



# Booking form

## Young learner courses

The following terms and conditions apply to all Bell Young Learner course bookings, regardless whether the course is booked directly or through an Educational Tour Operator (ETO). By enrolling a student under 18, you agree to the terms and conditions on their behalf.

### Important information for Explorer courses:

We will refund your booking in full, should we be unable to run the course for the dates you have booked. We will inform you no later than 2 weeks prior to the start date of your booking to either confirm your booking or to cancel/postpone your booking. Again, we STRONGLY recommend that you do not book flights for this course BEFORE we have contacted you 2 weeks before the start date of your booking. One reason for this, is that we may suggest that you move your booking to a later date in the course, and therefore you would have to change flight bookings you had already made.

Any Young Learner bookings cancelled less than 4 weeks before the start of the course will receive a 50% refund. Unless the course is cancelled due to government restrictions here in the UK or in the student's home country, or we are unable to run the course for any reason, in which case you will receive a full refund.

### 1. Payments

1.1 To make your booking, you must submit a registration form and pay a £385 deposit, which is part of your total fees, and the £95 registration fee, within 3 working days of submitting your form. Both payments are non-refundable.

1.2 Full fees as quoted on your pro-forma invoice must be paid at least 6 weeks before the course start date. We cannot guarantee to hold the student's place on the course unless all fees are paid in full and on time. Students with unpaid fees will not be admitted to the course.

1.3 Payment can be made by bank transfer direct to Bell or through our online payment provider Flywire. In addition to a Flywire handling fee of up to £7, all card payments will be subject to a 2% fee levied by the card company. These fees are non-refundable.

1.4 It is your responsibility to cover all bank charges and exchange rate differences for payments.

1.5 On arrival, all students need to pay a refundable damage/key deposit of £50, which can be deducted from their pocket money (see section 8).

### 2. Course package prices include:

- Full supervision by qualified and experienced staff
- At least 15 hours a week of lessons/programmed activities
- Accommodation and all meals including packed lunches
- Laundry service
- At least one full-day study tour per week, including entrance fees, and a full programme of social events. (For full programme descriptions please see the individual course details).
- All learning materials, Bell language course portfolio and end of course certificate
- Transfers on scheduled arrival and departure days from and to designated airports/Eurostar train stations only (excluding our Summer Explorer course – transfers are not included in the course price)
- Package prices do not include: Transfers that are not on scheduled arrival and departure days, or not from and to the designated airports/ Eurostar train stations within designated times provided.
- Occasional optional activities such as trips to amusement parks or the theatre.
- For Explorer courses, like Winter Explorer Academies, Tennis Academy, Robotics Academy, Horse Riding Academy, Football Academy and Performing Arts Academy – an additional charge will apply.

### 3. Cancellations, changes to bookings and refunds

3.1 Cancellations must be made in writing to Bell Head Office. Once a booking has been confirmed, the following cancellation notice periods and fees apply:

- More than 6 weeks before the course start date: you must pay £385 deposit and £95 registration fee
- 1-6 weeks before the course start date: you must pay 60% of course fees and £95 registration fee
- Less than 1 week before the course start date, non-arrival or early departure from the course: No refund will be made

- For any notice period given, a 'week' counts as Sunday to Saturday
- 3.2 Any refunds must be made by the same payment method and to the same source as the original payment. Fees are not transferable to other students.
- 3.3 We reserve the right to charge an administration fee for any changes made to the original booking.
- 3.4 In the event that Bell has to cancel a course, we will do our best to move the student to an equivalent programme. If this is not possible, we will refund all fees paid to Bell, but will not refund any other payments, such as for flights.

### 4. Visas

- 4.1 It is the responsibility of the client to check the student's visa requirements for entry into the UK, and if necessary apply for and ensure the student is granted the appropriate visa for their period of study with Bell. Information on visas can be found on the UK Home Office website.
- 4.2 Bell will only issue visa support documentation once all booking requirements are met and all fees due have been paid.
- 4.3 If you have not received your visa 2 weeks before the course starts, you must inform us so we can work with you to make any necessary arrangements.

4.4 If a visa application is rejected and we receive notice in writing, along with a copy of the visa refusal letter, we will refund the following:

- More than 2 weeks before the course starts: all fees except the £95 registration fee and any courier charges
- 2 weeks or less before the course starts: all fees except the £385 deposit, the £95 registration fee and any courier charges
- We will only offer refunds in cases for visa refusal where the student followed UK Home Office guidelines for their visa application.

4.5 If a student arrives at one of our centres without the correct visa, we are required by law to arrange for them to leave as soon as possible.

4.6 All decisions on visa applications made by the UK Home Office are final.

### 5. Arrivals and departures

5.1 Unless otherwise stated by Bell, all students arriving and departing between 10.00 and 18.00 on official arrival and departure days are entitled to free transfers from/to the following airports/ Eurostar terminal:

- Leys School, Cambridge: London Heathrow, London Stansted
- St Albans: London Heathrow, London Stansted, London St Pancras
- Tudor Hall, Banbury: London Heathrow, Stansted

5.2 Do not book flights or make travel arrangements until you have received the booking confirmation documents from Bell. If you cannot book flights for the official arrival and departure dates, you must check with Bell before booking flights for another date.

5.3 If you choose to make your own travel arrangements and arrive at the centre directly, please inform us of your intended arrival time. We cannot give any refunds for students not using the Bell transfer service.

### 6. Insurance

6.1 Insurance is included as part of our course fees\* and covers the following, amongst others:

Cancellation and curtailment: Up to £3,500

Emergency medical & other expenses: £2,000,000

Personal money, passport & documents: £100 (currency, notes and coins), £100 (other personal money & documents), £500 (passport or visa)

Personal liability: £1,000,000

A summary of the cover, which is provided by Endsleigh, will be sent to you with your booking confirmation.

\*This policy does not cover students who are UK residents.

6.2 Pre-existing medical conditions are not covered by the insurance.

### 7. Medical information

7.1 You must inform us of any medical, dietary or other details which may affect the student's ability to participate in the course before the course starts. Any student arriving with a serious medical condition not previously reported, which requires regular staff supervision, may be sent home with no refund of fees.

7.2 Students must hand in any medication they bring with them to course staff on arrival. Medicines will be administered under supervision by course staff.

7.3 In case of a medical emergency, if the student's parents/guardians cannot be contacted, Bell will act with a duty of care and will arrange for a doctor to give any medical treatment considered necessary, as well as authorise the administration of an anaesthetic and operation.

### 8. Pocket money

8.1 We recommend that students bring £100-£150 pocket money per week. This is for spending on study tours and for any additional snacks or souvenirs at their Bell school. Pocket money can be sent in advance by bank transfer only. Payments can take up to 2 weeks to process so please allow plenty of time to make payments. Credit and debit cards are not accepted. On all pocket money payments, make sure you quote your child's full name and student ID (which is found on the booking confirmation), and send us a copy of the banking papers. If your child is studying in two Bell schools, pocket money will be split equally between the schools. Note: Bell does not cover bank charges and exchange rate differences.

8.2 Your child will also be required to pay a £50 refundable deposit. This will be returned if no property loss or damage is incurred. This should be brought in cash in a sealed envelope with the student's name on.

### 9. Emergency contact details

9.1 It is your responsibility to inform Bell of an emergency contact telephone number where a parent/guardian/agent can be contacted 24 hours a day, including the student's arrival and departure days.

### 10. The course

10.1 All courses and course components are run subject to demand.

10.2 We reserve the right to change course arrangements and prices without advance notice.

10.3 On the first day of the course, students will complete a placement test and will be placed in a class appropriate to their language level, maturity and age. Once the course has started, we reserve the right to move students to the class most appropriate for their language level.

10.4 We offer a wide range of activities on our courses. All activities are supervised by qualified staff and all necessary sports and safety equipment is provided. By agreeing to these terms and conditions you are giving permission for your child to participate in all activities.

10.5 Certain Young Learner courses and academies have a minimum language level. Please refer to the course/academy details, our level chart or contact us for further details. If the language level provided at application is later found to be incorrect, we reserve the right to make any changes considered necessary to the enrolment at the student's own expense.

### 11. Bell rules

The following rules apply to behaviour on our courses, including during study tours and in all accommodation.

- Students may not leave the school or be absent from meals without permission from the Principal.
- Students must attend all lessons, activities and study tours.
- Students must observe the rules relating to IT software.
- Students must observe bedtimes, and silence must be maintained in bedrooms after lights out at night.
- Students are not allowed into the bedrooms occupied by students of the opposite sex.
- We will not tolerate any bullying. In serious cases students may be sent home.
- Students must not misuse centre facilities including the activation of alarms without due cause. Fire escapes are for emergency use only.
- Mobile phone, iPods and other electronic devices must be switched off during lessons, activities and after lights out.
- No smoking is allowed on any Bell young learner course at any time. Electronic cigarettes are not permitted.



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- School swimming pool rules must be strictly observed. No student may enter the pool if there is no lifeguard present.
- Students must hand in their airline tickets, passports, pocket money and credit cards for safekeeping.
- Students should keep all other valuables safely locked away, or hand them in to their houseparent for safekeeping.
- Students found to possess, use or supply alcohol or illegal drugs will be sent home with no refund of fees.
- Any students breaking these rules, or English law, or persisting in serious anti-social behaviour will be disciplined and may be sent home early with no refund of fees. If a student is expelled from the course, parents/guardians will be responsible for departure travel arrangements. Bell staff will arrange the transfer to the departure point and transfer charges will apply

### 12. Complaints procedure

12.1 We are committed to providing the highest level of customer care. If you are not satisfied with our service, please see the complaints procedure.

### 13. Privacy policy

13.1 By making a booking with Bell you are agreeing to the storage and use of the personal information you supply about the student and yourself for Bell's purposes only, which may include issuing confirmation documents, processing payments, managing course arrangements and helping students in need of medical attention.

13.2 We will not pass any personal details on to any other organisation or third party.

13.3 We will take photographs of students at the beginning of the course for identification cards.

13.4 Bell may take photographs and video of social events, lessons and activities which may be used in promotional materials, such as brochures, social media and the website. We will not use any images/footage of your child unless you give consent first. You can check the consent box on our booking form, or we may contact you ahead of time to ask for your permission.

13.5 Please see our full website cookies and online privacy policy.

### 14. Intellectual property

14.1 All intellectual property rights in Bell's name and logo, website, promotional and marketing materials and all course and examination content and materials belong to Bell. Anyone seeking to use, publish or copy any of Bell's materials needs to seek our permission in order to do so.

### 15. Liability

15.1 Bell will only be responsible for loss or damage suffered by a student which occurs as a foreseeable result of Bell's breach of the terms and conditions or its negligence.

15.2 Nothing in the terms and conditions shall limit or exclude Bell's liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

### 16. Force majeure

16.1 Bell are not liable for any failure or delay in providing our services that occurs as a result of any event outside our reasonable control, such as but not limited to war, disease outbreak, natural disaster or terrorist attack. In such cases, will immediately notify you in writing and shall be excused from performing our obligations for the duration of the force majeure event.

### 17. Legal enforcement

17.1 These terms and conditions are governed by English law. English courts will have exclusive jurisdiction to settle any disputes that may arise out of the terms and conditions.

**These terms and conditions apply to Bell's young learner courses only.**



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Bell Educational Services Limited, known as 'Bell' is committed to processing your data fairly and lawfully. This privacy policy explains how we use any information we collect about you or your child when you engage with us.

Any reference to 'your data' includes any data collected on those attending our Young Learner courses, and so may be your child. It also includes Bell employees and, other individuals Bell engages with.

### WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when you book onto one of our courses or engage you in employment. Information is also collected when you submit an enquiry either through our website ([bellenglish.com](http://bellenglish.com)), directly by email, or if we meet you at an event. Website usage information is collected using cookies.

We will only collect information necessary to your relationship with Bell and will retain this data for no longer than is necessary for its intended purpose or until you request otherwise.

### HOW WILL WE USE THE INFORMATION ABOUT YOU?

We collect information about you to process your booking, manage your account throughout this process and your time at Bell. With your permission we will occasionally contact you following your time with Bell, with offers on our products and services we think may be of interest to you.

Information gathered from your usage of our website will be used for internal analytics to inform how we can improve the website for the benefit of the customer journey.

We will only share your information with third parties that are necessary during your time with Bell. Bell will never share your information for marketing purposes with companies outside Bell.

### MARKETING

We would like to occasionally send you information on our products and services which may be of interest to you. If you have consented to receive marketing, you can opt-out at any time.

If you no longer wish to be contacted for marketing purposes you can do so through the unsubscribe link on our emails, or by emailing [enquiries@bellenglish.com](mailto:enquiries@bellenglish.com). Where you do opt-out of communications from us, we will retain your information to ensure we do not contact you in the future, while still maintaining a record of your academic achievements with Bell.

### ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email [dpo@bellenglish.com](mailto:dpo@bellenglish.com)

or write to us at Bell, Red Cross Lane, Cambridge, CB2 0QU, and Bell will aim to respond within 40 days. We may make a small charge for this service

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### COOKIES

Cookies are text files placed on your computer to collect standard internet log and visitor behaviour information. This information is used to track visitor use of the website and to compile internal reports on website activity.

You can set your browser to not accept cookies, however as a result some of the features on our website may not work as a result.

### OTHER WEBSITES

If our website contains links to other websites, we are not responsible for its content. This privacy policy applies to our website only, so you should ensure you read their privacy policy.

### CHANGES TO OUR PRIVACY POLICY

We will keep our privacy policy updated and under regular review and will place any updates on this webpage. This privacy policy was last updated 17 May 2018.

### HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy or information we hold on you:

- by email [dpo@bellenglish.com](mailto:dpo@bellenglish.com)
- or write to us, Bell, Red Cross Lane, Cambridge, CB2 0QU