

# Terms and Conditions

## Please read our terms and conditions carefully before booking your course

1	Fees: All fees are payable on registration. Confirmation documents will be provided upon receipt of full payment.																		
2	<p>Payments: All payments must be made in pounds sterling. Bank transfers should be made to the following account:</p> <table border="0"> <tr> <td><b>Bank Details:</b></td> <td></td> <td><b>Bank Address:</b></td> </tr> <tr> <td><b>Account Name:</b></td> <td>Hampstead School of English Limited</td> <td>Citybank N.A.</td> </tr> <tr> <td><b>Account NO:</b></td> <td>12713047</td> <td>25 Canada Square</td> </tr> <tr> <td><b>Sort Code:</b></td> <td>18-50-08</td> <td>Canary Warf</td> </tr> <tr> <td><b>Swift:</b></td> <td>CITIGB2L</td> <td>London</td> </tr> <tr> <td><b>IBAN:</b></td> <td>GB37CITI18500812713047</td> <td>E14 5LB</td> </tr> </table> <p>You are liable for all bank charges and will be billed for such charges on your first day if necessary. All credit card transactions are surcharged at 3%. Cheques, drawn on a UK bank, should be made payable to "Hampstead School of English". Please note that we are unable to accept cash payments of over £500 and recommend that alternative payment methods are used. Bank transfers should be made well in advance to make sure fees are received prior to course start.</p>	<b>Bank Details:</b>		<b>Bank Address:</b>	<b>Account Name:</b>	Hampstead School of English Limited	Citybank N.A.	<b>Account NO:</b>	12713047	25 Canada Square	<b>Sort Code:</b>	18-50-08	Canary Warf	<b>Swift:</b>	CITIGB2L	London	<b>IBAN:</b>	GB37CITI18500812713047	E14 5LB
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3	Cancellation and changes before arrival. If you cancel with more than 3 weeks' notice, the School will refund your fees less registration and placement charges. If you cancel with less than 3 weeks' notice, the school will deduct 3 weeks' accommodation (if arranged by the School) and 3 weeks' tuition fees, in addition to the registration and placement charges. Any balances will be returned to you. All cancellation notices must be received in writing. We recommend that you take out travel insurance to cover any eventuality including cancellation. If your visa application is denied, you must provide a copy of the visa refusal letter in order for your refund request to be considered.																		
4	Cancellation as a result of Visa refusal. If you cancel your booking because of a visa refusal we will refund fees paid less a Service fee of £45.00 on condition that you send us the original (or PDF) of the visa refusal letter issued by the British Embassy or Consulate at least 5 working days before the course start date. If you notify us later than 5 working days before your arrival date and if accommodation has been arranged, we will refund the fees less a deduction of one week's accommodation charges and the accommodation placement fee. Bank charges will be deducted from all refunds.																		
5	Postponing a booking. You must inform the office more than 3 weeks before the course and accommodation start date, in writing, otherwise cancellation or change fees will be incurred.																		
6	Cancellation of a course after arrival. There are no refunds of tuition fees after arrival. You are required to give three weeks' notice and will receive a course voucher for the time remaining. The course voucher is non-transferable and valid for up to one year. Course credits can not be used to pay for One to One tuition.																		
7	Cancellation of accommodation on or after arrival. If you cancel your accommodation, you are required to give 3 weeks' notice and will receive a refund of outstanding fees less the £45.00 Administration Charge after the notice period. You will receive refunds (if appropriate) only after your return to your home country. We will refund only to the person from whom the funds originated. For students booking through agents, the School will check with the agent before arranging refunds. Refunds can only be made after full payment from the agent has been received by the School. Refunds are always made back to the bank account from where they were received.																		
8	Accommodation. If suitable accommodation is not available, you may be offered a refund of the balance of your accommodation fees (not Placement Fee). Twin room accommodation can be arranged on request for students travelling together.																		
9	Holidays. You are allowed a holiday of 2 weeks for every 12 weeks that you study: For a course of 12 weeks, you can take a maximum of 2 weeks holiday; for a course of 13 to 24 weeks, you can take a maximum of 4 weeks holiday; for a course of 25 to 36 weeks, you can take a maximum of 6 weeks holiday; for a course of 37 to 52 weeks, you can take a maximum of 8 weeks holiday. You must give 3 weeks' notice in writing or an administration fee of £45 will apply. All holidays should be booked through our e-reception.																		
10	Materials Charge: A £20.00 fee for materials and e-reception access will be included in your invoice. A £30.00 deposit is payable in person on collection of the course book. This £30.00 deposit is fully refundable on returning the course book in an acceptable condition along with the deposit receipt.																		
11	Administration Charge. All changes outside the notice period in course dates or accommodation, including holidays, have a charge of £45.00, which must be paid before the change is processed.																		
12	Certificates. All students are issued with a certificate on the last day of their course on request. The certificate confirms the level of study at the end of the course.																		
13	Attendance. You are required to attend at least 90% of your course. Absence from lessons is not compensated. If you are absent from School for 3 or more days we will contact you by telephone or email to see if we can be of any help or assistance. If we receive no response we will try to contact you again. Information for students visiting the UK with a General Student Visa: Please note that the UK Border Agency treats unauthorised absence of 10 consecutive days from school as a failure to comply with the requirements of your Student Visa. Failure to comply will result in a withdrawal of your right to remain in the UK. If you are absent from school, you must inform us in writing of the reason for your absence as soon as possible. Please make a note of the School's contact email address: info@hampstead-english.ac.uk																		
14	Conduct and behaviour. The school reserves the right to cancel a student's enrolment, with no refunds, in the event of misconduct or unsatisfactory behaviour. The management's decision is final.																		
15	Insurance. You are strongly recommended to take out appropriate insurance for you stay in the UK.																		
16	Public Holidays. There are no reductions or discounts in tuition fees for courses that include a public holiday.																		
17	Queries and Complaints. You should bring any problems to our attention immediately in order for us to help you. We do not accept retrospective complaints or queries.																		
18	Liability. The School does not accept liability in case of illness, accident, loss or damage to personal effects or property.																		
19	Personal Identification: In order to fulfil our obligations to you and to the British authorities, it is necessary for us to see and copy your passport (and visa if appropriate), to have contact details for you in London (including a mobile phone number if you have one), and to have details of your next of kin in your own country. It is your responsibility to provide this information and update the school should anything change.																		
20	Data Collection: Hampstead School of English collects and uses information (data) about employees, clients, suppliers and trustees as necessary. We are obliged to ensure that this information is treated in a lawful and correct manner in whichever way it is collected, stored and used. We take appropriate safeguards to ensure compliance with data protection legislation.																		
21	Semester Programme courses offer a preferential fee structure for students studying for 22 weeks or more. Once booked, these courses cannot be shortened or reduced in hours																		