

Conditions of enrolment 2023

All enrolments are subject to these conditions, which become legally binding on confirmation of acceptance by Anglo-Continental, and to the age limitations and arrangements specified in Anglo-Continental's official publications.

The enrolled student intends and is able to follow and complete the course of study at Anglo-Continental and declares that he/she shall abide by all current UK laws and leave the United Kingdom at the end of his/her studies.

Anglo-Continental reserves the right to withhold confirmation of an enrolment, at its discretion, if such action is deemed necessary in the interests of the student or the school or if an incorrect declaration has been made.

Fees

The fees for courses and accommodation are valid from 1 January to 31 December each year. The fees for the following year are normally published in July/August.

The fees must be received in full by Anglo-Continental no later than four weeks before course commencement, otherwise Anglo-Continental reserves the right to cancel, without notice, the course, accommodation and all other services. Course fees are calculated in complete weeks, and any part of a week is counted as a full week.

No compensation, fee reductions, refunds, credit, additional lessons or extension of the course can be given for:

- services or facilities included in the fees and not used;
- late entry to or absence or early departure from a course without formal curtailment;
- lessons replaced by testing, class allocation procedures or the sightseeing tour on course entry dates;
- days when schools are closed because of official holidays;
- cashless cards.

Any refunds which are approved can only be made by the office or Agent to whom the fees were originally paid. Anglo-Continental reserves the right to make fee adjustments as a result of changes to statutory taxes without prior notice.

Visas

If you require a visa, **it is your responsibility to ensure that you apply for the correct type of visa** to allow you to study at Anglo-Continental for the entire period of your course(s). You must ensure that all details on your confirmation documents issued by Anglo-Continental are correct before you apply for your visa. Anglo-Continental cannot be held liable for any errors that occur during the visa application process. It is also your responsibility to continue to maintain the correct immigration status to study at Anglo-Continental for the duration of your course(s). Failure to do so may lead to termination of your studies without refund or compensation.

School regulations

Anglo-Continental publishes regulations to ensure that the courses operate smoothly. Acceptance of and compliance with these regulations, and with English law, are contractual obligations on the part of the student or the parent, guardian or other person arranging the student's enrolment with Anglo-Continental where the student is under 18. The school regulations are available online:

www.anglo-continental.com/schoolregs.html

14 day cooling off period

The student may cancel an enrolment submitted online within 14 days from the date of submission. We will

fully refund the payment of course fees less any bank charges provided that written notice of cancellation is received by Anglo-Continental within 14 days of making the enrolment.

Cancellation, postponement or withdrawal from a course

A course is not transferable but may be cancelled and your payment of course fees will be refunded (except bank charges and non-refundable deposit), provided that written notice of cancellation, postponement or withdrawal is received by Anglo-Continental not less than four weeks before the scheduled date of course commencement. In the absence of such notice, or if less than four weeks' notice is received no refund of fees can be made.

No refunds can be given in the event of withdrawal from the course after its commencement, or for late arrival, early departure, or failure to make use of any of the facilities or activities of the course. In the absence of such notice, or if less than four weeks' notice is received:

- in the case of cancellation, a fee of £ 500 is payable in lieu of notice;
- in the case of postponement, Anglo-Continental reserves the right to levy a charge to cover administration and accommodation costs incurred on the student's behalf;
- should the application for a visa be refused, we will refund any published fees paid in advance (after deduction of an administration charge of £ 100) provided that you send us a copy of the letter of refusal before the intended start date of the course.

Any additional charges for services provided by a third party (such as hotel accommodation, flat rental and courier services) are not refundable.

Curtailed of a course

(Excluding courses with reduced fees)

If a course of more than eight weeks' duration is curtailed by the student, four weeks' notice must be given to the school. If no notice or insufficient notice is given, course fees must be paid in lieu of notice together with any accommodation charges due. In all cases, course fees must be paid for a minimum of eight weeks.

If a course of eight weeks' duration or less is curtailed, no refund of course fees can be given. Students must have personal insurance against inability to attend or continue a course for medical or compassionate reasons (see 'liability and insurance').

Change of course

(Excluding courses with reduced fees)

If, after commencement of a course, the student wishes to change to a course of a lower specification, two weeks' notice must be given to the school. If approved, the change must be made on a scheduled entry date for the new course.

Any refund due will be in the form of a credit towards any required extension of the amended course or towards any subsequent course with Anglo-Continental during the twelve months following the end of the amended course. The credit is not transferable to any other person and no cash refund can be given.

Incorrect declaration

Anglo-Continental reserves the right to withdraw a student from the course if an incorrect declaration has been made or if information regarding a student's ability to participate in the course has not fully, or partially, been disclosed to us before course commencement. In this case, no refund can be made.

English language level

Any information about your level received prior to your arrival will act as a guide only. Your English language level will be determined by our entry test on your first day. If you are not at the required level for your course, you will be transferred to a suitable alternative course.

Accommodation

The fee for the first week in homestay accommodation includes a non-refundable administration charge to cover the cost of selection, reservation and administration.

Any request to change or leave accommodation, either separately or in conjunction with the curtailment of a course, must be made to Anglo-Continental at least two weeks before the date of the proposed move and approved before the change is made. Failing this, accommodation fees are payable in lieu of notice. An administrative charge of £60 will be made for each request to change homestay family accommodation. Accommodation fees continue to be payable for any periods of absence during the course.

If a student fails to arrive within one day of the start date of his/her accommodation we reserve the right to cancel the students' booking. Please note that we may not be able to make a new accommodation placement.

Photography, film, sound recordings and written work

During our courses we sometimes take photographs, film footage and sound recordings, some of which may be incorporated into items such as, but not limited to, future publicity material, social media sites, tests and educational materials. We may also wish to use examples of your written work. If you do not wish to participate in any of these items, please advise Anglo-Continental in writing before the start of the course.

Liability and insurance

Anglo-Continental will not be liable for any loss, damage, illness or injury to persons or property, however caused, except where such liability is imposed by statute. Anglo-Continental will also not be held responsible for any delay in scheduled services of third party companies or if any service cannot be provided as specified. Any complaints, liabilities, losses or damages arising should be submitted to the third party company concerned. It is the student's responsibility to take out personal insurance against all such risks, including inability to attend or continue a course and for the payment of medical expenses.

Anglo-Continental is partnered with Endsleigh to offer a bespoke insurance policy that is specifically designed for you while partaking on our courses. The insurance prices are published on page 58. Please note, Anglo-Continental reserves the right to revise these prices if Endsleigh increase their premiums. Please check the website for the latest prices:

www.anglo-continental.com/enrolment

Transfer fuel surcharge

If a transportation company levies a surcharge because of an increase in the price of fuel, the additional cost will be charged to you. Please check the website for the latest charges:

www.anglo-continental.com/more-info/transfer-services

Force majeure

It shall be a fundamental condition of the contract between the student and Anglo-Continental or its Agents that neither Anglo-Continental nor its Agents shall be in any way liable to the student in the event of any service contracted to be supplied by them becoming impossible to supply by reason of industrial dispute or other cause outside their control.

Conditions of enrolment (continued)

Data protection

To ensure that your course at Anglo-Continental meets your requirements we and, if appropriate, the Anglo-Continental Agent in your own country will need to use the information you provide (such as your personal data and details of any special requirements) in order to process your enrolment.

We must pass your information on to those involved in providing you with services relating to your stay at Anglo-Continental such as, but not limited to, your reservation of accommodation and transfer services. The information may also be provided, if required, to security or credit-checking organisations, customs and

the Home Office as required by UK law.

Please note that where your information is held by an Anglo-Continental Agent, it will be subject to your Agent's own data protection policy and their country's national law.

Declaration form for students 16 and 17 years of age enrolled on Adult Courses

If your son/daughter will be 16 or 17 years of age at the time of the course, Anglo-Continental must receive a completed declaration form before course commencement. This form provides essential emergency contact information. In the absence of this

form, if an emergency situation arises, Anglo-Continental will make the best judgement on any action which needs to be taken based on professional advice available at the time of the emergency.

Validity of conditions

These Conditions of enrolment and Additional conditions for long-term courses are valid from 1 January 2023 and are subject to English law. The English language version is legally binding in all cases.

Anglo-Continental reserves the right to waive or adjust the specifications of a course, which may include age limits, without prior notification.

Additional conditions for long-term courses with reduced fees

Additional conditions apply to:

- Long-Term General Programme
Courses: G-1.20L/G-1.25L/G-1.30L
- Academic Study Programme
Course: A-1.30

Curtailed of a course

If a long-term course is curtailed after its commencement, no refund of course fees can be given. It is the student's responsibility to take out personal insurance against inability to attend or continue a course for medical or compassionate reasons (see 'liability and insurance' above).

Change of course

An enrolment for a long-term course may not be changed after course commencement except where the student wishes to prolong or include a course of a higher specification with the approval of the school.

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 Academic Head. Holidays are allowed on the basis of a maximum of two weeks per twelve weeks of the programme and application must be made

to the school not less than two weeks in advance. In each case the total course duration will be extended to compensate for the number of weeks' holiday taken. Holidays may not be taken when following intensive IELTS or FCE preparation, Examination Practice or Business and Specialised options.

Anglo-Continental has a legal duty of care for students under 18 years of age. A holiday or break in stay can only be authorised once written permission has been received from the student's parent/guardian.

Additional conditions for Young Learner and Vacation Courses

School regulations

School regulations are designed to ensure that the courses function smoothly. Acceptance of and compliance with these regulations, and with English law, are contractual obligations on the part of the parent, guardian or other person arranging the student's enrolment with Anglo-Continental. The school regulations are available online: www.anglo-continental.com/schoolregs-yl.html

It is essential that your son/daughter understands that he/she must accept the regulations concerning 'Conduct and Discipline' and 'Permission to go out Without Supervision' as agreed by the Parent/Guardian.

Failure to observe the requirements of conduct described here and in the 'Student Handbook' may result in the student being returned home before the end of the course, without compensation. Anglo-Continental reserves the right to alter the student's travel arrangements.

It is the responsibility of the parent/guardian to arrange for an adult to meet the student at the place of arrival and at a time specified by Anglo-Continental.

Curtailed of a course

If a course is curtailed after commencement, no refund can be given. Parents or guardians must arrange insurance against inability to attend or continue a course for medical or compassionate reasons (see 'liability and insurance').

Accommodation

It is essential that your son/daughter understands that:

- a) he/she will be sharing accommodation with other students and must observe the accepted standards of courtesy and consideration towards others;
- b) he/she will be expected to make his/her own bed, help to keep the room tidy and leave bathrooms and toilets clean for other users;

c) he/she must observe the bedtimes stated by the homestay family - normally not later than 22.30 hours.

Supervised door-to-door car service

The supervised door-to-door car service is compulsory for students aged 10 - 13 years and is included in the accommodation fees.

Young Learners/Vacation Course Declaration Forms

Anglo-Continental must receive a completed declaration form before your son/daughter commences his/her course. This form provides essential emergency contact information. In the absence of this form, if an emergency situation arises, Anglo-Continental will make the best judgement on any action which needs to be taken based on professional advice available at the time of the emergency.

Additional conditions for Online Courses

Recording

Online lessons may be recorded for quality and training purposes.

Cancellation or change of time of an Online One-to-One Course

Notice of cancellation or change of time of an online one-to-one course must be received in writing by the school at least 24 hours (1 business day) prior to the scheduled online lesson. If such notice is not received within the stated period then the full charge remains due.

If your teacher is not available, for any reason, then a relief teacher will carry out your online lesson.

Online Group General English Courses

No compensation, fee reductions, refunds, credit, additional lessons or extension of the course can be given for:

- services included in the fees and not used;
- late entry to or absence or early departure from a course;
- lessons replaced by testing.

No lessons will be provided during Anglo-Continental's holidays or during national holidays declared by the British Government. If a lesson coincides with any of these dates then a lesson will be added to the end of the course. For these dates please refer to the General Information on page 58.