

Concorde International Terms & Conditions – For Junior Students

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

Concorde Payment regulations

- Total fees in GBP Sterling if you are booking less than 30 days before 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.

Howden 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 Howden 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 Howden Insurance you must tell us the name of your alternative insurance provider and which arrangements you have in place.

Notice to Parents of new regulations re sporting activities/insurance waiver

These Terms and Conditions **require your consent** for your children to participate in activities such as trampolining, horse riding, swimming etc as may arise on the course programme. You must sign the section on Page 2 of the Enrolment Form to state you agree to this and the insurance waiver.

Concorde International cannot be held responsible for any costs incurred by students who are not insured.

NB As certain sports are pre-booked, you must inform us 7 days in advance if you have to cancel tennis, golf or horse riding; if you cancel 7 days or less you will be charged the full fees.

Emergency Medical Treatment

In case of a medical emergency, every effort will be made to contact you, the parents/guardians as quickly as possible. If your child needs appropriate medical attention or an emergency operation please see parental consent section on the Enrolment Form on page 3.

Cancellations

We understand that sometimes it is necessary to cancel at short notice. We will not charge you if you cancel more than 28 days in advance of the arrival date. Please note this does not apply to Third Party Providers (Accommodation, Coach Companies and Venues) as their policies may differ. We will check and advise you of any charges. Refunds will be made as soon as possible less any bank charges and to the original account.

UK Government 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.

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. If you wish to share with a relative or friend you must include this information on the Enrolment Form on page 4. Please give us at least 4 weeks' notice to enable us to select the appropriate shared accommodation for you. Concorde International follows the accommodation guidelines set out by Accreditation UK.

NB There is a £30 per 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 school 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.

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. Tuition fees will not be refunded.

Concorde International is obliged to inform the Immigration authorities in the event of a non-arrival, unsatisfactory attendance or curtailment of a course.

Visa refusals

Refund of fees (minus the Administration fee of £98) if your visa application 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 and welfare of all its clients and we require our staff to abide by a strict code of behaviour whilst they have the care of your child. 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.

In the event of an expulsion 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, other's homestays; setting off false alarms (fire, evacuation); bullying, alcohol or drugs, and immoderate conduct.

Class size

Concorde International junior class sizes allow for a maximum of up to 15 pupils in one class. In exceptional circumstances, this may be increased to 16 but only for the shortest period possible.

Programme arrangements

The information is published in good faith in our brochures and our website. We reserve the right to make amendments or changes to the programme or accommodation due to weather, programme requirements or minimum number of participants. We will do our best to arrange supplementary excursions and excursions if requested by a group for a fee, but do not give refunds if students (individuals or groups) choose not to participate in the agreed programme.

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 everything 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 in accordance with UK GDPR regulations.

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 working 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

Parents must take appropriate measures to protect any valuables or other personal possessions. If anything is missing when your child leaves 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. Expensive items such as jewellery, personal video games, tablets and designer clothing should not be brought to summer school as they are not necessary.

Playtime and Buddy programme are not accredited by British Council.