



English in Totnes

A boutique language school in beautiful Devon

English in Totnes (EiT) Terms and Conditions 2020

These terms and conditions are important so please ask us if there is anything you are not sure about. We want you to enjoy your course and hope these details explain what happens in every possible situation.

Enrolment and payment

To book a place on any course (face to face or online) please complete our online registration form. We will then send you an enrolment form and ask you to choose a payment method. You can pay by bank transfer or credit card. Please pay as soon as we confirm your chosen course and accommodation are available- this is necessary to secure your place in our school.

If you want to pay by credit card

We will only take payment once we have confirmed the availability of your course (and accommodation if you have booked it). The total amount due will be shadowed in your account and will be released on our confirmation. We will contact you within 24 hours (Monday – Friday) to confirm availability.

If you want to pay by bank transfer

When you have completed your booking form you will receive instructions on how to pay by bank transfer. We will contact you to confirm your booking within 24 hours (Monday – Friday) to ensure that your accommodation and course choices are available. You can pay us after we have confirmed this.

Don't forget to add bank charges for local, intermediary and receiving banks to the final amount you pay.

If you need to apply for a visa, please pay in full first, then we can issue an acceptance letter.

Fees

Course fee covers group or individual tuition.

Accommodation fee covers homestay or cottage/apartment accommodation.

Transfer fee covers an airport / station pick up by a taxi / mini bus and transfer to accommodation or meeting point. Please note that if your flight is delayed and the taxi or transfer has to wait then you will be charged waiting time usually £20 per hour extra.

Accommodation

If your choice of accommodation is not available for the dates you wish to take your course we will suggest alternative accommodation. We do not ourselves own the accommodation and the individual providers may change their own terms and conditions at any time without notice.



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The EiT team is here to support you both before and during your stay so please ask us for help about your accommodation if you need it.

At present we are only offering single room homestay accommodation for individuals; only those travelling together or already living together, can share a room and a homestay.

Visas

UK law will always take precedence and EiT is not allowed to offer advice on visa application. We cannot be held responsible for any decisions made by embassies or immigration officials regarding the granting, refusal or extension of visas.

Please ask for professional advice about your visa application and read all the information provided by the UK government.

EiT reserves the right to report low and non-attendance by students to the authorities based on specific law in the UK.

Refunds and Cancellations

If you cannot attend your course for some reason, then please cancel it in writing- we cannot accept verbal cancellation. We will take the cancellation day as the day we receive the written cancellation taking into account that the EiT office is open Monday – Friday (0830 – 1700). Fees will be refunded to the account / credit card of the original payment.

In all cases UK law will take precedence regarding legal conditions for students with visas and course termination. A cancellation due to visa refusal will only be accepted if you send us a copy of the official refusal document. EiT also reserves the right to demand the return of all letters and documents sent by the school for the visa application if your visa is refused.

COVID19 Special Refund Conditions

If you are unable to travel to us because of a COVID19 outbreak locally or in your home country or because of related issues such as flight cancellation, and you have already paid the fees in full, we are happy to give you **12 months in which to re-schedule the booking under current price conditions and at no extra cost.**

We are not currently charging any cancellation fees but please let us know as soon as possible if you are unable to travel so that we can tell your host family in good time.

After arrival

Courses: there is no refund on courses after arrival. If students or their host family members need to self-isolate once the course has started, students can continue to study online, either on a reduced number of one-to-one lessons or joining in with our Fusion classes if their level is appropriate. A credit note will be issued for any course that cannot be completed. The credit



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note is valid for 12 months from the day the course is terminated and is not transferrable to any other person or refundable.

Accommodation: there is no refund on accommodation booked for up to 4 weeks. For longer bookings a written cancellation must be given 4 weeks before termination in order to receive a refund, which will be paid at the end of the notice period.

You have a legal right under the Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013 to cancel your booking within 14 days (the “Cancellation Period”) without giving any reason. This excludes any cancellation on accommodation. The Cancellation Period will expire 14 days from the date of our Confirmation. To cancel you must inform us by a clear statement. Please note that a cancellation is only valid when it has been acknowledged by email receipt from English in Totnes.

We will not start providing the Services to you during the Cancellation Period unless you expressly request us to do so.

If you cancel in accordance with the Consumer Contract, we will refund the Fees you have paid within 14 days of the date on which you inform us that you wish to cancel. However, if you have expressly requested that we start providing the Services within the Cancellation Period then we will be entitled to charge you a reasonable sum for the Services based on the proportion of the Course you have undertaken and the overall cost of the Course and we can deduct this sum from any refund payable to you.

Time off for students

1 – 12 weeks: no holiday

13 – 23 weeks: 2 weeks holiday

24 – 48 weeks: 12 weeks holiday

Holiday must be booked in writing at least two weeks in advance and any breaks taken must be covered by the terms of visa issued by the UK government. No credit is given for accommodation during holidays.

Public holidays / school closure

Lessons continue as usual on national public holidays, except for the Christmas holiday period when English in Totnes will be closed and no social activities will be organised from 18/12/20 – 04/01/2021.

Timetable and courses

Our year-round General English and Cultural Experience timetable is based on two 1.5 hour lessons a day. There is a break of 30 minutes between each lesson.

Our year-round Intensive English timetable is based on one 1.5 hour lesson on four afternoons (Monday to Thursday) after the General English lessons in the morning. Please note the



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afternoon timetable can sometimes we swapped- we will tell you in advance if this is going to happen.

One-to-one lessons are arranged throughout the day based on availability of teachers.

Work Experience- this is organised according to availability.

Summer course timetables- please see Handbooks on our website for up to date information.

Please note that we may need to change course and social programme times in order to maintain a COVID19 secure environment for all our students and staff.

Level of English

You need to do the online test at least six weeks before your course starts, or later if you book nearer the time. You will then be tested before arrival via Zoom or Skype for your speaking and listening level. If your level is not right for the expected course or placement, you will be placed in an alternative and suitable course. Minimum level for General English courses is elementary. Minimum level for work placement is Intermediate (B1).

Learning Difficulties and / or disabilities

English in Totnes welcomes applications from potential students with learning difficulties and / or disabilities and will treat each one on a case by case basis. The school is in an old building with stairs but without lifts. Please inform us about your needs and we will discuss all practical issues.

Medical and psychological conditions

Whilst the school welcomes students with independently manageable medical and psychological conditions, we do need to know details of the condition and its management before we accept the student's booking. We will treat each one on a case by case basis. However, if the school is not informed of the condition prior to enrolment and the condition precludes independent living in a host family with other students or managing in the classroom, we reserve the right to refuse host family or school access and send the student home at their own expense.

First Aid

As part of induction you will be introduced to the First Aid system in each school, where there is a trained First Aider, a standard First Aid Kit and an accident book.

Insurance

There are many policies for language students (both for juniors and those aged 18+) that cover health, travel and accident insurance and course cancellation. By accepting English in Totnes terms and conditions you agree to arrange your own insurance that is adequate for



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your needs and covers your entire stay. We can also provide cover through a third-party policy as long as it is booked in advance of travel.

NB: If COVID 19 is not covered under your policy, please note that you may need to pay additional homestay and flight costs if you or your host family show symptoms and you then need to be tested and/or to self-isolate for up to 14 days, either as part of your booked course or in addition to your booked course. If this happens during your scheduled course EiT will try to offer you online tuition where possible.

Respect

Students come from all over the world and the UK is a cosmopolitan country with populations from different ethnic and religious backgrounds. Teaching staff and homestay hosts are chosen because of their ability to treat students well and carry out their roles professionally and to the highest standards and not because of race, colour or nationality. All students and those who work for English in Totnes must treat each other equally and with respect.

Exclusion / expulsion

English in Totnes reserves the right to expel a student for continued poor attendance (below 85%), repeated late arrival, abusive or bullying behaviour to another student, employee or person connected to English in Totnes (e.g. homestay host) or for non-payment of fees.

Airport Transfers

Airport transfers (taxi or minibus to take students to their accommodation or a central meeting point from the airport or station) can be arranged. The fee includes one hour waiting time and any extra time (delay at immigration, waiting for baggage) will be charged on arrival at school on the first day.

Liability

EiT will not be held liable for loss, damage or injury to persons or property.

Force Majeure

EiT will not be responsible for failure to comply with any obligations if this failure is caused by anything beyond our reasonable control including COVID19. Compensation cannot be provided in this instance nor can English in Totnes be responsible for any costs incurred. As is normal in these conditions, such causes can include but are not limited to: war (or threat of), terrorist activity, civil actions and strikes, natural disasters, extreme weather conditions, infectious diseases (or threat of).

Photography and filming

Group and individual photographs may be taken professionally for use in marketing materials (e.g. brochure, website) or regularly as part of the day-to-day life of English in Totnes for social media (e.g. Facebook, Twitter and Instagram) and blogs. If you don't want us to take



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photographs of you please tick the relevant box on the reply pack sent in advance of your arrival.

Security Statement

We have taken all reasonable steps and have in place appropriate security measures to protect your information. If you require further information about the data on individuals we store please contact the School Manager.

Policies

Please review our policies on our Policies page.

Visa / Non EEA Students

Punctuality, Attendance and Exclusion

- You must attend at least 85% of your classes
- If you are more than 15 minutes late you will not be allowed in your class if you are an adult; if you are a junior or young adult then we will look for you as per our Attendance and Lateness Policy on our website.
- If you are not at school (ie absent) for 2 days, the Academic Manager will check with you to find out if you have a good reason for being absent- or she will send you an email reminding you that you need to attend at least 85% of your lessons to get a final leaver's certificate..
- If you continue not to attend school then after 4 consecutive days of being away without reasonable excuse, then the Academic Manager will meet you for a mini-tutorial and give you a verbal warning. Or we will send you a second warning email as above.
- If you continue not to attend school then after 8 consecutive days of being away without reasonable excuse then the Academic Manager sends you a final written warning as above.
- If you continue not to attend school then after 10 consecutive days of being away without reasonable excuse then the School Manager contacts your agent/ embassy/ parents/ guardians and we make arrangements for you to leave the school and accommodation immediately, usually **without refund**.
- We will keep copies of all meetings and emails and they will be available on request to relevant internal personnel and external authorities.

Complaints and Grievances

We aim to offer you the best quality in terms of classes and overall experience, and therefore we actively ask for feedback on anything related to the school that might improve your experience. If any part of your experience does not meet what you expected, then please come to the office and talk to us.



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This might include:

- Accommodation problems
- Class issues (level/teacher(s)/other students or classmates/ timetable/course duration/final examinations, assessment, feedback, etc.)
- Social activities

This is not an exhaustive list.

We try to work out most things immediately but sometimes it might take longer so we aim to acknowledge your comments or complaints within three days and to respond or resolve them within ten working days.

For complaints about classes – students talk to/contact the teacher or make an appointment with the Academic Manager.

For complaints about homestay accommodation – students talk to their host first or to the School Manager (info@englishintotnes.com). Or students go direct to the School Director (Margie@englishintotnes.com).

We try to resolve most issues at the first point of contact. When things have gone wrong we will do our best to resolve matters quickly and fairly.

We will:

- explain what went wrong and why
- apologise when it is appropriate
- take action to solve the situation, when possible.

If you are not satisfied with the response you receive, you can take the matter further by contacting our umbrella body: English UK Tel: +44 20 7608 7960 Email: info@englishuk.com

Holidays and Breaks

Student holidays and breaks cannot at any point exceed one third of the total weeks of the course elapsed. Please try to book your holiday in advance before your course starts. If you are a visa student then we may pass these details to the visa authorities and no changes to dates may be made. If you are a non visa student then you can arrange to take time off by completing a Holiday Request Form and giving it to the School Manager provided that you do not take more than 1/3rd of your total course weeks so far (as above). You cannot go on holiday without telling us first except if you are sick and bring us a Doctor's letter or if someone



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close to you dies. In such cases a written request should be sent to the School Director (Margie@englishintotnes.com).

Sick Leave

Please tell the school should if you are absent due to sickness on the first day of your sickness and each day after that. This may be by email (info@englishintotnes.com) or telephone (+ 44 (0)1803 865722), or text (+44 (0)7760309246).

Please give us a certificate from a doctor on the first day of your return to school. Where uncertified sick leave extends beyond that of statutory entitlement and the 85% attendance, and or one third total elapsed time on the course, the Exclusion Policy (see above) will be enforced.

Social programme

Once you register with us for classes, you will also be invited to join our Free Social Programme. Every week, we arrange at least 3 activities where you will have a chance to meet and socialise with other students, living in the UK and practise your English even further.

Cancellation

We reserve the right to cancel the course before the specified date if there is insufficient demand; however, as much as possible we will convert the group lessons into half the number of one-to-one lessons, having notified the student in advance that this will happen.