

Terms and Conditions

These conditions set out the terms of contract between you, the customer (hereafter “the Student”), and The Leeds School of English (hereafter “the School”).

1. Booking

- 1.1. By applying to our courses, the Student accepts the School’s terms and conditions of enrolment.
- 1.2. The minimum booking period is normally two weeks. If the Student needs a visa to be able to study in the UK, the minimum booking period in the school is four weeks of full-time study.
- 1.3. Following the application, the Student receives confirmation of the application, as well as an invoice of any fees due.

2. Deposits

- 2.1. The Student must pay either a 50% deposit or full payment before the School can issue any registration documents. Accommodation fees must be covered in full for the booking period.
- 2.2. If the Student does not need a visa to study in the UK, the deposit is 4 weeks’ course fees plus the registration fee and accommodation fees.
- 2.3. If the Student needs a visa to study in the UK, the deposit is 4 weeks’ course fees OR 50% of the total course fees (whichever is higher) plus the registration fee and accommodation fees.
- 2.4. For third party funded students whose fees are covered under a guarantee letter, a deposit of £200 is payable, which is refunded when the Student commences their studies.

3. Fees and Payment

- 3.1. The payment of the deposit and the registration fee is due 28 days before the start of the course. If the Student books a course less than 28 days before the start of the course, the above fees are payable immediately. The remaining course fees are payable when the course fees included in the deposit have been used as follows:
 - 3.1.1. If the Student does not need a visa to study in the UK, the remaining fees have to be paid in advance for four weeks, at the beginning of every new four-week period. If there are less than four weeks remaining of the course, the full amount has to be paid at the beginning of this last period.
 - 3.1.2. If the Student needs a visa to study in the UK, the remaining course fees have to be paid in advance for twelve weeks, at the beginning of every new 12-week period. If there are less than 12 weeks remaining of the course, the full amount has to be paid at the beginning of this last period.
- 3.2. If credit card or bank charges are applied to any financial transaction, the student or their representative is responsible for and will cover the cost of financial transfers to the School.
- 3.3. Discounts are only offered to individuals paying for their own studies, and cannot be used in conjunction with any other offer.

4. Cancellation and Refunds

- 4.1. Cancellation at least 14 days prior to the course start date:

Cancellations must be made in writing and their receipt confirmed by the School at least 14 days before the start of the course. In the case that more than 14 days' notice of cancellation is given, any course fees will be refunded less a £100 cancellation fee plus the registration fee and 10% of all accommodation fees. If less than 14 days' notice of cancellation is given, the School will retain £100 cancellation fee plus the registration fee, two week's course fees, all accommodation fees and any airport transfer fees.

Refunds may take up to 28 days to process.

4.2. Cancellation within 14 days of the course start date (or after receiving a visa):

The School accepts enrolments on the understanding that a student will remain for the duration of the course booked.

The first 12 weeks tuition fees of any course are not refundable after beginning the course or in the case of no-show. If the School has received a guarantee letter for third party funded students for the following booking period and the student fails to attend after the first 12 weeks have concluded, there will be no refund from the following booking period fees.

Accommodation fees are non-refundable.

Cancellation requests will always reviewed by the senior management of the school, and refunds may only be granted at the discretion of the Executive Director. In case a refund is deemed due, any discounts received throughout the period of stay shall be deducted from the amount due, together with any applicable bank transaction fees. The minimum notice period is four weeks.

If the reason for cancellation is the refusal of a visa, terms set out in 4.1 will be applied, provided that a copy of the original visa refusal document is sent to the School, and the reason for visa refusal is not deception.

4.3. Amendments of booking

Changing courses is possible after the commencement of studies, if there are places available on another course that better suits the Student's needs. There are no refunds for the Student if they change for a cheaper course, but any course fees already paid can be used for covering the fees of the new course.

Changing accommodation is possible after the commencement of studies, if there are places available in alternative accommodation facilities as per the Student's choice. There are no refunds for the Student if they change for a cheaper type of accommodation, but accommodation fees already paid can be used for covering the fees of a new course.

5. Force Majeure

- 5.1. Refunds will not be made under circumstances where the School is not liable for loss of tuition or other services.

6. Student Language Levels

- 6.1. Some courses are not suitable for beginners or there may be minimum requirements. It is the Student's responsibility to check that their language level is suitable. If on arrival we find that the Student's level is unsuitable for the course, we will cancel the course or make arrangements for an alternative programme. In any event there will be no refund of fees.

7. Students with learning difficulties, serious health problems or disabilities

- 7.1. Students with learning difficulties, serious health problems or disabilities must inform the School of these issues when making a booking, so that the School will explore whether any necessary adjustments can be made in order to accommodate any special needs. The School may only accept applications where it is practical and where we are able to provide a suitable programme.

8. Student Age

- 8.1. Minimum ages for programmes are published against each programme on our website and in our brochures. Students who are under the minimum age for their course will not be accepted and will be requested to return home at their own expense.

9. Public Holidays

- 9.1. The School is generally closed on bank holidays and during the Christmas break, according to the School Calendar. The fees for weeks that include holidays are charged at the full weekly rate. Lessons will not be refunded or delivered on a different date.

10. Attendance, Conduct and Behaviour

- 10.1. Students will not receive a course certificate if their attendance is less than 85%.
- 10.2. The School reserves the right to refuse an enrolment, or, in the case of unsatisfactory work, attendance or conduct to, dismiss a student from a course or their accommodation or both, without a refund.
- 10.3. The School is not liable for loss, damage, illness or injury to persons or property however caused except where statutory liability applies.

11. Accommodation

- 11.1. Accommodation is booked in one-week units with students expected to arrive at the accommodation on a Sunday before the start of their course and leave on a Saturday or Sunday.
- 11.2. If a student arrives or departs on other days the School will attempt to provide alternative, short stay homestay or assist in finding hotel accommodation. The cost of such accommodation will be the student's responsibility.
- 11.3. The School reserves the right to change homestay accommodation during a student's stay.
- 11.4. The Student will not enter into a separate contract with homestay providers assigned by the School. Failure to comply will result in immediate cancellation of the homestay and a financial penalty to the student.

- 11.5. A compensation fee of one week's homestay will be charged in cases where less than 7 days' notice is given upon cancelling homestay accommodation.
- 11.6. No refunds will be given under any circumstances when cancelling residential accommodation.

12. Complaints

- 12.1. Complaints must be made in writing and submitted to the training centre while the student is attending the course
- 12.2. The Academic Manager will consider and decide on the solution.
- 12.3. If the complaint cannot be resolved or the student is dissatisfied with the Academic Manager's or the Executive Director's decision, the student can appeal to English UK: www.englishuk.com/en/students/complaints

13. Promotional videos, photographs and publicity.

- 13.1. You and your parents/guardians agree that the School may take photographs or videos of you during your time with us and also mention your achievements and that these may be used for promotional purposes by the School without consent or notification. However, if you do not wish to appear in any promotional materials please notify us at the time of booking.

14. Data Protection

- 14.1. The School must see and make a copy of every student's passport/ID card/visa as appropriate as well as details of the student's next of kin.
- 14.2. Students' details are kept on computer based administrative systems and in accordance with UK data protection laws.
- 14.3. Information on students may be passed to government agencies for the purposes of detecting fraud.
- 14.4. Please contact the School for further information.

15. Amendments

- 15.1. The School may update its Terms and Conditions regularly. The version of the Terms and Conditions on the School's website (www.leedsschool.co.uk) will be valid and override any previous versions on any documents or websites.

All contracts and agreements with the School are governed by UK law.