

Terms and conditions 2022

More Than English Ltd

Last updated: November 29, 2021

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 £300 at the time of booking. More Than English will inform all customers about any changes to Terms and Conditions.

2.2 To secure a place on the summer school on or after May 31, 2022, 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

Cancellation charges will be applied thus:

4.1 ☆ Book with confidence:

Cancel for any reason on or before April 30, 2022 and receive a full refund of all the money you have paid (deposit or full amount)

4.2 If you cancel between May 1 and May 30, 2022 you will lose your deposit (£300) only.

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

☆ Book with confidence:

Exceptions to 4.3 linked to Covid-19:

You will receive a refund of 100% of the full amount paid if laws stipulate that due to **Covid-19** you cannot travel to the UK to participate in the course you have booked, for example if:

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4.4 If the student tests positive for Covid-19 with an official laboratory PCR test and cannot travel to the UK. A copy of the official positive PCR Covid-19 test must be emailed to info@morethanenglish.co.uk

4.5 If the UK government imposes a period of quarantine for new arrivals to the UK from your country or region.

4.6 If your government imposes a lockdown in your region or country restricting your ability to travel to the UK. Links to official online documents describing your government's policy must be emailed to info@morethanenglish.co.uk.

4.7 If the UK government imposes a lockdown in England or in Ludlow restricting your ability to travel to Ludlow.

5.1 However, no refund **will be issued to students wishing to cancel for whatever reason on or after the day their course has started**. That is to say, no refund will be issued to students wishing to cancel for whatever reason on or after their arrival day. This clause applies to a range of situations and includes, but is not limited to the following situations:

- If the UK government issues a national or local lockdown order due to Covid-19 meaning that students who have already arrived in the UK must stay on campus for all or some of the duration of their stay, no refund will be offered.
- If a student tests positive for Covid-19, even on the day of their arrival, and must quarantine in their bedroom for 10 or more days, no refund will be offered.
- If a student has been in close contact with another person who has tested positive for Covid-19, even on the day of their arrival, and must quarantine in their bedroom for 10 or more days, no refund will be offered.

5.2 In addition, **no refund** will be given due to **disinclination to travel** for whatever reason **after May 30, 2022**.

5.3 No refund will be given for arriving later than the date booked or for failing to use services that have been paid for, even if a student is ill with or must isolate because of Covid-19. Likewise, no refund will be given if a student chooses to leave the course early.

Cost of quarantine in the UK beyond your course dates

6.1 ☆ **Book with confidence:** If a student cannot travel back to their country on their day of departure because they must be in quarantine, More Than English will pay all the extra staff costs, food costs and accommodation costs connected to quarantine for the first 3 days. After that, parents must pay a contribution towards costs of an additional £70 per day.*¹ In addition, parents will be responsible for booking and purchasing a new flight home, plus an extra fee for an unscheduled airport transfer, which More Than English undertakes to organise at the lowest possible cost to parents.

¹Please note: More Than English provides Personal Accident & Travel Insurance for every student from AmTrust Underwriting. Parents will be able **apply to the insurance company to claim back expenses relating to **end of course Covid-19 related quarantine** under section 3C of the insurance policy: 'Supplementary Travel & Accommodation Expenses'. Please also note: the insurance company will assess each case*



individually based on the evidence and More Than English is not responsible for whether the insurance company AmTrust Underwriting makes a decision to 'pay out' or 'not pay out'.

See also section 16.1 'Insurance' of More Than English's Terms and Conditions (below)

Visas

7.1 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.

Cancellation due to visa rejection

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

7.3 If a visa application is rejected before June 20, 2022, 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, 2022, you will lose 100% of the full amount.

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

Purchases online

8.1 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, 2022:

9.1 In some situations More Than English will still consider offering a refund on or after May 31, 2022 even if the reason for the cancellation is not related to Covid-19. 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

10.1 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

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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

11.1 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 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

12.1 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

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

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

Student code of conduct

13.3 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



13.4 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.

13.5 Students must follow any More Than English rules and protocols connected to social distancing and Covid-19.

13.6 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.

13.7 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

14.1 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

15.1 The following choices are offered:

1. Range of Subject course choices
2. Range of Specialism course choices
3. Full-day excursion choices
4. Range of optional Extra Adventure excursions
5. Airport transfers: coach transfers are included from London, Heathrow (LHR) and Birmingham International Airport (BHX) for flights arriving 1100-1600, flights departing 1200-1700. At the sole discretion of More Than English, limited flexibility around these time restrictions is often possible, but in this situation parents are urged to contact More Than English before booking their flight. Private taxi transfers are available for flights arriving or departing at other times

All choices must be indicated on the booking form prior to arrival.

Subject and Specialism choices

15.2 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.

15.3 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.

Full-day excursion choices

15.4 Every Wednesday, a choice of two full-day excursion choices is offered. More Than English will always try to give students their first choice 'full-day' excursion option, but cannot guarantee this. Where one 'full-day' excursion destination cannot run for whatever reason, including because there is a high prevalence of Covid-19 in a particular location, an alternative destination will be provided.

15.5 In order to ensure the best organisation of the excursion programme, requests to change excursion choices should not be made after arrival. Any requests for changes to 'full-day' excursion choices made on the booking form must be made prior to May 31. Changes to Excursion choices made after May 31 are not guaranteed and are made entirely at the discretion of More Than English.

Changes to study options and excursion options

15.6 We ask that clients make every effort to make any changes to study choices or excursion choices prior to May 31. The first change will not incur an extra charge, however, additional changes will incur an extra charge of £10 each. More Than English does not guarantee that it will be possible to make changes.

Other choices: 'extras'

15.7 > The following choices are 'extras':

Private airport transfers, Extra Adventure excursions

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

Cancellation of extras

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

15.9 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.

15.10 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

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

The policy provides cover for **some** situations connected to Covid-19:

✓ Medical (see Section 1 – Insurance Policy)

✓ Supplementary Travel and Accommodation Expenses (see Section 3C – Insurance Policy)

For example, if a student must quarantine at the end of their course parents can apply to the insurance company to claim back extra expenses. For more information, please also see section 6.1 ‘Cost of quarantine in the UK beyond your course dates’ of More Than English’s Terms and conditions (above).

The policy **does not** provide cover for these situations connected to Covid-19:

✗ Cancellation, Curtailment or Change of Itinerary

✗ Course Fees

Please also note: the insurance company will assess each case individually based on the evidence and More Than English is not responsible for whether the insurance company AmTrust Underwriting makes a decision to ‘pay out’ or ‘not pay out’.

Please read the insurance summary carefully.

Privacy and personal information

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

17.2 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 booking form in the section on privacy.

17.3 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 60 in a group photo; for example as one child in a group of 20 children visiting the British Museum in London.

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



Complaints

18.1 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

19.1 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.

