

## Concorde International Terms & Conditions – For Adult Students

Concorde International thanks you for your booking and requires you to carefully read the following:

### Concorde Payment regulations

- £100 or £500 deposit : if you are booking more than 60 days before arrival (€100 for students not requiring visa / €500 for students requiring visa)
- Total fees in GBP Sterling if you are booking less than 30 days of arrival
- Late bookings : welcome but subject to availability, total fees must be received before arrival

Once we have received the fees we will send you Confirmation of Payment, Course and Accommodation. Airport transfers will be confirmed once you notify us of your travel details, and have paid for this service.

### Cancellations

- 30 days or more before arrival : deposit is retained by Concorde International
- 29 days – 9 days before arrival : 50% course fees retained by Concorde International
- 8 days or less : total course fees retained by Concorde International
- Late or no arrival or early departure : no refund by Concorde International

### Covid Related Cancellations

If either your Government or UK Government imposes quarantine or lockdown less than 14 days before arrival in the UK, Concorde International Ltd. will offer a **FULL REFUND** (less any bank charges or currency exchange charges), or credit towards future bookings Please note this does not apply to Third Party Providers (Accommodation, Coach Companies, Venues, Airport Transfers, Courier Services) as their policies may differ. We will check and advise you of any charges.

### Postponement of course

We know that sometimes bookings have to be changed. Please notify us immediately in writing if you have to postpone your course for reasons outside your control, e.g. illness or death of a relative, we will honour your booking and reserve your place, we will retain your course fees for up to 12 months to enable you to take up your course at another time. If the fees have increased by the time you start your course, the difference will become payable.

### Accommodation

Your accommodation is booked from the night before the course to the day after it ends.

Concorde International will make every effort to place you in the accommodation you request but cannot always guarantee this.

Please give us at least 4 weeks notice to enable us to select the appropriate accommodation for you. Concorde International follows the accommodation guidelines set out by Accreditation UK.

**NB** There is a £25 week supplement for gluten-free or dairy-free diets.

A student who behaves in an unacceptable manner will be asked to leave the accommodation. We cannot guarantee to find alternative similar accommodation, and higher charges may apply.

In the student residences Concorde International reserves the right for its staff to inspect student bedrooms particularly in the event of a complaint.

### Refund of Accommodation

No refunds for early departures from accommodation either due to cancellation or expulsion.

### **Endsleigh Travel Insurance**

You **MUST** have comprehensive travel insurance to include cancellation, medical and repatriation costs in place before you arrive in the UK. Concorde International Ltd. partners with Endsleigh Insurance (*recommended by English UK*) to provide comprehensive student travel insurance from £7.50 per person per week, and its **Covid Cover** starts from the moment the student arrives in the UK and also covers additional accommodation, medical and repatriation costs (flights, airport transfers etc.) in case a student needs to isolate as well as lost luggage and other costs. **Insurance must be paid in advance and is non-refundable.** For more information please ask; this information is available in multiple languages. If you do not request Endsleigh Insurance you must tell us the name of your alternative insurance provider and which arrangements you have in place.

### **Visa nationals**

It is **your responsibility** to ensure that you hold the correct visa to enter the UK, and leave to remain for the duration of your course. In the event of an incorrect visa Concorde International will terminate your course immediately. Concorde International is obliged to inform the Immigration authorities in the event of a non-arrival, or unsatisfactory attendance or curtailment of a course.

### **Visa refusals**

Refund of fees (minus the Registration fee of £98) if your visa is refused. The refund will only be made on presentation of the official refusal letter – ‘Refusal of Entry Clearance Letter’.

In all cases the Administration fee and any other charges e.g. bank commission are not refundable.

**NB** all refunds will only be returned to the original source of the booking i.e. to the agent who made the booking, or if by credit card, then the refund will be made to that same credit card. There are no exceptions and cash will not be given.

### **School regulations**

Concorde International takes seriously the safety welfare of all its clients and we require our staff to abide by a strict code of behaviour. In the same way students are expected to accept and comply with the School regulations. Any wilful damage to school, accommodation or property of other course participants must be paid for in full prior to departure.

If there is a serious breach of regulations, Concorde International reserves the right to request the student to leave the School, and in this case no refunds are given for course or accommodation, and return flights are at the student's expense.

**NB** serious breach of discipline includes amongst other things: persistent non attendance in class, unauthorised entry into staff areas, bedrooms, homestays; setting off false alarms (fire, evacuation); bullying, alcohol or drugs, or immoderate conduct.

### **Social programme arrangements**

The programme ( Evening activities / Full-day excursions ) is arranged on the basis of a minimum number of participants. The programme will have some free and some paying events.

### **Class size**

Concorde International class sizes allow for a maximum of up to 12 students in one class. This may be increase to 14 on the University Summer Courses.

### **Photographs and videos**

Concorde International may from time to time take photos and videos of its course participants to promote the school through websites, brochures, display boards, photo albums and social media platforms. Please inform us in writing before your course starts if you do not allow the use of such images.

### **Your data protection**

We know how important data protection is and we will do all we can to safeguard your personal information. We will only use the information you have given to us for the purposes of providing you with the required services i.e. course, accommodation, transport, welfare and Immigration (UKVI) if applicable.

We promise that your information will not be given out beyond the necessity of these services you have purchased, and will not be given to any marketing companies. Your personal information will be stored securely for the duration of your stay in Britain. We will be able to provide you with a copy of your records within 14 days if requested.

## Complaints

We are concerned if you have a complaint about any aspect of your course or services you have purchased in the booking. We would like to resolve this as quickly as possible to your satisfaction and therefore ask you to raise this complaint at first with the manager in the school whilst you are attending the course.

If you feel this has still not been resolved, please write to: The Director, Concorde International, Hawks Lane, Canterbury CT1 2NU. You can expect a reply within 14 days of receipt of your letter. This does not affect your statutory rights.

There is no recompense for complaints made after conclusion of the course and departure.

## Liabilities, Force Majeure and Legal Jurisdiction

- Concorde International nor its representatives are liable for loss, damage, illness, or injury to person or to property however caused, except where such liability is statutory.
- Concorde International does not accept liability for personal injury or death of a course participant.
- We are not liable for losses or additional expenses in the event of cancellation or change due to delays in travel services.
- Concorde International, its staff or its representatives are not liable for loss of tuition, activities or excursions due to public disturbances, road closures, motorway incidents, industrial action, natural weather disaster, acts of terrorism, pandemics, Government restrictions or factors outside their direct control.

If Concorde International asserts Force Majeure as a reason for the failure to perform its obligations then we undertake to demonstrate that we have taken reasonable steps to minimise delay or damages caused by events, that Concorde International fulfilled all non-excused obligations to notify the student of the likelihood or occurrence of the event.

These Terms and Conditions of enrolment are subject to **English law**. The English language is legally binding in all cases.

## Personal Property

Clients must take appropriate measures to protect any valuables or other personal possessions. If anything is missing when you leave school, please let us know immediately and we will try to locate the item. Your insurance company will need to cover the cost of replacement items.

## Holidays

Concorde International Study Centre will be closed on Public Holidays. The School does not make up for lessons on these dates. There is no refund if your course includes any of these dates. Exceptions are made for One-to-One clients, their lessons will be made up.

All public holiday dates are to be found on the Concorde International website. Published course start dates fall on a Monday. If this day is a public holiday, the course will begin on the following working day.

## School holidays

Students following long-term courses may apply to take holidays, in complete weeks from Monday to Friday, at times convenient to the programme and with the approval of the Director of Studies. Exceptions are made in the case of family illness or death.

Holidays are allowed on the basis of a maximum of 2 weeks per every 12 weeks of the programme, and must be requested not less than 2 weeks in advance.

In each case the total course duration will be extended to compensate for the weeks' holidays taken.

**NB** Holidays cannot be taken when following intensive preparation for FCE, IELTS or Diploma.

## Minimum age

Concorde International welcomes young adults from the age of 16 for long term courses.

Please note that 16 and 17 year-olds are not supervised except in lessons and on occasional class excursions. **Parents and guardians must send us a signed Parental consent form (see enrolment form page 4)** before the student arrives in the school.