

## ELT Banbury BOOKING INSTRUCTIONS

### ENQUIRIES

All enquiries are dealt with within 2 working days from their receipt. Prospective students are sent a school brochure, fee sheets and an application form.

### BOOKING A COURSE

All students must complete an application form and sign it, indicating that they have read and agree to the stated TERMS & CONDITIONS. The application form should then be emailed, faxed or posted to us.

The application form can also be filled in online at [www.elt-banbury.com](http://www.elt-banbury.com)

### REGISTRATION FEE

A non-refundable registration fee of £65 applies to each booking.

### CONFIRMATION OF BOOKING

Upon receipt of the application form you will be sent a confirmation e-mail with an attachment including an invoice for the total amount and an e-placement test. If you do not require a visa letter you can send us a deposit of £100 to secure your booking and pay the remaining balance of fees 4 weeks before the start of the course at the latest. A Homestay Profile will be forwarded to you a minimum of two weeks prior to the start of your course, after receipt of the full payment.

### VISA STUDENTS

All students requiring a visa who want to attend their course at ELT Banbury will be required to pay all fees in full plus £50 for a Confirmation of Acceptance to Study to be issued. As the visa process might take some time students must take that into account when specifying their start date for the course.

## ELT Banbury CONTRACTUAL TERMS AND CONDITIONS

### BOOKING GUIDELINES

Please complete the application form online or send it to our office address. We will send you an e-mail confirmation of your course details together with an invoice and an e-placement test.

A registration fee of £65 applies to each booking. The registration fee must be paid together with the full payment for the invoice or when paying the deposit.

A Certificate of Enrolment will only be issued by the school when full payment has been received.

All necessary details of your homestay and other arrangements will be forwarded to you 14 days prior to the commencement of the course.

### INSURANCE

It is compulsory for all students at ELT Banbury to have valid insurance cover for the duration of their course, from arrival until departure. We can recommend a major British insurance company – Endsleigh Insurance [www.endsleigh.co.uk](http://www.endsleigh.co.uk). The school does not arrange insurance but it is possible to arrange it online with the insurance company.

### TRAVEL ARRANGEMENTS

We are happy to arrange a return transfer to and from your airport of arrival. However, if you would like to organise transport by yourself we recommend that you book coach or train tickets direct to Banbury. For students traveling from Gatwick or Heathrow we advise using the National Express services, which are a direct and economical way to reach Banbury. National Express tickets can be booked online or purchased direct at the airport. Please see [www.nationalexpress.com](http://www.nationalexpress.com).

## ACCOMMODATION

### Finding fee £50

Students can choose between homestay, B&B or hotel accommodation. All homestay providers are visited and selected by the person responsible for Accommodation and Welfare at ELT Banbury.

An Accommodation Finding Fee of £50 is charged. Every family signs our Homestay Provider Code of Practice guaranteeing breakfast and evening meals weekdays and full board at the weekend. Homestay providers will also provide a basic laundry service on a regular basis. Students should bring practical clothing which is machine washable and can be tumble dried. Most homestay providers live within 30 minutes walk of ELT Banbury. Should you be placed with a homestay that requires public transport, you will be responsible for the travel costs incurred. (The average cost of train fares is £12.10 per week and bus fares are £14 per week.) Please note any allergies or preferences regarding accommodation on your application form. If you are unhappy with your accommodation, please inform the person responsible for Accommodation and Welfare. Unless it is an emergency (breach of terms and conditions, abusive behaviour, harassment) changes of accommodation will take place on a Sunday the week following the request to change (providing suitable alternative accommodation is available). Any breach of the terms and conditions, abusive behaviour or harassment will result in the student being removed from the homestay provider and the student being financially responsible for alternative accommodation.

In an emergency you can always contact an ELT Banbury member of staff on the emergency phone: **079 1735 1373**.

## TUITION

The standard full-time tuition for adult General English courses comprises 21 hours per week of English language tuition by experienced, CELTA qualified teachers. Classrooms are spacious and well-equipped, with a maximum of 8 students per class. Students have Wednesday afternoons free and can often choose to participate in prearranged excursions or social activities. These activities are entirely optional and are not included in the course price.

## MEDICAL MATTERS

Students should advise the person responsible for Accommodation and Welfare of any medication they are currently taking and inform ELT Banbury staff of any medical conditions which might preclude them from participating in specific activities. Students should ensure they have adequate travel insurance to cover any medical emergencies that may occur. If you need to see a doctor, ELT Banbury can arrange an appointment for you as a "Temporary Resident", however you may be charged for this (depending on government reciprocal agreements). If you need hospitalization, you will be treated at a NHS hospital but again you must ensure you have adequate insurance to cover any medical expenses.

## BOOKING CONDITIONS DEPOSITS

It is possible to pay a deposit of £100 per person to confirm a booking unless the student requires a Certificate of Enrolment. In the case of paying a deposit the remaining balance of fees must be paid 4 weeks prior to the commencement of the course at the latest. If for any reason we are not able to accept the booking, the deposit will be refunded.

## BALANCE OF PAYMENT

### Bank handling fee £15 in coming transfers.

When we receive a payment you will be informed of any outstanding amounts. All outstanding amounts must be paid before the commencement of the course.

## CANCELLATION POLICY

### £100 + Registration fee

If you need to cancel your booking, this must be done in writing. The date of an effective cancellation will be the date postmarked or the date of sending an e-mail with the cancellation. In the event of cancellation more than 14 days before the start date of the course all course fees will be refunded less a £100 handling fee. The registration fee is non-refundable. If the course has been cancelled less than 14 days before the start date then no refund will be given for the first week of the course and first week of accommodation, if booked. Courses can be postponed to a later date at the fee of £55. The maximum time for postponement is 6 months from the initial start date of the course.

## REFUND POLICY

Fees are not refundable under any circumstances except when visas to enter or remain in the UK are refused (for refunds in the case of cancellation see the point above). If the immigration authorities refuse a visa to enter the UK no refund will be given under any circumstances, unless the Fees have been paid in full and all original documents are submitted. Even if the Fees have been paid and the immigration authorities refuse a visa due to one or more of the following reasons, no refund will be given:

- a) providing incorrect information to the School.
- b) providing incorrect information to the immigration authorities.
- c) working without a work permit.

The maximum refund for the tuition fees is 75% of the fees paid. The enrolment fee is not refundable.

## ALTERATIONS AND AMENDMENTS

ELT Banbury makes every attempt to keep to arrangements outlined in the course brochure. However, we reserve the right to alter the programme as may be necessary for reasons of safety, weather, travel arrangements or other factors arising beyond our control. We also reserve the right to cancel a course due to insufficient bookings. In the event of our having to cancel a course, clients will be given the option of either attending a different course or receiving a full refund. When all monies are repaid our liability shall wholly cease. If the full payment for the course is made less than 30 days before the start date the booking is not secured and ELT Banbury reserves the right to cancel the booking.

## LIABILITY

All persons taking part in sporting activities should be in good health.

ELT Banbury do not accept liability for personal injury of any description, nor for any resulting damage unless caused by the proven negligence of ELT Banbury or its employees. ELT Banbury does not accept any responsibility for losses or additional expenses due to delays or changes in aircraft, trains, coaches, or other services, sickness, weather, strikes, riots, war, terrorism, quarantine or other cause whatsoever. All such losses or expenses must be borne by the individual.

## OBEYING RULES

1) In the case of flagrant misconduct or proven criminal offence we reserve the right to expel any student, having given due notice to the parent / guardian in the case of students under 18 years of age. In the event of such expulsion no refund of fees will be made.

2) All students are expected to behave in an orderly manner. Wilful damage to School property or threatening behaviour to personnel is considered to be of gross misconduct.

Students will be held personally financially responsible (or their parents in the case of students under 18 years of age) for rectifying any wilful damage to School property or personnel in the case of such misconduct.

A detailed abusive behaviour policy is displayed at the school.

## PROMOTIONAL MATERIALS

By accepting the Terms & Conditions you also consent to ELT Banbury Ltd using any photographic material for promotional purposes. If you are unhappy about this please make it known to the office staff.

## BANK CHARGES

All bank charges are borne by the student. All bank charges incurred by ELT Banbury due to foreign currency transactions or clients' cheques being returned will be the responsibility of the client and will be added to the final balance of payment.

## PAYMENT DETAILS

All cheques or International Money Orders to be made payable to:

**ELT BANBURY LTD**

**Barclays Bank PLC.**

**Sort Code: 20-03-84**

**Account no. 00365637**

**IBAN: GB52 BARC 2003 8400 3656 37**

**SWIFT BIC: BARCGB22**