

# TERMS AND CONDITIONS OF ENROLMENT Adult Courses

**All courses and accommodation are offered subject to availability.**

St Giles reserves the right to cancel a course or make changes to course or accommodation arrangements without liability if obliged to by circumstances beyond its control or due to low demand, or where the student's preferred accommodation is unavailable. In such circumstances, St Giles endeavours to offer the best alternative arrangements, dates or venues available, or a refund of fees paid for tuition and/or accommodation but does not accept liability for further compensation which exceeds the total fees paid.

St Giles reserves the right to refuse to accept a student or cancel a student's course or accommodation due to overriding health and safety concerns, or in cases where we or the accommodation provider cannot make reasonable provisions to facilitate their learning needs or for their personal care.

**POSTPONEMENT OF COURSES:** The office must receive written notification at least 21 days before your course begins if you wish to transfer the deposits to a later course date. UK Centres: Non-EEA students on a Tier 4 visa must pay the UK Visa Fee each time a change in dates is requested. Tier 4 students may also be required to apply for a new visa. US centres: Students requiring an I-20 visa support document from St Giles must pay the amendment fee each time a new I-20 is issued.

**CHANGES BEFORE SCHEDULED ARRIVAL DATE:** Students must ensure that there is time to reapply for a visa if changes affect their visa provisions. Except for course upgrades, requests for changes less than 7 days before the course begins are subject to an Amendment Fee of £25 (UK), \$40 (USA), Can\$50 (Canada). Non-EEA students on a Tier 4 visa must pay the UK Visa Fee each time a change in dates is requested, or may be required to apply for a new visa. Deposits and fees are not transferable from person to person.

**CANCELLATION BEFORE SCHEDULED ARRIVAL DATE**

*All cancellations must be received in writing.*

Cancellation charges are as follows at each location. Any balance is refunded:

Cancellation received	Cancellation fees <i>see table of charges on page 39</i>
More than 21 days before scheduled arrival date	Registration Fee (UK, USA, Canada) Course Deposit (UK), UK Visa Fee (UK) Homestay Guardianship Fee (Canada) Express Mail Fee (UK, USA, Canada) Volunteer Placement Deposit (UK) Insurance Charges (UK)
Less than 21 days before the scheduled arrival date <i>(including students who fail to arrive without notice)</i>	Registration Fee (UK, USA, Canada) Tuition Fees for 2 weeks (UK) Course Deposit (USA) Accommodation Deposit (UK, USA, Canada) Accommodation Placement Fee Students at all locations may also incur charges to third-party accommodation providers (residences, hotels and homestays). St Giles will pass on any direct costs incurred. UK Visa Fee (UK) Homestay Guardianship Fee (Canada) Insurance Charges (UK) Airport transfer charges, Express Mail Fees Volunteer Placement Deposit (UK)

**VANCOUVER TUITION REFUND POLICY BEFORE ARRIVAL**

*All cancellations must be received in writing.*

Cancellation received before scheduled arrival date	Tuition fees retained
within 7 days after signing the contract	5% of total tuition up to a maximum of \$250
more than 7 days after signing the contract and <i>more than 30 days before course starts</i>	10% of total tuition up to a maximum of \$1,000
more than 7 days after signing the contract and <i>less than 30 days before course starts</i>	20% of total tuition up to a maximum of \$1,300

**VISA REFUSALS:** If your visa is refused, and you fail to inform us before the course begins, our standard cancellation terms apply as listed above. But if we receive your refusal letter before the course begins, we aim where possible to pass on only direct costs incurred by our centres, and refunds and charges are as follows:

**Tuition Fees:** these will be refunded in full, together with the Course Deposit.

**Accommodation charges:** these will be charged (if applicable) as stated overleaf under *Accommodation, Cancellation or Changes*, and the balance will be refunded.

**Non-refundable charges:** these payments (if applicable) will be retained: Registration Fee, Accommodation Placement Fee, Accommodation Deposit, UK Visa Fee, Airport Transfer charges, Guardianship Fee, Express Mail Fee. Other charges may apply.

**CANCELLATION OR CHANGES ON OR AFTER SCHEDULED ARRIVAL DATE - UK & CANADA:**

If shortening or cancelling courses, Vancouver students must cross-refer to the tuition refund policy and conditions of notice in the table overleaf (page 41).

Except for course upgrades, requests for changes after the course has begun are subject to an Amendment Fee of £25 (UK) or Can\$50 (Canada). Changes must comply with the student's conditions of stay as expressed in their visa (where relevant).

The UK centres are obliged by UK law to notify the relevant authorities if Tier 4 visa students drop out or cancel their course at any time before completing the programme for which they are enrolled. Students will receive refunds only after their return to their home country. For students under the age of 18, the office will check with agents, parents or guardians before arranging any refunds, as our policy is to refund only to the person from whom the funds originated.

For all students booking through agents, the office will check with agents before arranging any refunds, as refunds can only be made after receipt of funds paid via an Overseas Partner. There is no Amendment Fee for students requesting an upgrade to a more expensive course.

Students entering on a Tier 4 visa for courses longer than 24 weeks must be at the language level outlined by the UKVI (if applicable). All students complete a level placement test on arrival at St Giles, and any Tier 4 visa students at a lower level will be obliged to return home. Tuition fees will be retained as a credit (but not refunded) for a new course, with any balance refunded after the deduction of non-refundable charges (if applicable): UK Visa Fee, Airport Transfer charges, Express Mail Fee, Accommodation cancellation charges.

**Courses of 1-8 weeks:** Courses cannot be cancelled or shortened, or lessons reduced in number, and no tuition fees are refundable. There is no Amendment Fee for students requesting an upgrade to a more expensive course. Students cannot exchange General English group lessons for an equivalent number of private lessons.

**Courses of 9+ weeks:** For cancellations or changes to be effected from the 9th week onwards students must give 4 weeks' written notice from any Monday. Tuition fees will be calculated to the end of the week when the cancellation or change takes effect, and 50% of any balance will be refunded, less the Amendment Fee.

Students requesting course breaks or changes to course breaks after arrival, or who wish to move to another St Giles Centre, must give 4 weeks' notice of requirements, which are subject to availability. Students must pay an Amendment Fee of £25 (UK) or Can\$50 (Canada).

There is no Amendment Fee for students requesting an upgrade to a more expensive course. Students cannot exchange General English group lessons for an equivalent number of private lessons.

#### International Semester Courses (24+ weeks)

Students requesting changes must check with the office that their proposals comply with their visa status. Students must give 4 weeks' written notice from the following Monday in order to cancel or change their course, or to move to another St Giles centre. If you decide to leave before the end of your period of study\*, or downgrade to a less expensive course, tuition fees are not refunded, nor are they transferable to another student. Students changing to a more expensive course must pay the additional balance, but there is no Amendment Fee.

ISC students requesting course breaks or changes to course breaks after arrival must give 4 weeks' notice of changes, which are subject to availability. One change can be made free of charge, but for any subsequent change students must pay an Amendment Fee of £25 (UK) or Can\$50 (Canada).

*\*If your visa is issued under Tier 4 of the Points Based system (General Student Visa) we are required to inform the UKVI of the early termination of your course.*

#### VANCOUVER TUITION REFUND POLICY AFTER ARRIVAL

Students must give 7 days' notice in writing from the following Friday in order to cancel, shorten or change their course.

Cancellation received on or after scheduled arrival date	Tuition fees retained
before 10% of the period stated in the contract has elapsed	30% of total tuition fees
after 10% and before 30% of the period stated in contract has elapsed, or for a dismissal within this time frame	50% of total tuition fees
after 30% of the period stated in contract has elapsed, or for a dismissal within this time frame	100% of total tuition fees

**Refunds are paid within 30 days of receipt of notice of cancellation plus supporting documentation, or in cases of dismissal.**

#### CANCELLATION OR CHANGES

##### ON OR AFTER SCHEDULED ARRIVAL DATE - USA

Except for course upgrades, requests for changes after the course has begun are subject to an Amendment Fee of US\$40. If you cancel your course at any time before completing the programme for which you enrolled, the school is required by US law to notify immigration authorities that you have dropped out of your course. Students on an F1 visa must leave the country within 15 days or transfer to a new school within 60 days from their last day of studies. The school will also need a copy of your plane ticket or acceptance documents from your new school in order to confirm the change to your booking.

For students under the age of 18, the office will check with agents, parents or guardians before arranging any refunds, as our policy is to refund only to the person from whom the funds originated. For all students booking through agents, the office will check with agents before arranging any refunds, as refunds can only be made after receipt of funds paid via an agent. There is no Amendment Fee for students requesting an upgrade to a longer course or an increase in the number of lessons.

#### Courses of 1-4 weeks

Courses cannot be cancelled or shortened, or lessons reduced in number, and no tuition fees are refundable.

#### Courses of 5+ weeks

For cancellations, curtailments or changes to be effected from the 5th week onwards students must give 4 weeks' written notice from the following Monday. Course length and tuition fees will be calculated to the end of the week when cancellation takes effect. If less than 60% of the course is completed by that date, 100% of the balance is refunded, less the Amendment Fee. If more than 60% of the course is completed, no fees are refunded.

Students cannot exchange General English group lessons for an equivalent number of private lessons.

#### International Semester Courses (24+ weeks)

Students must give 4 weeks' written notice from the following Monday in order to cancel or change their course. Course length and tuition fees will be calculated to the end of the week when cancellation takes effect, and if less than 24 weeks are completed by that date, the tuition fees due will also be recalculated at the full price for General English Courses. If less than 60% of the course is completed by that date, 100% of the balance is refunded, less the Amendment Fee. If more than 60% of the course is completed, no fees are refunded.

If you decide to downgrade to a less expensive course, tuition fees are not refunded, nor are they transferable to another student.

ISC students requesting course breaks or changes to course breaks after arrival must give 4 weeks' notice of changes, which are subject to availability. All breaks must be taken at least 4 weeks before the course ending date. Students must ensure that visas are issued for correct dates to include any breaks. One change can be made free of charge, but for any subsequent change students must pay an Amendment Fee of US\$40.

Students must sign a State Enrolment and Refund Agreement. Refunds will be processed according to those terms and conditions, and will be made within forty-five days of written cancellation.

Full details of refund policies are included in the school catalog, available on request from the center.

#### ACCOMMODATION (ALL LOCATIONS)

In arranging accommodation, St Giles normally acts as a third party, and cannot accept ultimate responsibility for the quality of accommodation provided, or for any damages, theft or financial loss suffered by students as a result of accommodation providers' negligence, except insofar as we undertake to exercise due diligence in arranging such accommodation on students' behalf. St Giles may use an agency to book accommodation.

Students and agents are advised to notify St Giles at the earliest opportunity in cases where the accommodation provided is deemed unsatisfactory, when St Giles will endeavour to negotiate improvements in the existing provisions or to offer alternative accommodation subject to availability or refunds from providers wherever possible.

St Giles reserves the right to charge students for any damage or breakages caused to the homestay or residence hall provided, for which they may be deemed responsible.

All accommodation charges must be paid direct to the St Giles centre and all prices are *per person per week* unless stated otherwise. Accommodation is reserved from 10.00 a.m. on the Sunday before the course begins, until 10.00 a.m. on the Sunday at the end of the course, unless agreed otherwise. This is with the exception of the Study Inn, Cambridge, which is Sunday-Saturday in the last week of reservation. Check-in times vary depending on the centre and details will be provided on accommodation confirmation documents.

**Cancellation or changes:** *All cancellations and changes must be notified to the office in writing.*

Students staying at Chester House (London Highgate) and/or Residence Clubs in San Francisco must give 30 days' notice of changes or cancellation, or pay for up to 30 days in lieu. Students staying at a New York City Residence Club or Hotel must give the office 21 days' notice or pay for up to 21 days in lieu. Students staying in a New York City homestay must give the office 15 days' notice, or pay for up to 15 days in lieu. Students at other Residence Halls (all locations except San Francisco) must give the office 14 days' notice, or pay up to 14 days in lieu. Students in all other accommodation must give the office 7 days' notice of changes or cancellation, or pay for 7 days in lieu.

All changes/cancellations must be notified in time to take effect from a Sunday, and cannot be effected from midweek. For students in homestay accommodation at discounted long-stay rates, the full rate will apply for stays of less than 24 weeks at the time of departure. Any balance of accommodation charges can be used for new accommodation, or can be refunded if the student is leaving the centre. Students requesting changed accommodation arrangements must pay an Amendment Fee of £25 (UK), \$40 (USA), Can\$50 (Canada).

Students must pay a retaining fee of 50% of the weekly charge if they leave their possessions in their room in homestay accommodation during absence on holiday.

Accommodation in Guest Houses or Hotels is best suited to students over the age of 18. Students under 18 must send the centre evidence of parental consent if they request such accommodation. NB. In Canada the minimum age for renting a hotel room is 19.

#### **INSURANCE**

Deposits and fees are not transferable from person to person. Students are advised to insure themselves against personal injury or illness before their arrival in the UK, USA or Canada. St Giles can arrange insurance cover at a competitive cost. Please see our website for further details. *Insurance fees (UK) are not refundable in the event of cancellation.*

#### **DISCIPLINARY CODE**

St Giles International has a disciplinary code which it expects all students to follow. If a student seriously or persistently misbehaves in their lessons or accommodation, St Giles reserves the right to terminate their course without notice. A student's course may also be terminated without notice if the student persistently fails to attend class or fails to meet the attendance requirements of the course.

Action in such cases is at the discretion of the Principal or Centre Director, and in the case of visa nationals the relevant authorities are informed that a course has been discontinued early for disciplinary reasons. There is no refund of tuition fees in these circumstances, and any unpaid fees become payable immediately. Any unused accommodation fees after the payment of outstanding amounts due will be refunded in accordance with our terms and conditions above.

The St Giles Student Disciplinary Code is published in full in our Students' Guide and on our website.

#### **PROMOTIONAL PHOTOGRAPHS AND VIDEOS**

St Giles or its representatives may take photographs and videos of classes or other school activities during your time with us, which may be used for promotional purposes. If you do not wish to appear in any promotional materials, please advise us at the time of booking.

**All information is correct at the time of going to print, August 2018.**

**E&OE**