

TERMS & CONDITIONS

1. Student Registration

All courses must be booked in advance and where appropriate can be started on any Monday. Language Café reserves the right to cancel or change the course programme without prior notice. You should send the stated deposit with your application and a photocopy of passport at least two weeks in advance of your arrival/start of your course.

2. Booking Confirmation

a) On receipt of the completed application form and deposit, we will send you the confirmation of booking.

b) An invoice, acceptance letter and, if required, visa support letter will then be issued. These items will be emailed and then posted, if required.

3. Payment

A 25% deposit must accompany your course application. The rest of the course fees must be paid one week before the starting date. The course application form, when complete, should be returned with your deposit/payment to Language Café.

Where tailored courses are agreed in a face to face consultation a deposit should be paid that is at least equal to the cost of one lesson. The balance of the cost of the agreed learning schedule should be paid when attending your first lesson. (A learning schedule will be a minimum of 4 lessons).

4. Visa *****

Most students outside EU require a student visa. After we receive your deposit, we will issue a visa support letter so you can arrange your student visa. Please note this can take over a month to complete. If your visa application is declined we will return the deposit, minus £30 administration fee, upon receipt of your visa refusal letter.

5. Cancellation

If you decide to cancel your course or any additional services arranged with the assistance of Language Cafe i.e homestay/transfers, repayments will be made as follows:

- Up to three month before: Full amount

- Up to one month before: 50%

- Up to one week before: No refund and a £30 cancellation charge applies. Any Homestay booking fee paid to the Homestay family will not be refunded.

6. Postponement

You may postpone your starting date but you must give the centre 7 days notice. If you do not, postponement administration fee of £50 will be charged. If you postpone more than once, then a further administration fee of £75 will be charged.

7. Refunds *****

Tuition fees will not be refunded for early departure, absence or illness once a course has started. No refunds or credit will be given for early departure, absence or illness during the course or for a reduction in previously booked hours. You are recommended to take insurance to cover this. In cases where a student's leave to remain in the U.K has been granted by the Home Office or British Consulate on the basis of his/her studies at this school, no refund of fees is possible unless his/her termination of studies is approved by the Home Office or British Consulate in writing and this written evidence submitted to our office.

8. Holidays

Students studying on a course of 12 weeks or more can take a planned period of absence. Students must give one week's notice and take a minimum of one full week. Only full weeks can be taken. Maximum 4 weeks in 1 year. (1 week per 12 week term)

9. Insurance

Students are responsible for arranging their own insurance and are strongly advised to do so. We hold details of providers in the Information Book in school and details can be provided, if required.

10. Attendance

Students have to attend 80% of their course as part of the UK visa requirements, if applicable. The school is duty bound to inform the Home Office of persistent non attendance.

11. One-to-One Lessons

If you do not secure a teacher's time by agreeing to a learning schedule but prefer to book one-to-one sessions as required we will endeavour to meet demands but this cannot be guaranteed. In one-to-one sessions you must pay on the day and obtain a receipt.

Students with one-to-one lessons need to give 48 hours notice of cancellation. Students will be charged for non-attendance if 48 hours notice isn't given.

12. Books *****

Students studying on a group course programme will receive the Language

Café material suited to their level. This cost is included in the course fees. Any additional course books can be purchased as per level of study and current prices.

13. Class Size

A minimum of 4 students is needed for a new class to open or continue and the maximum class size is 10 students (or 12 for evening classes and summer school).

14. Public Holidays

The school will be closed on Public Holidays as follows:

New Year's Day (January)
Good Friday (April)
Easter Monday (April)
May Bank Holiday (May)
Spring Bank
Holiday (May)
Summer Bank Holiday (August)
Christmas Holiday (December)

15. Student Misconduct

Language Café operates policies in relation to behaviour which will be explained to you on your arrival. You must pay for any damage you cause to the school or homestay and its contents. The school reserves the right to cancel a student's course in the case of serious misconduct. Refunds will be at the discretion of the school.

16. Liability

Language Café does not accept responsibility for loss or theft of personal items from its premises.

17. If the student is under 16 (1:1 classes only) *****

1. The person in charge of students under 16 will have to sign the application form and accept the points listed below:
2. The child will stay with a family member or close friend for the duration of the course.
3. The guardian is responsible for the child outside of scheduled activities and class times.
4. The child can be treated in an emergency, and a doctor has permission to carry out an emergency operation if required.
5. The guardian will pay the doctor's/hospital bills for any treatment given.
6. The guardian will provide the school with a contact telephone number in case of emergencies.

18. Queries and Complaints.

Students must bring to the attention of the relevant staff, any queries or complaints for the school to be able to deal with them and to help. Language Café cannot accept retrospective queries or complaints.

Language Café have a published Complaints and Compliments policy and procedure a copy of which is available on request.

19. Force Majeure

Also known as Acts of God, certain events and occurrences are outside the schools control and so Language Café will not be held liable for events that may disrupt your course, exam, transfer or accommodation. Please check that you have adequate personal insurance to cover yourself in such eventualities including but not limited to : war, terrorism, disease, extreme weather, fire, floods, explosions, strikes and acts of government prohibiting the school carrying out its obligations for any booking.

20. Data Protection Act 1998

Language Café is registered with the Information Commissioners Office under the Data Protection Act 1998. This registration confirms that any data collected relating to individuals collated in the course of our business will be processed in accordance with the act. A full Data Protection Policy and Code of Practice is available on request.

21. Policies and Procedures

All staff and students will be briefed and have the opportunity to read in full all Language Café's policies and procedures regarding the effective running of the School. These policies and procedures meet legal and regulatory compliance and support the ethos and culture of the school.