or reasonable alternative will be offered.