

Terms and conditions

Payments and charges

A place in International Language Centre is guaranteed once we have received the full payment or at least 75% of the course fees. **Accommodation must be paid in full.** Upon receipt of the payment, ILC will issue an Acceptance Letter confirming details of your course and accommodation, this will be an official confirmation of your booking acceptance.

All fees are payable in Pounds Sterling (GBP) and payments can be made using one of the following options:

- By **bank transfer** directly to our account. Please note that all money transferred to International Language Centre include all bank transfer charges in your own country and the UK. We do not pay bank charges. If there are any charges made to the International Language Centre during the transfer process, this will be charged to the individual upon arrival at the centre.
- By most major **credit or debit cards**, either in person at the centre or by telephone before arrival.
- By **cash** in person at the centre.
- By **cheque** made out to International Language Associate Ltd
- Via our website - Stripe

Important: We do not accept payments through Western Union or Money Gram.

We can send letters by special delivery service (DHL) at extra cost.

Cancellations and Refunds

A written notice must be given if the student wishes to cancel the booking.

The administration fee of £20.00 is non-refundable under any circumstances.

Cancellation policy before course start date:

- If a student cancels a booking **4 weeks or longer** before their course start date, ILC will fully refund the course fee with the admin fee deduction.

If written notice is not received within 4 weeks then we reserve the right to deduct from the full amount two weeks course fees plus the admin fee.

- If a student cancels a booking with **less than 4 weeks** notice, the ILC will give the student a credit note equal to the paid fees.
- If a student cancels a booking with **less than 2 weeks notice**, the ILC will give the student a credit note of 50% of the paid fees.
- The credit will remain valid for courses taking place within 12 months after the date of issue of the credit note. The credit note is **not transferable** to any other person.

Accommodation is non-refundable.

Cancellation due to Student Visitor Visa refusal:

- the student will need to provide documentary evidence from the relevant embassy before any refund can be considered.
- the student must return the letter of enrolment.
- Once we have received a copy of the visa refusal letter, plus our original letter of enrolment, at least 7 days before the start date we will refund the already paid fees except for the administration fee.
- If ILC receives the original form given by the embassy less than 7 days before the start date, a cancellation charge equivalent to 1 week course fees and accommodation will be deducted from the refund.
- If the student has booked and paid through an agent, the refund will be made to the agent.

Cancellation policy after start date:

- Tuition fees for early departures, absences, misconduct or illness once the course has started are not refundable.
- Fees are non-transferable. This means that the fees cannot be transferred to another person.
- It is advisable that all students take out their own personal insurance to cover any unforeseen circumstances.

Cancellation by the Centre:

Sometimes it is agreed between the Centre and a student that it would be beneficial for the student to be moved to another course. When this happens, we will offer only a course of at least equivalent cost.

The Centre reserves the right to cancel a course, or make changes to course arrangements, without liability, if forced to do so for reasons beyond its control. If this happened, the Centre would seek to offer alternative agreements or dates.

If the Centre cancelled a course booked and paid for by a student in accordance with these terms other than for reasons beyond its control and did not offer an alternative acceptable to the student, the Centre would pay compensation as follows:

- When the cancellation is before the start of the course, compensation equal to the fees paid by the student or
- Where the cancellation is after the start of the course, a credit note equal to the paid fees.

Accommodation

- All accommodation payments must be made through the school.
- Accommodation bookings will be confirmed only when full payment is received.
- For bookings from 4 weeks where accommodation is required, accommodation can be paid fortnightly but always 1 week upfront.
- Accommodation is arranged for students only while they are studying at the school.
- If the student has to leave the centre early for any reason, they will be asked to leave their accommodation.
- Students must always give at least 1 week notice if they want to leave their homestay accommodation. If the student gives notice with less than 1 week, a cancellation fee equivalent to 1 week of accommodation fee will be charged.
- ILC reserves the right to change the accommodation details without prior notice due to circumstances beyond its control.
- Accommodation will remain subject to change and availability. Early booking is advisable.
- If accommodation is booked for part of the stay and the student decides to extend the accommodation, we cannot guarantee that there will be accommodation available, especially during busy periods. The student might not be able to stay in the same accommodation.
- Any student who behaves unacceptably will be asked to leave their accommodation. We cannot guarantee that we will be able to find alternative accommodation.
- If the students book their own accommodation, they must give the accommodation address

and a contact telephone number to the Centre before they come.

- If the student is in private accommodation and would like to move to ILC accommodation, we require 2 weeks notice to find suitable accommodation.

Homestay:

- Homestay accommodation is normally booked from Saturday to Saturday or from Sunday to Sunday. If the student wishes to arrive or depart on a different day, extra nights must be paid.
- The arrival time for the accommodation must be between 7:00 and 23:00.
- If the homestay accommodation involves extra nights, the student will be charged a daily rate.
- British people are from various ethnical backgrounds, but English is always the main language spoken in the homestay accommodation.

Insurance and liability

Students and their possessions are not insured by International Language Centre. We will not be held responsible or accept liability whatsoever for any accidents, loss, or damage to their belongings however they are caused or sustained during the course.

A personal or travelling insurance cover is strongly recommended.

Personal Information

Data protection policy:

International Language Centre will always practice complying with the relevant legislation in regards for keeping all employers, student information and other personal information in compliance with Data Protection Act 1998.

ILC will keep your information in electronic and paper format.

Some of the personal information supplied will be passed on to accommodation providers or the airport meeting service.

Under UK law, we must give information to the UK Home Office if required to do so.

In order to fulfil our obligations to the student, and, in some cases, to the British authorities, we must see and copy the student's passport (and visa if applicable), to have contact details for the

student in Newcastle or the UK, and to have details of a contact person. The student must therefore agree to provide these details and inform the centre of any changes.

Students and/or parents are reminded of the need to disclose medical information about the student to the centre when the application is made and to enquire prior to enrolling whether the centre and accommodation facilities are suitable for the individual's needs.

About the Centre

The centre opens from Monday to Thursday from 9.00 to 17:00 and Friday 9.00 to 4.00.

Holidays

The centre will be closed on Saturdays and Sundays.

The centre will be closed one week during Easter holidays and 10 days during the Christmas holidays. During these periods there will be no courses. We won't accept any booking for courses starting during these periods.

The centre will be closed during Public and Bank holidays. There is no reduction in course fees for courses which include Public and Bank Holidays.