

Avalon School of English Terms and Conditions

General Enrolment

1. Minimum age of enrolment is 18. Students aged 16 and 17 may attend a course only if they are part of a group of over 18 year old students or accompanied by someone over 18 who is studying at the school at the same time.

2. A student's registration and enrolment for courses are a binding agreement to finish the course and to pay the full fees. The application form must be signed to show the student's agreement to follow Avalon's terms and conditions.

3. It is the student's responsibility to book their course far enough in advance to meet any necessary visa requirements. Courses may sometimes be postponed when waiting for a visa to be issued if a request is made at least one week before the course start date. Delays over one month after the start date may result in a charge of £250.00 in administration fees.

4. All new students are required to take a level test on their first day at the School. Students cannot choose the level at which they want to study as this will be determined by the speaking test. Students will sometimes miss one or more of their lessons on their first day at school to complete the registration and these missed lessons are non-refundable.

5. Short term study visa students can study maximum of 6 months or 11 months. They will not be allowed to work or extend their stay within the UK at the end of their course

6. It is the student's responsibility to ensure that you have the correct visa type and appropriate permission to be in the UK. Avalon School will ask to see your passport and visa on your first day at school. If you do not have the correct visa, your course will be terminated and fees will not be refunded.

7. Avalon School reserves the right to refuse to enrol any student if they are believed not to comply with the Immigration Law of United Kingdom.

Payment

8. Payment of all course fees or a non-refundable deposit of £250.00 must be received before a Certificate of Enrolment can be issued. All fees due to the school must be paid in full, before the course can start.

9. A bank transfer may take up to one week to reach the School's account and Certificates of Enrolment can only be given after the funds or deposit have cleared into the School's account.

10. A minimum of five working days must be allowed for clearance of cheques drawn on a UK bank. (Only UK cheques are accepted.) A fee of £30.00 will be charged if a UK bank

cheque is not accepted. Payments by credit card carry a 3% surcharge. Online payments are for non-agency students only.

Refund Policy

11. No refund can be made to students once the course has started and no transfer of courses in whole or in part can be made. Fees are non-refundable in the case of late registration or the abandonment of a course. Avalon does not permit the transfer of credit from one student to another.

12. Any notice of cancellation must be made two weeks before the course starts. Cancellations will result in a charge of £250.00 in administration fees. The remaining balance will be refunded.

13. Cancellations made less than two weeks before course start date will result in a loss of £250.00 administration fee and one week's tuition fee. The remaining balance will be refunded.

14. Refunds will only be given after the course start date in exceptional circumstances and requests should be made in writing to the Manager.

15. Refunds may take up to 90 days to process once we have received the notice.

16. Cancellations made due to visa refusal will result in a charge of £250.00 in administration fees. The student must give the School the original notice of refusal from the British Embassy or Consulate. No refund of tuition fees can be made until the school has confirmed the visa refusal is genuine.

17. Bank charges and postal courier fees are non-refundable.

18. Students who submit false information on their visa application resulting in a refusal by the UKVI will not be entitled to a refund on any fees they have paid.

19. Visa students cannot shorten their courses or reduce their number of lessons.

20. No refunds will be given to any students who shorten their courses or reduce their number of lessons after their course has started. Students cannot shorten their courses and take additional lessons in replacement nor can they replace their classes with one to one lessons once they have enrolled on a course. It is the student's responsibility to ensure their return date allows time to complete their course, especially where holidays taken have extended their end date.

21. If a student is dismissed for poor attendance or misconduct, no refund will be given.

22. We strongly recommend that students take out insurance to cover fees and costs in case of cancellation or leaving early.

General

23. All students are must show their passport/ID on their first day and the school will retain a copy, as required by UKVI regulations.

24. Students are encouraged to arrive for lessons on time. Late entry to the class is at the discretion of the teacher who may refuse entry to any student who is more than ten minutes late or is often late.

25. Course fees do not include course books, materials, travel expenses, social events where fees are charged or personal and health insurance.

26. A student agrees on submitting the enrolment form that Avalon School keeps their personal records on its computerised systems. (These will not be shared with any third party.) Should any circumstances change it is the student's responsibility to tell Avalon School about all changes, in particular, of any changes of home address in the UK, as well as in their home country, changes to emergency telephone numbers and contact names and change of email address.

27. All students must book holidays at least one day in advance. The maximum authorised holiday permitted is dependent on the length of the course studied. Holidays cannot be taken at the end of the course. Holidays must be taken at least one week before the end of the course so students are in school for their final week. Students are not obliged to take holidays but holidays not taken will affect their end date as stated in the enrolment letter.

28. Students on long courses may be required to take their holidays during the summer period or at pre-scheduled dates and may lose their holiday entitlement if they do not take their holiday when required to do so.

29. Only students studying fourteen weeks or more and a minimum of three lessons a day can apply for a Student Oyster travel card which gives 30% discount on weekly and monthly travel cards. Applications can take up to two weeks and only students who are 18 years old and over can apply.

30. It is required that students consider one another and all teachers and staff. Any student whose behaviour causes inconvenience, offence or distress to other students or Avalon staff will be excluded from lessons. As per Avalon's Behaviour Policy the School reserves the right to exclude students and cancel classes without refund.

Attendance

31. Students are expected to attend 100% of their course. Visa students are advised that they must attend at least 80% of their lessons.

32. Students whose attendance falls below 80% in one week will be contacted and given a warning.

33. If they fail to attend 100% the following week they will be given a second and final warning and asked to attend a tutorial with a senior member of staff. Disciplinary measures such as a signing in book or going on report may be put in place.

34. If they do not attend 100% in week three then they will be permanently excluded from the School, Avalon will withdraw sponsorship and they will be reported to the UKVI.

35. Non-visa students will be contacted and given a warning if their attendance falls below 70%.

36. If their attendance does not improve after being contacted, they will be given a second warning and asked to attend a tutorial with a senior member of staff. Disciplinary measures such as, a signing book or going on report may be put in place.

37. If their attendance still fails to improve, they may be permanently taken out of the clas or excluded from the school.

38. Letters and certificates will not be issued to students who have not paid the full course fees, have attended less than 70% of their classes or have not reached the required level or failed to complete their course. Students requiring signed documents must request them at least five working days in advance.

Courses

39. The maximum number of students in a Quantum English class is twelve. For skills and exam classes the maximum is fifteen.

40. Single lesson classes are at 09:30, 12:30 and 15:30. Double lesson classes are at 10:30, 13:30, 16:30 and 18:30 (when evening classes are running). All classes are fifty minutes with a ten minute break in between classes. Students cannot study for one lesson in a double lesson class.

41. Students wanting to take an examination course will also be required to take a written test and will not be permitted onto the course if they are not at the required level.

42. Change of class or time is strictly subject to availability. Although every effort is made to place students in the location and at the time of their choice, students can only move if there is a space in the class and if the student is at the right level for the class. Study at a particular time is never guaranteed.

43. Students will be required to pay for examination fees in addition to course fees. A list of examination fees is available from reception. Examination fees depend on the type of course. It is the student's responsibility to ensure that examination fees are paid on time.

44. Avalon School reserves the right to cancel, move or merge any class where there is insufficient demand or any other justifiable reason to do so. For cancelled classes the School will offer an alternative class or lesson vouchers.

45. Complaints about the School's courses or services should be made as soon as possible in order for the School to resolve it before the student finishes the course. Complaints made after the course has finished will not be accepted. Please ask reception for the full complaints procedure or refer to the students' handbook.

46. Cancellation of one to one classes must be done at least 6 hours before the lesson. Students must notify the school by calling and speaking to someone directly, otherwise the lesson's tuition fee will be lost and no refund or additional lesson will be offered.

Avalon School rules

Smoking is not permitted anywhere in the building.

Food is not allowed to be eaten in the classroom.

Mobile phones must be put on silent during lessons.

Only English is allowed to be spoken in the classroom.

The use of dictionaries is not permitted unless with specific instruction from the teacher.

Tolerance of other beliefs and cultures is expected at all times and any form of prejudice or bullying will result in immediate dismissal.

Force Majeure

It is a basic stipulation of the agreement / contract between students and Avalon School or its representatives, that neither Avalon School, nor its representatives, are liable for refunds or damages, howsoever arising, in cases where Avalon School is unable to fulfil any services to which they are contractually bound because of teacher disputes, adverse weather conditions, or other reasons which are beyond the School's control.

Liability

L1. Students are advised that the School, its employees and its representatives are not responsible for personal injury and / or loss of / damage to personal property on the School's premises, whether by fire, burglary, theft or anything else. This condition also applies to public and private places when students are attending School social events.

L2. The School is not responsible for the safe keeping or delivery of any post, parcels etc. sent to the students at the Schools addresses.

L3. The School is not responsible for the safekeeping of exam results or certificates.

L4. Students may from time to time be photographed, the photographs of which may be used in the School's promotional / publicity material. The School will obtain permission from the student before taking photographs and the student has the right not to be photographed. The School reserves the right to all photographs and the use of these photographs in promotional material where permission has been granted for their use. The copyright to all photographs shall belong to the School.

L5. It is the policy of the School not to divulge any personal details of students to a third party, other than to the appropriate authorities, without asking the student.

L6. In all cases the decision of the Managing Director of Avalon School will be final and binding.

These Terms are governed by the law of England and are subject to the exclusive jurisdiction of the Courts of England.

AVALON SCHOOL

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