

# BOOKING

# CONDITIONS

By making a booking with International House Trust (trading as 'International House London') you agree to the terms and conditions as set out below. Unless specifically agreed in writing, these conditions have precedence over any other communications.

If you have made a booking via a Educational Travel Operator (ETO), your contract is with the ETO and not with International House London.

## Course availability:

Every attempt will be made to place you on the course of your choice. However, we cannot guarantee a particular course and timetable until you have taken an entry test and, for some teacher training courses, had an interview. In the event of insufficient applications for a course, the school reserves the right to offer an alternative course of equal value or a refund.

## Age

Our minimum age is 16 years, except for specific young learner programmes, and our Executive English programmes, where the minimum age is 21.

## Insurance

It is highly recommended that all students take out comprehensive travel insurance. We can provide competitively priced student insurance for £6.50 a week. Please see: [ihlondon.com/useful-information/insurance/](http://ihlondon.com/useful-information/insurance/) for more details.

## Student visa regulations

For the latest information about student visas for the UK, see our Getting a Visa page or visit the [www.gov.uk](http://www.gov.uk) website. You may require a student visa to study in the UK.

Anyone with a UK standard visitor visa will be allowed to study for up to six months. A study visa will be required for extended stays of up to 11 months. An alternative but more expensive route is the Student Visa (Sponsorships) visa route. We are a Student Visa (Sponsorships) Sponsor under the UKVI's points-based system (no. 5BY3ENNA5).

If a visa is required, it is your responsibility to obtain the correct type. If you require a visa and arrive without one, you will not be able to attend the school. You must study for a minimum of 15 hours per week to comply with immigration regulations. A course may be terminated at any point if a participant is found not to have the right to study in the UK or if the conditions under which they are allowed to study in the UK are broken.

The school has a legal obligation to collect and maintain application information, as well as passport and visa data. For Student Visa (Sponsorships) visa holders, the School has an obligation to inform the Immigration Authorities about students whose attendance falls below the standard required by their visa.

If a visa application is unsuccessful, yet all documentation was correctly submitted, please send a copy of the visa refusal letter to our admissions team. A course fee refund will be issued when we receive this document.

## Attendance and student holidays

Students on courses of 12 weeks or more may take one week of holiday for every 12 weeks booked. Holidays must be booked at least 7 days in advance and cannot be taken during exam preparation courses.

Students are expected to attend lessons regularly and on time. No refunds will be provided for lateness or unauthorized absence.

## Public Holidays

Unless otherwise stated there are no classes on public holidays in England. The dates of the public holidays are as follows: Monday 03 January, Friday 15 April, Monday 18 April, Monday 02 May, Thursday 02 June, Friday 03 June, Monday 29 August, Monday 26 December and Tuesday 27 December. Please note that there will be no classes from Saturday 25th December 2022 until classes restart on Tuesday 3rd January 2023.

## Airport and railway station transfers

We can provide transport from your airport or train station to your accommodation at prices stated in our price lists. Once booked these fees are non-refundable irrespective of whether or not the service is used. These fees must be paid at least four weeks before the transfer date.

## Code of Conduct

The school reserves the right to terminate an enrolment without issuing a refund, where a participant's behaviour is such that it would be unreasonable for them to continue their studies. We also reserve the right to refuse to admit onto the premises or cancel a student's course or accommodation due to overriding health and safety concerns,

## Special offers

Discounts cannot be applied retrospectively to existing bookings and only one discount can be applied to a booking.

## Variation to fees

We usually set, and hold, our fees for a calendar year. Fees are chargeable based on the fee for the course published in the brochure for the year in which you choose to study. However, if you book a course before 1st November for the following year you may choose to be charged the fee at the current rate. Please note that if you extend your course, additional weeks will be chargeable at the fee applicable on the date that you extend your booking.

## Deposits

All of our courses require a deposit at the time of booking. Deposits are non-refundable, except under the visa refusal conditions detailed above.

Deposits for individual students are £200 unless this is more than the value of the course fee. Deposits for group bookings are 10% of the total course fee.

The payment of the deposit provisionally secures your place on the course.

## Tuition Fees

The full fee should be paid upon booking and no later than four weeks before the start of your course. If not paid via our online booking system an invoice will be raised and sent to you. We do not allow students that owe fees to attend the class or to enter our accommodation. Your place is not confirmed until the full course fees have been received.

We charge a registration fee of £98 to cover our costs in processing your application and issuing your student access card. This fee is not payable by existing students, re-enrolments within a year of leaving, modern language courses, or young learner courses. This fee is due upon booking and is non-refundable.

You can make changes to your course on payment of a course change fee of £20 as long as spaces on the new course are available and you meet the entry conditions.

Should you need to cancel or postpone your study the following tuition refund policy applies:

- Up until ten working days before the start of the course – full refund or up to 12-month postponement
- Fewer than ten working days before arrival – 75% tuition refund or up to 12-month postponement
- After the course has commenced – no refund or up to 12-month postponement

Any refunds will be paid up to sixty days following the date of cancellation. Refunds are only payable to the bank account used for the original booking. Any courses that are postponed and then subsequently cancelled are bound by the same terms and conditions that would have applied at the time of the initial course postponement.

All refunds exclude the registration fee (£98). If the registration fee was waived at time of booking it will be deducted from the total refund payable.

## Accommodation Fees

If you book a residence or homestay accommodation through us, you will need to pay four weeks in advance of your arrival date. Your accommodation is not confirmed until full payment is received.

We charge an accommodation fee of £45 to cover our costs in finding you suitable accommodation, either in a student residence, homestay accommodation or a hotel or apartment. This fee is non-refundable.

All refunds exclude the accommodation booking fee (£45). If the placement fee was waived at time of booking it will be deducted from the total refund payable.

Should you wish to change your accommodation, and subject to availability, we can arrange this, for a fee of £40.

If you decide to cancel your accommodation our refund policy is outlined below:

- Up until ten working days before arrival – full refund or up to 12-month postponement
- Fewer than ten working days before arrival – full refund minus two weeks of accommodation fees or up to 12-month postponement minus two weeks of accommodation fees
- After the arrival date – full refund minus two weeks of accommodation fees

Any refunds will be paid up to sixty days following the date of cancellation. Refunds are only payable to the bank account used for the original booking. Any accommodation that is postponed and then subsequently cancelled is bound by the same terms that would have applied at the time of the initial postponement.

### How to Pay

All fees are stated in GBP. We prefer payment by credit card but will accept cash at our Stukeley Street Reception. For currencies other than GBP you will be charged the exchange rate applicable at the time of booking plus a handling fee dependent on the currency and amount.

We accept payment by MasterCard, Visa, American Express and JCB and you can pay via our website at the time of booking, or by phone. International students can pay via Flywire ([www.flywire.com](http://www.flywire.com)) or bank transfer to 30-65-41, 37995568. Please make sure that you quote your name in the reference section

We are not responsible for any bank service fees; it is the responsibility of the student to cover any amounts required to ensure that we receive the full student fee. Always quote the student number on bank transfers. Credit card payments are subject to a 1.5% handling fee for bookings which are not made online.

### Force Majeure

The School will not be responsible for the non-performance of any contractually agreed obligations if they are unable to take place due to an act of Force Majeure.

Force majeure includes: armed conflict, fire, flooding, civil disorder, industrial action, acts of terrorism, unusually adverse weather conditions, natural disaster, infectious diseases (e.g. Covid-19) and any other events outside of our reasonable control which may lead to the inability of the School to fulfil its obligations.

If any of the above occurs, the School will endeavour to offer the best alternative arrangements, dates, or venues available. The School does not accept liability for any compensation that is greater than the total fees paid.

### Course changes made by IH London in the event of an enforced school closure due to COVID19

Where the School is unable to offer the booked course and accommodation, due to enforced school closure, the following provisions will be made to protect the student and any associated ETO. The School will offer the following in the event of not being able to run face to face courses at the London school:

- A substitute online course will be offered for the same enrolment period
- A course which has not yet started can be postponed for a new start date within 12 months of the original enrolment date
- A course which has already begun can be continued online without interruption and will revert to face to face when the School reopens unless the student prefers to remain online
- A course which has already begun can also be postponed with a new start date within 12 months of the date that the school closed. The course will continue for the unused segment of the booking
- Any unused accommodation will be refunded in full
- If the course is postponed no additional administration fees will be charged.
- If neither of the above options (online or postponement) are selected the School will refer to its policy on Force Majeure
- A refund will only be considered in exceptional circumstances. Any approved refunds will be payable up to 60 days from the date on which the booking is cancelled