

All enrolments are subject to these Conditions of Enrolment. They become legally binding once Anglo-Continental confirms acceptance of your enrolment. Enrolments are also subject to the age limits and arrangements published in Anglo-Continental's official publications.

By enrolling, you confirm that:

- you intend to attend and complete your course at Anglo-Continental;
- you are able to participate fully in your course;
- you will comply with all applicable UK laws during your stay; and
- you will leave the United Kingdom at the end of your studies.

Anglo-Continental reserves the right, at its discretion, to refuse or withhold confirmation of an enrolment where this is considered necessary in the interests of the student or the school, or where an incorrect declaration has been made.

Fees

Course and accommodation fees apply from **1 January to 31 December** each year. Fees for the following year are normally published during **July or August**.

All fees must be paid in full and received in Anglo-Continental's bank account **no later than four weeks before your course starts**. If full payment is not received by this deadline, Anglo-Continental reserves the right to cancel your course, accommodation and any other booked services without notice.

Course fees are calculated in complete weeks. Any part of a week is charged as a full week.

No course, accommodation or other services will be arranged until full payment has been received.

No compensation, fee reduction, refund, credit, additional lessons or course extension will be given for:

- services or facilities included in the fees that are not used;
- arriving late, being absent or leaving your course early without formally curtailing your course;
- lessons replaced by placement testing, class allocation procedures or the sightseeing tour provided on course entry dates;
- days when the school is closed for official public holidays; or
- cashless cards or vouchers.

Any approved refund can only be made by the Agent that originally received the payment. If no agent received the payment, then any approved refund will be made by Anglo-Continental.

Anglo-Continental reserves the right to adjust fees without prior notice if statutory taxes change.

Visas

If you require a visa, it is your responsibility to:

- apply for the correct type of visa for the full duration of your course;
- check that all details on your Anglo-Continental confirmation documents are correct before submitting your visa application; and
- maintain the correct immigration status throughout your studies.

Anglo-Continental cannot accept responsibility for errors that occur during the visa application process.

Failure to obtain or maintain the correct immigration status may result in your studies being terminated without refund or compensation.

School regulations

Anglo-Continental has published School Regulations to help courses operate safely and efficiently.

By enrolling, you agree to comply with:

- the School Regulations; and
- the laws of England and Wales.

For students under 18, this obligation also applies to the parent, guardian or other person arranging the enrolment.

The School Regulations are available online www.anglo-continental.com/schoolregs.html

14 day cooling off period

If you enrol online, you may cancel your enrolment within 14 days of submitting it.

If Anglo-Continental receives your written cancellation within this 14-day period, we will refund your course fees in full, less any bank charges.

Cancelling your course

Course bookings cannot be transferred to another person.

If you wish to cancel your course, you must notify Anglo-Continental in writing.

If you cancel more than four weeks before your course starts:

- your course fees will be refunded;
- any non-refundable deposit, bank charges and a £100 administration fee will be deducted.

If you cancel less than four weeks before your course starts:

- your course fees will be refunded;
- a £500 cancellation charge will be deducted;
- bank charges will be deducted; and
- any non-refundable costs for third-party services (such as hotel accommodation, flat rental or courier services) will also be deducted.

If you wish to postpone your course, please notify us in writing as soon as possible. An administration fee and any accommodation costs already incurred on your behalf may be charged. If the postponement of your course occurs less than four weeks before your course starts then any cancellation of the course will incur a £500 cancellation charge.

If your visa application is refused, Anglo-Continental will refund any published course fees paid in advance, less a **£100 administration fee**, provided that:

- you send us a copy of your visa refusal letter; and
- we receive it before your original course start date.

Please note that any non-refundable costs for third-party services (such as hotel accommodation, flat rental or courier services) will also be deducted.

No refund will be given if you arrive after your course has started or choose not to use any part of your course, accommodation, facilities or activities.

Curtailed of a course

(Excluding courses with reduced fees)

If you shorten a course that is **more than eight weeks** long after it has started, you must give the school **four weeks' written notice**.

If you do not give enough notice, you must pay the course fees instead of notice, together with any accommodation charges due.

In all cases, a minimum of **eight weeks' course fees** is payable.

If you shorten a course of **eight weeks or less**, no refund of course fees can be given.

Students are responsible for arranging personal insurance to cover situations where they cannot attend or continue their course for medical or compassionate reasons (see **Liability and Insurance**).

Change of course

(Excluding courses with reduced fees)

If, after your course has started, you wish to transfer to a course of a lower specification, you must give the school two weeks' notice.

Any change is subject to the school's approval and must take place on a scheduled entry date for the new course.

If a refund is due, it will be issued as a credit that may be used:

- towards an extension of your revised course; or
- towards another course at Anglo-Continental taken within 12 months of the end of your revised course.

This credit cannot be transferred to another person and cannot be exchanged for cash.

Incorrect declaration

Anglo-Continental reserves the right to withdraw a student from their course if:

- an incorrect declaration has been made; or
- information about the student's ability to participate in the course has not been fully or accurately disclosed before the course starts.

If a student is withdrawn for either of these reasons, no refund will be given.

English language level

Any information provided about your English language level before your arrival is for guidance only.

Your final English language level will be determined by our entry test on your first day.

If your English level does not meet the requirements of your chosen course, you will be transferred to a more suitable course.

Accommodation

The fee for the first week of homestay accommodation includes a **non-refundable administration charge** to cover the cost of selecting, reserving and arranging your accommodation.

If you wish to change or leave your accommodation, either on its own or because you are shortening your course, you must:

- give Anglo-Continental at least **two weeks' notice** before the proposed move date; and
- receive the school's approval before making any change.

If you do not give the required notice, accommodation fees will be charged in place of notice.

A charge of **£80** applies for each request to change homestay accommodation.

Accommodation fees remain payable during any period of absence from your accommodation while your course is in progress.

If you do not arrive on the scheduled arrival date at your accommodation, Anglo-Continental reserves the right to cancel your accommodation booking. If this happens, we may not be able to arrange alternative accommodation.

Conditions of enrolment (continued)

Photography, video, audio recordings and written work

During your course, Anglo-Continental may take photographs, video recordings and audio recordings. These may be used in, but are not limited to:

- promotional and marketing materials;
- social media;
- tests; and
- educational materials.

We may also use examples of your written work.

If you do not wish to be included in any photographs, recordings or the use of your written work, you must notify Anglo-Continental in writing before your course begins.

CCTV

Closed-circuit television (CCTV) operates in various locations within and around Anglo-Continental's premises.

By enrolling, students and parents acknowledge that CCTV may record images in communal areas.

CCTV recordings are used for:

- safety;
- safeguarding; and
- disciplinary purposes.

Recordings are handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Recordings are stored securely for a limited period and may be shared with the appropriate authorities where required by law.

CCTV is not used in areas where individuals would reasonably expect privacy.

Liability and insurance

Except where required by law, Anglo-Continental accepts no liability for any loss, damage, illness or injury to any person or property, regardless of how it is caused.

Anglo-Continental is also not responsible for:

- delays to services provided by third-party companies; or
- situations where a third-party service cannot be provided as booked.

Any complaints, claims, losses or damages relating to third-party services should be made directly to the company providing that service.

Students are responsible for arranging personal insurance to cover these risks, including:

- medical expenses; and
- being unable to attend or continue a course for medical or compassionate reasons.

Anglo-Continental partners with Guard.me Student Travel Insurance to offer insurance designed specifically for students attending our courses.

Prices are available on our website www.anglo-continental.com/enrolment



Transfer fuel surcharge

If a transport provider applies a fuel surcharge due to an increase in fuel prices, the additional cost will be charged to you.

Please refer to our website, www.anglo-continental.com/more-info/transfer-services, for the latest transfer charges.



Force majeure

Neither Anglo-Continental nor its Agents will be liable if they are unable to provide any contracted service because of an industrial dispute or any other event

beyond their reasonable control.

Data protection

To process your enrolment and provide your course, Anglo-Continental will use the information you provide, including your personal data and details of any special requirements.

Where necessary, we will share your information with organisations involved in providing services during your stay, including, but not limited to:

- accommodation providers;
- transfer service providers; and
- other organisations involved in delivering your booked services.

Your information may also be shared with security or credit-checking organisations, Customs, the Home Office or other authorities where required by law.

If your information is held by an Anglo-Continental Agent in your home country, it will be processed in accordance with that Agent's own data protection policy and the laws of that country.

Declaration form for students aged 16 and 17 on Adult Courses

If you will be **16 or 17 years old** during your course, Anglo-Continental must receive a completed declaration form before your course begins.

This form provides essential emergency contact information.

If the completed form has not been received and an emergency arises, Anglo-Continental will make decisions based on professional advice available at the time.

Validity of conditions

These Conditions of Enrolment, together with the Additional Conditions for Long-Term Courses, apply from **1 January 2027**.

They are governed by the **laws of England and Wales**, and the English language version is legally binding in all cases.

Anglo-Continental reserves the right to waive or amend the specifications of a course, including age limits, without prior notice.

Additional conditions for long-term courses with reduced fees

These additional conditions apply to:

- Long-Term General Programme (Courses G-1.20L and G-1.30L)

Curtailement of a course

If you shorten a long-term course after it has started, no refund of course fees will be given.

Students are responsible for arranging personal insurance to cover situations where they are unable to attend or continue their course for medical or compassionate reasons (see **Liability and Insurance**).

Change of course

Once a long-term course has started, it cannot be

changed unless the student wishes to extend their studies or transfer to a higher-level course and the school approves the change.

School holidays

Students on long-term courses may apply to take holidays, subject to the following conditions:

- holidays must be taken in complete weeks (Monday to Friday);
- the timing must be suitable for the programme;
- approval must be obtained from the Academic Head;
- a maximum of two weeks' holiday is allowed for

every twelve weeks of study; and

- applications must be submitted at least two weeks in advance.

The course will be extended by the same number of weeks as the approved holiday taken.

Holidays cannot be taken while studying intensive Examination Practice or Business and Specialised options.

As Anglo-Continental has a legal duty of care for students under 18, any holiday or break during the course can only be approved after written permission has been received from the student's parent or guardian.

Additional conditions for Young Learner and Vacation Courses

School regulations

The School Regulations are designed to ensure that courses operate safely and smoothly.

By enrolling a student, the parent, guardian or other person arranging the enrolment agrees that the student will comply with:

- the School Regulations; and
- the laws of England and Wales.

The School Regulations are available online at www.anglo-continental.com/schoolregst.html



It is essential that your son or daughter understands and agrees to follow the regulations relating to:

- Conduct and Discipline; and
- Permission to Go Out Without Supervision, as authorised by the parent or guardian.

Failure to comply with these requirements, or with the rules set out in the Student Handbook, may result in the student being sent home before the end of the course without compensation. In these circumstances, Anglo-

Continental reserves the right to change the student's travel arrangements.

It is the responsibility of the parent or guardian to ensure that a responsible adult meets the student at the agreed arrival location and at the time specified by Anglo-Continental.

Curtailement of a course

If a course is shortened after it has started, no refund of course fees can be given.

Parents or guardians are responsible for arranging insurance to cover situations where the student is unable to attend or continue the course for medical or compassionate reasons (see **Liability and Insurance**).

Accommodation

It is essential that your son or daughter understands that they must:

- share accommodation with other students and show courtesy and consideration to others;
- make their own bed, help keep their room tidy, and

leave shared bathrooms and toilets clean after use; and

- follow the bedtime set by the homestay family, which is normally no later than 22.30 hours.

Supervised door-to-door car service

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

Young Learners/Vacation Course Declaration Forms

Anglo-Continental must receive a completed declaration form before your son or daughter starts their course.

This form provides essential emergency contact information.

If the completed form has not been received and an emergency arises, Anglo-Continental will make decisions based on professional advice available at the time.

Additional conditions for Online Courses

Recording

Online lessons may be recorded for quality assurance and staff training purposes.

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

If you wish to cancel or change the time of an online one-to-one lesson, you must notify the school in writing at least 24 hours (one British business day) before the scheduled lesson.

If the required notice is not given, the full lesson fee remains payable.

If your teacher is unavailable for any reason, Anglo-Continental will arrange for another teacher to deliver your lesson.