

# Terms and conditions 2024

More Than English Ltd

Last updated: January 2, 2024

These terms and conditions will come into effect when More Than English accepts your booking. Our acceptance of your booking is signalled by sending you a booking confirmation and invoice (one document). By booking a course you are accepting the terms and conditions.

## Prices

1.1 The courses fees are correct at the time of release, but may be changed without notice.

## Payment and bookings

2.1 To secure a place on the summer school, you must complete all fields in our online booking form and pay a deposit of £600 at the time of booking. More Than English will inform all customers about any changes to Terms and Conditions.

2.2 To retain a place on the summer school for which a deposit has been paid, the balance of the payment must be paid on or before May 30, 2024.

2.3 To secure a place on the summer school on or after May 31, 2023, you must pay the full amount at the time of booking. Once More Than English has received your booking form we will send you a booking confirmation. Your booking is not confirmed until you have received the booking confirmation.

## Cancellation of a student's booking

3.1 Notice of cancellation must be provided by email to [info@morethanenglish.co.uk](mailto:info@morethanenglish.co.uk)

## Cancellation charges will be applied thus:

4.1  **Book with confidence:**

If you cancel on or before May 30, 2024 you will lose your deposit (£600) only.

4.2 If you cancel on or after May 31 2024, you will lose 100% of the full amount paid.

## Visas

5.1 For students with passports from countries outside the European Union (EU), EEA and Switzerland, More Than English will provide an Official Letter of Invitation confirming acceptance on the course. This can be used as supporting documentation for a visa application. We require payment in full before the letter is sent. If your visa application is rejected or delayed, you must inform us immediately in writing.

**MORE THAN ENGLISH**

Accredited with Premier College Status



## *Cancellation due to visa rejection*

5.2 For students with passports from outside the European Union (EU) it is important to apply for visas in a timely manner.

5.3 If a visa application is rejected before June 20, 2024, on receipt of the rejection letter, we will return course fees in full minus the deposit and minus any banking or credit card charges or losses due to fluctuations in exchange rates.

However, if a visa is rejected after June 20, 2024, you will lose 100% of the full amount.

More Than English strongly recommends that students employ a visa agent to apply for the visa on their behalf.

## Purchases online

6.1 If you purchase online, there will be a 'cooling off period' of 7 working days during which you can cancel free of charge.

## **Consideration for requests for refunds on or after May 31, 2024:**

7.1 In some situations More Than English will still consider offering a refund on or after May 31, 2024. However, such refunds will only be granted in exceptional circumstances at the sole discretion of More Than English. Any refund will be made to the same account that the courses fees were paid from.

## Changes or cancellation of a course

8.1 More Than English reserves the right, without liability, to cancel a course if the required number of bookings is not reached or if other factors beyond the control of More Than English necessitate it. More Than English will make every effort to deliver the course as advertised, but we reserve the right to make changes without notice where necessary. If the premises (Moor Park School) are not available due to circumstances beyond our control, we reserve the right to seek to use alternative premises.

## **Medical conditions**

9.1 More Than English seeks to welcome all students to our summer school. To enable us to assess whether your child's needs can be met, all medical conditions must be mentioned on the booking form. Safety is our first priority and because of this, More Than English reserves the right to cancel a booking if all medical conditions are not disclosed on the booking form. If a child arrives at the school with a medical condition that we did not know about, More Than English reserves the right to arrange early transportation home for that child, by the next available flight, at the parent or guardian's expense if it is determined that we do not have the resources to meet that child's needs and ensure their safety.

## **English Language test**

10.1 Students take an English Language test prior to arrival. The reason for this is ensure that the child's selected Subjects and Specialisms are the perfect choice for them. If a student does not complete the test



or receives help on their test and so does not achieve a test result that reflects their true English level, More Than English reserves the right to move the student to a more suitable course. Equally, More Than English cannot be held responsible if it is not possible in this situation immediately to move the student to a more suitable course.

## **Behaviour of students**

11.1 More Than English staff are responsible for supervising students at all times and students must follow the instructions of staff.

11.2 By making a booking, you are agreeing to More Than English's student code of conduct:

## **Student code of conduct**

12.1 More Than English reserves the right to arrange, by the next available flight, at their parent or guardian's expense, transportation home for any student whose behaviour falls in the category of a severe breach of the code of conduct. Severe breaches include, but are not limited to:

- Consumption of, purchase of or possession of cigarettes, e-cigarettes, drugs or alcohol
- Bullying other students: this includes, but is not limited to physical violence or any use of racist language
- Any behaviour that results in the safety of any student or staff member being put at risk
- Setting off the fire alarm for the wrong reason
- Going off-site without having permission
- Wilful damage of school property

12.2 Where a student repeatedly commits lower level breaches of the rules, a letter will be written to the parent or agent explaining what has happened. The student will be told the changes in behaviour that are required for the situation to be rectified. If the student's behaviour does not improve, then, at the discretion of More Than English, transportation home for the student may be arranged at their parent or guardian's expense.

12.3 Students who are under 14 years old will be accompanied by More Than English staff at all times on excursions and during off-site activities.

12.4 At the end of excursions, students must arrive at the coach meeting point on time. Students who are late will be accompanied by a staff member from More Than English in a taxi back to the campus at their parent or guardian's expense.

## **Student Accommodation**

13.1 All requests regarding sharing accommodation with a named friend or sibling must be made on the booking form. More Than English will make every effort to ensure that accommodation requests are met, but does not guarantee that they will be. Students agree to sleep in the room assigned to them by More Than English.



## Choices

- 14.1 The following choices are offered:
1. Range of Subject course choices
  2. Range of Specialism course choices
  3. Range of optional Extra Adventure excursions
  4. Airport transfers:

More Than English's **standard arrival / departure times** are for **Heathrow (LHR) & Birmingham (BHX)** flights:

- **Arriving 1100-1600**
- **Departing 1300-1700**

### 15.1 Airport Transfers for students at More Than English's **standard arrival/departure times**:

Free school coach airport transfers are included for students arriving/departing from London, Heathrow (LHR) and Birmingham International Airport at (BHX) for flights arriving 1100-1600, flights departing 1300-1700.

### 15.2 Airport Transfers for students flying at **non-standard arrival/departure times**:

Parents **MUST** please contact More Than English **before** booking a flight that is not at standard arrival/departure times. This is because at non-standard times, we need to check the availability of transportation.

- **15.2.1 Shared Airport Transfers:**

Shared Airport Transfers are **not included** and are subject to availability. Shared Airport Transfers are for 2+ students travelling on **flights maximum one hour outside the standard arrival / departure times**.

- **15.2.2 Private Airport Transfers:**

Private Airport Transfers are **not included** and are subject to availability. Private Airport Transfers and are for students travelling on flights at other times.

## Subject and Specialism choices

16.1 Historically, More Than English has always successfully delivered students' first choice of study options. More Than English will always try to give students their first choice of Subject and Specialism option, but cannot guarantee this. Where one Subject or Specialism option is not available for whatever reason, another option will be offered.

16.2 Any requests for the changes to Subject and Specialism choices made on the booking form must be made prior to May 31. Changes to Subject and Specialism choices after May 31 (including changes to these after arrival) are not guaranteed and are made entirely at the discretion of More Than English.

## Other choices: 'extras'

17.1 > The following choices are 'extras':

- Shared Airport Transfers (see 15.2.1) and Private Airport Transfers (see 15.2.2) airport transfers
- Extra Adventure excursions

17.2 > There is a supplementary fee for the Specialism Outdoor Leadership.



All 'extras' must be paid for prior to arrival.

## **Cancellation of extras**

18.1 If a student decides to cancel an 'extra', no refund will be offered.

18.2 If a student wishes to cancel an 'extra', the parent or agent must confirm this in an email to the school and no refund will be given.

18.3 Where it is not possible to offer a particular 'extra' for whatever reason, either an alternative will be provided, or the cost of the 'extra' will be refunded in cash by being added to the funds in the student's pocket money envelope.

## **Insurance**

19.1 More Than English provides all students with Personal Accident & Travel Insurance from AmTrust Underwriting.

Please note: More Than English purchases insurance for each student after the full course fees have been received.

Please read the insurance summary carefully.

## **Privacy and personal information**

20.1 By booking, you give More Than English permission to keep your personal details on its computer system.

20.2 If you do not wish a video clip or photograph of your child to be used in publicity materials and on social media, you must indicate this on the Medical Consent form in the section on privacy.

20.3 If requested that a particular child does not appear in social media, brochures or videos, More Than English will make every effort to ensure that the child in question is not the prime focus of a video clip or a photo (on social media or in publicity materials). However, parents should be aware that; nevertheless, their child may feature in the background of a photograph, for example as one child in a group of 70 in a group photo; for example as one child in a group of 20 children visiting London.

20.4 More Than English will not share your contact details with 3<sup>rd</sup> parties, but certain details, for example, the name of a student, will be given, for example, to 3<sup>rd</sup> parties such as coach companies that are used on the summer school.

## **Complaints**

21.1 Complaints must be made in writing and sent directly to More Than English or to your agent within two weeks of the end of the course.



## **Governing law**

22.1 These terms and conditions are the only ones that can be referred to in circumstances where there is a dispute between the student and the school. These terms and conditions are governed by English law and do not affect your statutory rights under English law.

