

# STAFFORD HOUSE STUDY HOLIDAYS TERMS AND CONDITIONS FOR INDIVIDUAL STUDENTS

LAST UPDATED 12TH DECEMBER 2025

By paying either a deposit/registration or full fees you have read, understood, and agree to the

following terms and conditions. These terms and conditions apply to CATS, CSVPA and Stafford House Study Holidays summer courses. All terms and conditions are applicable to direct students and bookings via agents unless variations are expressly agreed between the agent and Stafford House.

Our centres in New York and San Francisco are run by our partners in the USA: Converse

International School of Languages (CISL) and The Language Academy (TLA).

CISL and TLA have their own terms and conditions and the Reservations Team will share these with clients at the time of booking.

***If you have signed a contract with your agent, please ensure you are aware of their full policies and procedures.***

## TERMINOLOGY:

Bookings = Provisional or Confirmed Bookings (also called “options”, “allocations” or “reservations”)

Client = Representative, parent, agency, the student, or other client sending Bookings to Stafford House, including Direct Bookings

SH = Stafford House Study Holidays

CATS and CSVPA summer courses are booked and managed in association with Stafford House Study Holidays.

# 1. BOOKING

SH holds bookings for a client subject to receipt of payment(s) to SH Accounts Department or our bankers by latest due dates as stated on invoice(s). If the specified payments are not received in full and on time, bookings will be immediately released, unless extension(s) or alterations(s) to due dates are agreed in writing by the Reservations Team.

Please note that partial payments of amounts due, or payments which fall short of the full amount stated, will not be sufficient to retain bookings. Please note that notification(s) of payment(s) will not be sufficient to retain bookings, unless an extension has been agreed by SH. Failure of a client to secure a specific booking by appropriate payment, or alternatively to make clear cancellation, may result in the release of all other bookings held by SH for that client.

In cases where any students are already attending a course or immediately arriving to attend one, and there are any overdue invoices relating to those students or any other overdue invoices relating to their agents, SH may, at its discretion, refuse or discontinue some/all services to those students without notice.

***If you have signed a contract with your agent, please ensure you are aware of their full policies and procedures.***

# 2. AGES

The minimum age and maximum age for each centre and each course is specified in our brochures, price list and website. They vary by centre and by course, however the maximum age on SH junior courses is normally 17 years. These Terms & Conditions apply to our junior courses. In centres that accept students older than 17 years old, they will be subject to certain centre rules as those under 18 years old, such as rules pertaining to curfew times. However, free time rules are staggered according to age group. Our full School Rules (with details of free time arrangements) can be found at [www.studyholidays.com/school-rules](http://www.studyholidays.com/school-rules) which all students will be expected to follow.

# 3. VISAS

Each student is responsible for having a valid passport and any applicable visas. Students are responsible for fully complying with all requirements of the appropriate immigration authorities both before and during their stay in their chosen country of study. If they fail to comply with these requirements and are expelled from the country of study, they will not be entitled to any refund of fees. SH reserves the right to refuse an application if we do not think there is a full intention to comply with any of the immigration authority regulations.

Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen country. SH will always endeavour to support students but cannot be held responsible for decisions taken by Embassies or immigration authorities regarding entry visas or extensions, or regarding changes made to regulations.

Minimum payment, as set out in your proforma or invoice, must be received in full prior to any supporting visa documentation being issued. There are additional fees to have original documents sent by courier.

Should the student's arrival date be postponed due to a delayed visa application, SH cannot necessarily guarantee the original course/centre/accommodation building, and we reserve the right to offer an alternative course/centre/accommodation building if necessary. We also reserve the right to charge additional accommodation fees if less than 4 weeks' notice is provided.

If a student's visa application is refused, a copy of the visa refusal letter must be provided to the Reservations Team. Fees, excluding any applicable non-refundable fees (see section 5: Refunds), will be refunded to the fee payer if the visa was refused through no fault of the student. Fees will not be refunded if the visa is refused through the fault of the student, parents or agent (e.g. insufficient documentation or insufficient proof of funds). Full fees will be refunded to the fee payer if the visa was refused through the fault of Stafford House Study Holidays, CATS Colleges or CSVPA.

If the student reapplies for a visa after being refused, they will not have to pay the non-refundable deposit/registration fee to SH again, but they will incur any visa documentation related fees which may be charged by SH or by the relevant immigration authority (e.g. additional courier fees for any documents).

We will not refund any fees paid if students withdraw their application after a visa has been issued.

## 4. PAYMENTS

A registration fee of £200 is payable at the time of booking on all courses for Individuals (for North American courses this is USD \$250). The registration fee is non-refundable.

Any reservations expire on 1st May unless a full balance payment is received by this date.

Any bookings made after 1st May must be paid in full to secure your place.

If an individual books less than 1 month before their course start date, full fees will be due immediately.

Payment methods are explained on the proforma or invoice. Payments must be received in full 1 month before the course start date. Non-refundable fees are not transferrable between students. Clients are responsible for any bank fees incurred during the payment process.

We aim to release pre-arrival documentation 14 days prior to arrival date, subject to receipt of full payment.

Transfer details will be issued within the week prior to arrival date, subject to receipt of full payment.

Course and Accommodation is only secured for the period that has been paid for in full.

## 5. REFUNDS (CANCELLATIONS, POSTPONEMENTS AND AMENDMENTS)

**If you have signed a contract with your agent, please ensure you are aware of their full policies and procedures.**

### **5(a).PRE-ARRIVAL REFUNDS**

#### **5(a) (i). Cancellations**

Written notification of cancellation must be submitted to provide refunds.

If written cancellation is provided more than 14 days prior to the arrival date, or students have had their visa refused through no fault of their own, SH will refund fees received in full minus any non-refundable charges.

Where applicable, the following fees are considered non-refundable fees:

- Non-refundable deposit/registration fee
- Payment Fees such as Bank Transfer Fees or Credit card processing fees
  - Courier Fees (refundable prior to mailing out documents)

Students cancelling less than 14 days prior to their arrival date will not receive any refund of fees paid. We may, at our sole discretion, consider a credit note upon receipt of supporting documentation.

Cancellation charges will not be waived in case of illness, accident, bereavement, etc. It is the client's responsibility to ensure that students have adequate insurance regarding cancellation or curtailment.

Cancellation charges apply not only for cancellation of the whole of the services booked, but also regarding cancellation of part of the services booked (e.g. any supplementary excursions) or of cancellation of part of the time period booked (e.g. a reduction in the number of nights). There are no refunds relating to any services which are cancelled or not taken up *during* the programme (i.e. after arrival) e.g. in cases of late arrival, early departure, illness, accident, absence or change of mind. The full invoice charge applies, even in cases where the invoice remains to be settled.

If a course is cancelled by SH after a student's enrolment, all monies paid, minus any third-party fees (e.g. bank charges), will be refunded to the fee-payer.

All refunds will only be paid to the fee-payer, via the original payment method. In the case of cash payments, refunds will be returned by bank transfer. All refunds will be processed in line with applicable laws and legal restrictions.

We aim to disburse refunds within 45 calendar days of receiving notice of cancellation. Refunds are based on the date of determination. This is the date the student gives notice of withdrawal from the institution, or the day SH terminates a student enrolment.

#### **5(a) (ii). Cancellation period**

Under UK consumer law you have the right to change your mind within 14 days of your original enrolment (the “cooling off period”), starting from the date on which your deposit/registration fee to reserve your place is received by us. In this event, all fees will be returned to you. You must make a statement of cancellation to us in writing to [reservations@staffordhouse.com](mailto:reservations@staffordhouse.com).

#### **5(a) (iii). Postponements & Amendments**

If a student chooses to postpone or amend their initial booking, the course fee, or any relevant promotion that was originally charged to the student will be honoured the first time the booking is amended, provided the course itself is the same and at the same centre. SH must receive notification at least 4 weeks before the course begins for the non-refundable fees paid to be transferred to a later course date. Failure to provide the required notification will result in these non-refundable fees being forfeited.

For any additional postponements or amendments, the course fee and any relevant promotions advertised at the time of the amendment or postponement will be applied.

SH reserve the right to cancel the booking entirely if postponed on numerous occasions.

Any changes to bookings are all subject to availability. If a student changes (or wishes to change) the services requested or the dates of arrival/departure, they should notify the Reservations Team as soon as possible, at least 1 month in advance, and we will endeavour to implement the requested changes if it is possible. SH will not be obliged to service these changes. If we can make these changes, an amendment charge may be levied.

Any additional fees that are incurred due to change must be paid for in advance of arrival or in advance of the change being implemented.

Prices as invoiced represent a contract of booking and will not be altered by SH except in case of extraordinary circumstances beyond our control e.g. act of government, excessive currency fluctuations, etc. However, SH may alter its prices (i.e. its general tariffs) at any time without notice before any booking has been invoiced.

SH reserves the right to amend or cancel a course, programme, or accommodation option in rare cases where the bookings received do not reach the number required to viably operate it. SH will inform the client of such amendments or cancellations as soon as possible, usually at least 2 weeks before the course is due to commence. SH will endeavour to provide an alternative option of a similar value and standard, e.g. a similar course to the one booked, or similar accommodation to that booked. However, they may be situated in a different location or city.

Any timetables, schedules or lists of student activities (e.g. sports, excursions) published by SH are subject to change at any time, providing that they are substituted by activities of equal value, and that the overall 'package of services' is in substance fulfilled.

Some teaching facilities and living accommodation provided by SH may include access to communal or other facilities e.g. swimming pools, tennis courts, and it is always possible that such facilities may be withdrawn from service during the whole or part of the student's stay e.g. for maintenance.

### **Accommodation:**

Any accommodation or services booked for a student are reserved exclusively for that student (the client's named customer(s)). No other or additional persons may use these accommodation or services without written permission from the Reservations Team, in which case extra charges may be levied.

4 weeks' notice must be provided if a change to any accommodation type is requested pre-arrival (e.g. homestay to residential). Additional specific cancellation policies for residential accommodations (not listed on the SH

pricelist) may apply pre arrival. Please contact the Reservations Team for full details.

### **Airport Transfer:**

If any amendments are required to a student's transfer, then notification detailing all the changes (as described in section 11: Transfers) must be received a minimum of 2 working days' notice before the flight in order for the transfer to be changed free of charge.

If any of this information is not provided in time, SH *may* be unable to re-arrange the transfer, and in that instance no refund will be due for the cancellation, and a new charge will be levied should a new transfer be requested.

### ***Where airport transfer fees are applicable (at certain centres / from certain airports):***

SH will not refund transfer fees because of inaccurate information, missed flights or failure to adhere to the joining instructions sent in advance.

## **5(b). POST-ARRIVAL REFUNDS**

***If you have signed a contract with your agent, please ensure you are aware of their full policies and procedures.***

### **5(b)(i). Withdrawals**

No refunds will be given for the student's deposit/registration or course fees once the arrival date has passed. No refund is applicable in case of expulsion or suspension of a student from a programme for irregular, anti-social or disruptive behaviour and any unpaid fees will become payable immediately.

We will aim to disburse any agreed refunds within 45 calendar days of receiving notice of cancellation. Refunds are based on the date of determination. This is the date the student gives notice of withdrawal from the institution, or the day SH terminates a student enrolment.



All refunds will only be paid to the fee-payer, via the original payment method. In the case of cash payments, refunds will be returned by bank transfer. All refunds will be processed in line with applicable laws and legal restrictions.

### **5(b)(ii). Amendments**

Any changes to bookings are all subject to availability. Any additional fees that may be incurred due to a change must be paid for in advance of the change being implemented. SH will not refund any difference in fees if the requested amendment is for a course of lower value than the initial booking.

Students will not be entitled to any refund in fees if SH require them to attend a different course from the original course they chose, for any of the reasons outlined below in section 6.

All refunds will only be paid to the fee-payer, via the original payment method. In the case of cash payments, refunds will be returned by bank transfer. All refunds will be processed in line with applicable laws and legal restrictions.

## **6. CLASSES**

Students enrolled on SH courses have their language proficiency assessed on their first day to determine their appropriate level of study on their course.

Students enrolled on CATS or CSVPA courses, must ensure that they meet the minimum level of English required for their chosen course prior to enrolment. Students should refer to our brochure to check the level requirements for each of our courses. They will need to meet this level before starting their CATS or CSVPA course.

English level testing is available during the booking and enquiry period. We recommend that students who are unsure about their English level, take our online pre-arrival test in advance to help assess their English level. This can be requested from the Reservations Team.

If a student does not have the minimum level of English required to study on a specific course, we reserve the right to move the student to a course that is appropriate for their level. Our decision to move the student to a different course will be entirely at our own discretion and will be final. The student will not be entitled to any refund in fees if we require them to attend a different course from the original course that they chose due to not having the required level of English for that course.

Classes will take place either at our premises, or at alternative premises which will be of a similar standard to our own premises.

## 7. PROGRAMME

It is mandatory for students under 18 years of age to attend the evening activities and Saturday excursions, local visits, and off-site activities. By enrolling on one of our courses, the parents, guardians, or carers for the student consent to the student participating in all trips and other activities or excursions off the school premises, and consent to the provision of first aid or urgent medical treatment during the activity or trip where necessary.

## 8. ATTENDANCE

Students are required to have 100% attendance for all lessons, activities, and excursions. Students must arrive on time for each class and return promptly after any break. Entry to class will not be permitted if students are late to help minimise disruption to fellow students.

A student's course may be terminated without notice if the student persistently fails to attend class, activities, and excursions.

Stafford House are not obligated to issue credit to students who are absent due to illness.

## 9. COMPLAINTS

In the unlikely event that a student wishes to complain about any aspect of the services provided, the complaint should be made to a Student Welfare Officer who will try to help. If the student still wants to make a formal complaint, they can

complete a student complaint form (available from the centre office) and give it to the School Principal or Centre Director.

If the matter is not resolved, the client should make an immediate complaint in writing to the Reservations Team. The complaint (made to the Reservations Team) must be received within 1 month of the student's departure from their country of study, but the initial complaint must be made to the School Principal or Centre Director onsite during the student's stay at our centre, at the earliest opportunity.

For Stafford House to investigate a complaint, all invoices relating to the student (not just those relating to the student in question) must have been settled in full.

## 10. ACCOMMODATION

Confirmation of the type of accommodation that is included as part of student's course will be issued to the student after receipt of their registration fee. Students need to refer to their confirmation of enrolment document for this information.

Accommodation is reserved on the Sunday before the course begins, until the end of the course as published in the price list or brochure, unless agreed otherwise. Check-in times may vary depending on the location and details will be provided on pre-arrival documents.

Whilst Stafford House always strive to provide the type of accommodation requested by the student (e.g. homestay or residential), there may be times when a certain type of accommodation may not be available. In these instances, SH will inform the student as soon as possible, usually at least 2 weeks before the course is due to commence and will offer an alternative type of accommodation (e.g. homestay or residential). SH is not obligated to guarantee a particular accommodation type at any time.

There is no obligation for a homestay host to spend a specific amount of time with the student.

At most of our centres, a £30 damage deposit will be collected from each student on arrival to cover any damage or breakages caused to the accommodation because of the student's actions (for North American Summer Centres this is

USD \$50). This deposit is fully refundable on the last day of the students' course providing the accommodation is left in an acceptable condition.

## 11. TRANSFERS

***UK bookings:*** Our individual course fee prices are inclusive of shared transfers for the student only, to and from London airports or St Pancras on scheduled flights/trains.

***US Bookings:*** Our individual course fee prices are inclusive of shared transfers for the student only, at our Boston centre only (to and from Boston Logan International only).

SH can also arrange transfers to and from other airports and locations as listed in its Price List, which also lists the transfer fees. Clients must advise the Reservations Team of their specific arrival and departure flight details at least 1 month before arrival, including arrival airport, flight arrival time, flight number, airline and point of origin. They must advise us as soon as possible if any of this information changes. If clients give us this information less than 1 month before arrival, we may not be able to arrange the transfer, although we will do our best to do so.

We do not allow minor students (under 18 years old) to travel alone. If any minor students are not utilising our included transfer, we need confirmation of their full travel arrangements in advance, and they must be accompanied by a responsible adult aged 18+. Furthermore, we require written consent from a parent/legal guardian to travel arrangements made independently. Discounts are not available for students that decide not to use our included transfer services.

Transfers will only be booked upon receipt of full payment and therefore payment must be made at least 1 month in advance of arrival.

**Our included arrival and departure transfers are solely for the use of students enrolled on a course with us.** If the student's agent, parent/guardian, another relative, family friend or anyone else would like to share a transfer with the student, we are happy to arrange a private transfer. Additional fees will be applicable for a private transfer per our transfer price list.

***Where airport transfer fees are applicable (at certain centres / from certain airports):***

If incorrect or incomplete flight information is provided, and consequently we are not able to send the transfer vehicle to the airport, we will not refund the transfer fee. If incorrect or incomplete flight information is provided, and the transfer vehicle is sent to the airport but does not pick up the student due to some of the flight information being incorrect (e.g. date/time/airport), we will not refund any transfer fee that may have been paid.

**11(a). ASSISTED CHECK-IN ON DEPARTURE (SERVICE PROVIDED BY Stafford House)**

**Under 16 years old**

We include an assisted check-in on departure service for individual students enrolled on our junior summer courses that are aged 15 and under. Students will be taken to the airport by one of the school's fully licensed and trusted courier companies. Our courier will accompany the student to the airline's check-in desk, ensuring that the student will be checked in for their flight. They will direct them to the Departures area. ***This is not to be mistaken with an airline's Unaccompanied Minor Service (as described in section 11(b)).***

Our assisted check-in on departure service is available as part of our standard transfer timeframe which is arriving at the airport 3 hours before flight departure. If students want to arrive earlier at the airport and still benefit from assisted check-in then the SH Unaccompanied Minor Service fee will apply.

**16 years old+**

Students aged 16 and above will be taken to the airport by one of the school's fully licensed and trusted courier companies and will be dropped at the departures drop-off point at the airport entrance.

**11(b). UNACCOMPANIED MINOR SERVICE (SERVICE PROVIDED BY AIRLINES)**

An 'unaccompanied minor', commonly known as 'UM' is a child who is travelling alone without a parent, guardian, or responsible adult. Some airlines will allow

minors to travel without an adult only if they purchase the airline's Unaccompanied Minor Service, whereas other airlines allow unrestricted travel between certain ages. Please note that the age groups that require this service can differ from airline to airline. As the specific airline rules vary between airlines, clients need to contact their airline to check.

If the student is required to book an Unaccompanied Minor (UM) service by their airline, then the client must contact their airline who will provide this service. Students who travel as a UM will be required to provide the name for the responsible adult who will collect or drop them to the airport. They may also ask that their courier wait at the airport until their flight has departed.

**Stafford House do not offer an Unaccompanied Minor Service on arrival.** Our included arrival transfer is a standard transfer service. By standard we mean, that the student will be collected from the airport by one of our trusted couriers. The student will be met by their driver holding a sign that says 'Stafford House' and their name. They will take them to their taxi and drive them to their chosen centre of study. Stafford House (SH) will be able to provide the name of our Transport & Logistics Manager, their Stafford House company identification card and our 24-hour emergency telephone number. These contact details can be shared with the airline if required. The Transport & Logistics Manager will be coordinating student arrival arrangements and will be available to speak to the airline or border force representatives on the day of travel.

***Students enrolled on CSVPA courses only:*** *Stafford House (SH) will be able to provide the name of the CSVPA Holiday Course Coordinator and the CSVPA 24-hour emergency telephone number. These contact details can be shared with the airline if required.*

Please note that SH are unable to provide the details of the driver who will collect the student in advance of their travel. Therefore, If the airline requires the details of the driver, to include their full name and ID number, then the student would need to book a private transfer with an external company who can confirm this information in advance.

**Stafford House can provide an Unaccompanied Minor Service on Departure.** If the student has booked the UM service on departure with their airline and would like to book their transfers through Stafford House (SH), SH will

apply their own UM service fee on departure to make those arrangements for them. Please note that the rates vary at different centres. Please refer to our price list to check our UM service fee prices.

Students who book our UM service on departure will be taken to the airport by one of the school's fully licensed and trusted courier companies. Our courier will accompany the student to the airline's check-in desk, ensuring that the student will be checked in for their flight, and the student will be handed over to the airline staff. The courier will also wait at the airport until their flight departs if that is required by their airline. SH will be able to provide the name of our Transport & Logistics Manager, their Stafford House company identification card and our 24-hour emergency telephone number. These contact details can be shared with the airline if required. The Transport & Logistics Manager will be coordinating student departure arrangements and will be available to speak to the airline or border force representatives on the day of travel. ***Students enrolled on CSVPA courses only:*** *Stafford House (SH) will be able to provide the name of the CSVPA Holiday Course Coordinator and the CSVPA 24-hour emergency telephone number. These contact details can be shared with the airline if required.*

Please note that SH are unable to provide the details of the driver in advance of their departure. Therefore, if the airline requires the details of the driver, to include their full name and ID number, then the student would need to book a private transfer with an external company who can confirm this information in advance.

If the student has booked the UM service with their airline on departure and would like SH to arrange their airport transfers, SH need to be notified by the client at least 1 month before arrival, so that we can make the required arrangements for them.

***Any refunds of fees related to transfers will be dealt with in accordance with section 5 (Refunds) of these terms and conditions.***

## 12. SPECIAL OFFERS

### 12(a). FREE SUMMER COURSE OFFER

**Join an academic or creative summer course with CATS Global Schools in 2026 and get a FULL refund if you attend a full-time academic programme from September 2027!**

This offer applies to students who have completed a summer course with CATS Global Schools (UK or US) or CSVPA. Students will be entitled to the cost of up to two completed summer courses being reimbursed upon the following conditions:

- A full-time academic programme being booked at a CATS Global Schools (UK or US) or CSVPA to start in January 2027, September 2027, January 2028 or September 2028 as a result of the summer experience (therefore, after attendance of the summer programme). Offer not valid for students who have already applied for or are enrolled at CGS/CSVPA prior to enrolling on the summer programme.
- The CGS/CSVPA academic programme being applied for is a minimum of two terms / two semesters in duration.

The offer will only be available at the time of booking: this means at the time of booking the full time CGS/CSVPA academic programme and after having booked the summer programme. Should a student defer, the discount will continue to be applied to the deferred programme.

The reimbursement will be applied as a one-off discount to the tuition fees for the academic programme and spread equally throughout the duration of the course. Early withdrawal will therefore mean the summer course fees will not be reimbursed in full.

This promotion cannot be combined with other discounts on non-summer programmes.

This offer does not apply to group students.

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## **13. PARENTAL CONSENT FORM**

### **13(a). UK Summer Centres**

We require parents or guardians of every student under 18 and enrolled at any of our UK Summer Centres to have completed a 'Parental Consent Form'. The completion of this form is now demanded by our UK authorities. The form is a



very useful addition to our registration process and will enable parent/guardians to be assured that their child is in the safest possible hands, and that they fully understand and agree to their child taking part in all aspects of our courses as well as trusting our staff to ensure their well-being. The form must be completed and signed, in English. All parents/guardians are required to send us the completed and signed form one month prior to the student's arrival date.

### **13(b). North American Summer Centres**

The UK version of the 'Parental Consent Form' is not required to be completed for our North American Summer Centres. Please note that these centres have their own forms that will need to be completed and signed by a parent or legal guardian of every student under 18 and submitted one month prior to the student's arrival date.

*Boston (CATS Academy) only:* Our Boston Centre has its own version of the Parental Consent Form that needs to be completed. The Reservations Team will share the CATS Academy Boston Parental Consent Form with clients who book a course at our Boston Centre at the time of booking.

*Partner US Centres only:* Our centres in New York (Colombia University) and San Francisco (UC Berkeley) are run by our partners in the USA: Converse International School of Languages (CISL) and The Language Academy (TLA). TLA run New York and CISL run San Francisco. Our partners each have their own waiver forms that need to be completed for each of these centres.

The Reservations Team will share these documents with clients along with instructions on what is required to be completed when a North American Summer Centre has been booked by a student.

### **13(c). Medical and Welfare Information**

We aim to provide all students with the care and support they need to succeed in their studies. To do this, we do request information about any needs at the point of application. Any student with undisclosed conditions that we are not able to support may find their course curtailed. If a student arrives at school with an undeclared pre-existing condition, we reserve the right to terminate the booking and withdraw the student. If there is any change in the circumstance of a

previously declared condition, the student, parent or agent must inform us. Any undeclared conditions or changes to a condition may result in the cancellation of the booking and early return of the student.

## 14. DISCIPLINARY & CODE OF CONDUCT

SH has a code of conduct which it expects all students to follow. A reasonable standard of conduct is expected on all courses and programmes, including good attendance and behaviour. A student may be suspended or expelled without refund in case of irregular, anti-social or disruptive behaviour. Any damages caused by a student must be paid for in full immediately. If they are not paid for, they will be invoiced to the client and payment will be due immediately.

At most of our centres, a damage deposit will be collected from each student on arrival and will be refunded on the day of departure providing no damage has been caused.

We will not accept: drugs or alcohol use; poor attendance; bullying; disrespect to members of staff or other students; foul, inappropriate or abusive language; violence, intimidating or insulting behaviour; any form of discrimination (including discrimination based on race, gender, religious beliefs or sexuality); or any other act or behaviour that may bring SH into disrepute or cause any harm or suffering to staff, other students or members of the public.

If a student seriously or persistently misbehaves and fails to meet SH's behaviour requirements and/or follow school rules, SH reserves the right to terminate their course or accommodation without notice. We may also take any further action that we think is appropriate including informing Police, the appropriate Immigration Authorities and/or their parent(s) or guardian(s). In the event of expulsion due to inappropriate conduct, there will be no refund of unused fees, and repatriation will be at the student's own expense.

A student's course may also be terminated without notice if the student persistently fails to attend class or fails to meet the minimum attendance requirements of the course.

The School Principal or Centre Director, and in the case of visa nationals the relevant authorities or government bodies are informed that a course has been discontinued early due to disciplinary reasons and parents/agents informed.

Students must use our computers and internet access in accordance with our instructions and applicable codes of conduct. Students must not use our computers or internet access for any illegal or unauthorised purposes (including accessing pornographic, obscene, or illegal material) or for any commercial purposes.

SH Disciplinary & Code of Conduct can be found in the student handbook and will be explained on the students first day, or for a copy of the codes please contact the Reservations Team.

Repatriation is at the student's own expense.

***Boston (CATS Academy) only:*** Smoking is strictly prohibited. Students may be liable for a fine of up to \$500 if evidence of smoking is found in their dormitory room.

***Partner US Centres only:*** Our centres in New York (Columbia University) and San Francisco (UC Berkeley) are run by our partners in the USA: Converse International School of Languages (CISL) and The Language Academy (TLA). All students attending one of these centres will be subject to our partner's Terms and Conditions, these will be destination-specific and outline our partner's Refund Agreement policies. **The Reservations Team will share these documents with clients when a Partner US Summer Centre has been booked.**

***Any refunds of fees related to disciplinary or conduct issues will be dealt with in accordance with section 5 (Refunds) of these terms and conditions.***

## 15. PHOTOGRAPHY & VIDEO

SH or its representatives may take photographs or video footage of students participating in activities for promotional and marketing purposes. If students do not wish to be photographed or filmed, they must indicate this on their Parental Consent Form

## 16. FORCE MAJEURE

SH is not responsible for any events outside our reasonable control which may cause the closure of part or all of the centre or the cancellation of any classes, courses, activities or any other services we provide. Events outside our reasonable control may include, but are not limited to: war, riot, civil strife, industrial dispute, terrorist activity or threat, disaster, flood, storm or other extreme weather conditions, plague or infectious disease.

SH reserves the right to change details of its services, including classes, courses, excursions, facilities, accommodation details and course dates without notice, where circumstances beyond its control necessitate such changes.

Whenever reasonable and practical, SH will endeavour to offer compensatory classes, however this cannot be guaranteed. SH will not be responsible for any costs incurred by or on behalf of the student because of any such case.

## 17. SERVICES

SH reserves the right to change details of its services, including courses, facilities, accommodation, and course dates, where circumstances beyond its control necessitate such changes or where the number of enrolments is not enough to operate a course viably. Students will be assigned to either morning or afternoon schedule after their placement exam, and students travelling together are not guaranteed the same schedule. A student's schedule may change during their enrolment.

**UK Only:** Any questions or problems concerning SH that have not been satisfactorily answered or resolved by SH should be directed to: English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH, UK or by email to: [complaints@englishuk.com](mailto:complaints@englishuk.com)

## 18. LIABILITY

SH will not be held liable for loss, damage or injury to persons or property while attending our courses. The student is solely responsible for the safety of any personal property that they bring to their chosen country of study, including any post sent to them at the centre and any certificates or paperwork.

Students must pay for any damages caused by them to SH property or to property in which they are housed. Any damages caused by a student must be paid for in full immediately. If they are not paid for, they will be invoiced to the client and payment will be due immediately.

## 19. INSURANCE

SH advises all students to have travel insurance coverage, which includes medical and personal liability as a minimum. Students are solely responsible for ensuring they have appropriate insurances in place to cover their entire stay, including travelling to/from their chosen country of study, full medical insurance, cancellation, and curtailment insurance, etc.

Insurance can either be purchased independently or through our insurance partners for UK bookings.

**UK only:** Please contact the Reservations Team for full details on costs, level of coverage, and terms & conditions.

**US Only:** Insurance is required for all students, and this must be purchased independently.

## 20. DATA PROTECTION

For the purposes of this clause, references to “Data Protection Law” mean the UK General Data Protection Regulation (“UK GDPR”) and the Data Protection Act 2018 (“DPA 2018”).

In order to deliver education and safeguard students’ welfare, SH collects, stores and otherwise processes personal data, including special category personal data, relating to the student and their circumstances. This may include: their name, contact details, date of birth, and the name and contact details of their parent(s) or legal guardian(s). SH will also process information relating to education, health and wellbeing, accommodation, travel, passport and visa information, financial information and fees.

Full details of the personal data SH collects and processes, the purposes for which it is processed and the lawful bases relied upon are set out in the CATS

Global Schools Privacy Notice, available at: [www.catsglobalschools.com/info/privacy-notice/](http://www.catsglobalschools.com/info/privacy-notice/).

SH will always keep personal data secure. We will share it within CATS Global Schools only where necessary for the operation of our services, to deliver the student's education and to ensure their safety and wellbeing. SH may also disclose personal data where required by law, where it is otherwise lawful to do so, or where necessary to protect the vital interests of the student or another person (for example, in a medical emergency).

It is the responsibility of the client and the student to ensure that SH is provided with accurate personal data and to notify SH promptly of any changes.

We may also provide reports to the student's agent and to their parent/guardian regarding the student's academic progress and welfare.

By signing a Parental Consent Form, the parent(s)/legal guardian(s) of students under 18 — or the student themselves if aged 18 or over — confirm that they understand how SH processes personal data and consent, where required, to the processing of special category personal data. This may include data revealing racial or ethnic origin, religious or philosophical beliefs, political opinions, trade union membership, genetic data, biometric data used for identification, health information, or data concerning sexual orientation, processed for the purposes described in this section.

On the first day of the student's course, they must provide their passport to the School Principal or Centre Director. SH will securely copy or scan the passport and return the original immediately. It is the student's responsibility to keep SH informed of any changes to the personal data they have provided.

SH always complies with its obligations under UK Data Protection Law in relation to the student's personal data.

**UK Only:** SH will always comply with our obligations under the DPA and the GDPR (from 25<sup>th</sup> May 2018) in relation to the student's personal data.

**US Only:** SH will always comply with our obligations under the applicable data protection laws in the US respectively in relation to the student's personal data.

Where a student's normal place of residence is within the EU then SH will also comply with the GDPR (from 25<sup>th</sup> May 2018).

## 21. AGREEMENT

The current SH Terms and Conditions supersede any previous Terms & Conditions that were applicable at the time of student's booking.

By completing an application form or paying either a deposit/registration or full fees you have read, understood, and agree to the above conditions. These terms and conditions are applicable to all students.

All courses and accommodation offered are subject to availability.

Stafford House (SH) reserves the right to cancel or make changes to course or accommodation arrangements without liability if obliged to by circumstances beyond its control or due to low demand or where the student's preferred accommodation is unavailable. In such circumstances, SH endeavours to offer the best alternative arrangements, dates, or venues available.

**Stafford House Study Holidays Limited, UK company number: 02404309, is ultimately a wholly owned subsidiary of Bright Scholar (UK) Holdings Ltd, trading as CATS Global Schools.**

**UK Company number: 11493248**

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