

Young Learner Terms and Conditions

By making a booking with International House Trust Ltd (trading as 'International House London or IHL') you agree to the terms and conditions as set out below and understand how your data is used as part of our [privacy policy](#). Unless specifically agreed in writing, these conditions have precedence over any other communications.

If you have made a booking using an Educational Travel Operator (ETO), please check with them as additional terms may apply to your booking.

1.0 Course availability and suitability

Every attempt will be made to place you on the course of your choice. For some courses, such as Future Leaders, placements may not be guaranteed until the appropriate language entrance test has been taken. Please check course literature for admission prerequisites. 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. In such cases the school will endeavour to notify affected candidates one working week prior to course commencement. Where required, IHL reserves the right to make any operational changes to any of its advertised programmes as listed on its [website](#) or in any of its published materials. In such cases, IHL will ensure suitable alternatives are offered but will not extend any offer of refund, partial or otherwise.

Age

For young learner programmes the advertised minimum age is twelve (12), except at Frensham where it is eight (8). Young learner programmes also have a maximum age of seventeen (17). IHL reserves the right to admit underage students on any programme providing appropriate risk assessments and safeguarding measures have been carried out. Closed group provision for students outside of the advertised age range can be made on request.

Code of Conduct

Students are expected to uphold levels of decency and respect in their behaviour and attitudes to learning. Acts of violence, intimidation, aggression, as well as other anti-social behaviour deemed unacceptable towards other students, visitors or members of staff are not tolerated. While every effort will be made to contact parents or guardians regarding serious breaches of school rules, the centre manager may at his/her discretion impose sanctions, including suspension and expulsion. We reserve the right to dismiss any student whose standard of conduct is unsatisfactory. We do not refund any fees in cases of expulsion or where the student is excluded from aspects of the programme as a result of unsatisfactory conduct. A £50 damage deposit will be taken from all students upon arrival and returned at the end of the programme, providing no damage has been incurred. All students are liable

for loss or damage to school property for which they are responsible. School rules will be sent out along with the joining documentation.

Attendance and student holidays

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

2.0 Visa & immigration regulations

It is the student's responsibility to ensure that they have the correct visa for the length of their course. We are not responsible for complications arising from failing to obtain an appropriate visa. For the latest information about studying in the UK, see our [Getting a Visa](#) page or visit the UK gov website <https://www.gov.uk/check-uk-visa>

We are a Student Visa Sponsor under the UKVI's points-based system (Sponsor licence no. 5BY3ENNA5). To comply with UKVI regulations, we require additional background and financial information for all applicants before issuing the supporting documents for a Student Visa.

Non-visa nationals may enter the UK to study and stay for up to 6 months without a visa. For courses of more than 6 months, a visa will be required. Visa Nationals require a visa for all stays in the UK that must be obtained before they travel.

The school has a legal obligation to collect and maintain application information, as well as passport and visa data. For Student Visa holders, the school has an obligation to inform the Immigration Authorities (UKVI) about students whose attendance falls below the standard required by their visa. We are not able to extend a course beyond the length of the current visa. A course may be terminated at any point if a participant is found not to have leave to remain in the UK or breaches the conditions under which they are in the UK.

If a visa application is unsuccessful, yet all documentation was correctly submitted, we will offer a course fee refund (excluding registration and refund handling fees) following receipt of a copy of the visa refusal letter. Refunds will not be considered without this document. Any accommodation fee refunds will be subject to conditions as outlined in accommodation refunds section (section 3.0).

3.0 Course Bookings

IHL only accepts bookings made via our website, approved course booking link(s) or application form. Bookings made via a third-party ETO (Educational Tour Operator) will only be accepted from officially registered affiliates. For more information, please email sales@ihlondon.com

Payment of fees and deposits

All of our courses require full and upfront payment within four (4) weeks of the intended start date. If not paid via our online booking system an invoice will be raised and sent to you. We do not allow students that owe any fees to attend our programmes. Your place is not confirmed until the full course fees have been received. Where payment via bank transfer is made you are responsible for any associated bank transfer fees not borne by IHL. Arriving students with an outstanding balance will be asked to make full payment before being admitted to the programme and will be denied entry to the course if unpaid. IHL reserves the right to suspend the student from any course and accommodation should any outstanding fees be owed post arrival. Students unable to pay any balance at registration will be turned away and, where applicable parents, agents or sponsors informed. Students under 18 will be passed across to the care of local government social services.

Any unpaid bookings are not considered confirmed until the full fees or a deposit payment is made. IHL reserves the right to release any unpaid course places without warning. Deposits are non-refundable, except under the visa refusal conditions detailed above. Deposit payments are fixed at a minimum of £450. No official course documentation including visa supporting documents or accommodation confirmations are issued without prior deposit or full course fee payment.

Group bookings are governed by separate payment terms as outlined in the Service Level Agreement (SLA) applicable to the group booking. Subject to a small leeway, to allow for funds to be transferred, until the deposit is paid, the 'booking', remains a quotation or an allocation, and the place(s) are not confirmed; they may be sold to another person.

Special offers

Any promotional special offers or campaigns are subject to separate booking terms which are made clear at the time of issue. Special offers cannot be applied retrospectively to existing bookings which are made prior to the eligible booking period for a given promotion. Promotions cannot be combined under any circumstances. IHL reserves the right to refuse or discontinue a promotion without warning.

Variation to fees

We usually set, and hold, our fees for a calendar year. In certain circumstances, IHL may revise and publish new fees midway through 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.

4.0 Changing, postponing or cancelling your course

Should you need to change your course the following terms apply:

- Course changes to a course of equal value and/or duration made prior to commencement: Permitted subject to availability
- Course changes to a course of lesser intensity and/or duration (curtailments) made prior to commencement: Permitted subject to availability with payment of a £20 change fee. Where full fees have been received any resulting course credit will be refunded according to the refund timelines outlined in section 7.0 (Payments & Refunds)
- Course changes requested post commencement: Not permitted

Should you wish to postpone your booking the following terms apply:

- Course postponements made prior to commencement: Permitted for courses starting in the same calendar year, subject to availability and with payment of a change fee of £20
- Course postponements requested post commencement: Not permitted

Should you need to cancel your booking the following notice period applies:

- Up until 10 working days before the start of the course = Full refund less handling fee
- Fewer than 10 working days before arrival = 75% refund less handling fee
- On or after the course start date = No refund

5.0 Supplementary services

Airport and railway station transfers

IHL offers a range of shared and private arrival and departure services. Transfer fees must be paid at least four (4) weeks before the transfer date. On arrival, the maximum scheduled wait time is three hours for students from being met in arrivals hall to the departure of the transfer; on departure, arrival at airport is no more than five hours before the scheduled departure of flight.

If you have booked a shared airport transfer, students will be met by a IHL staff member and accompanied to the school. Shared transfers are available from 10:00 until 19:00 from: London Heathrow (LHR).

For arrivals outside of these times or to other airports, clients can make their own way to the school or book a private transfer. Clients are welcome to choose between a shared or private transfer during the hours of 10:00 and 19:00, but private transfers will be charged at the full private transfer rate. This includes a member of the school staff meeting the student at the airport as a part of our Unaccompanied Minor service (UM) and checking in the student at the airport upon departure. Unaccompanied minors on private transfers are charged an additional £138 due to the additional staff resources needed to provide this service. The UM service must be booked as a return service at a cost of £138.

All travel details must be finalised and communicated to us at least 28 days before the start of the programme. Within 28 days we may have to arrange a private transfer, in which case the fee difference will be due before the course commences.

Refunds for cancelled transfer services (shared and private) are only considered where cancellations are made 72hrs ahead of the booked transfer time. Cancellations made within 72hrs are non-refundable.

Insurance

All young learner courses have fully comprehensive travel insurance included. Please see [policy wording](#) for more information.

Special rooming requests

International House (IH) acknowledges and considers special rooming requests for residential campuses. While IH endeavors to fulfill these requests, it cannot guarantee them unless there is explicit agreement, such as in the case of premium accommodation for Oxford.

6.0 Bespoke & closed group programmes

Bespoke and closed group courses are governed by an accompanying Service Level Agreement (SLA). Please check your SLA for any additional terms applicable to your booking.

7.0 Payments & Refunds

How to Pay

IHL is a cashless operation and does not accept any cash onsite regardless of value. All fees are stated in GBP. For a full list of available payment please visit: <https://www.ihlondon.com/paymentoptions>

We accept payment using all major credit cards including MasterCard, Visa, American Express and JCB. You can pay via our website at the time of booking or by a secure payment link. Students domiciled outside the UK can pay via Flywire (www.flywire.com). For bank transfers please refer to payment instructions on the invoice provided. Please make sure that you quote your Student ID (ST-XXXXXX) in the reference section. IHL is not responsible for international bank transfer fees, and these must be covered by the payee when making the bank instruction. Any outstanding fees will be collected on arrival and students will not be permitted to enter class until the balance is settled in full, this includes any unpaid bank charges.

Refunds

Any agreed refunds will be paid up to thirty (30) days following the date of cancellation. Refunds are only payable to the bank account or card used for the original booking and must conform with IHL's Anti-money laundering (AML) policy and any other regulatory or statutory requirements applicable. Any course or accommodation that is postponed and then subsequently cancelled is bound by the same terms and conditions that would have applied at the time of the initial postponement.

All agreed young learner refunds are processed with a refund handling fee of £100 per transaction. Where a course booking has been cancelled after having only paid a deposit the deposit amount is non-refundable.

Anti-Money Laundering

IH London policy and aim is to fully comply with all UK legislation in relation to Anti Money Laundering, and to ensure it minimises the risk of money-laundering taking place in its operations. [IH London AML Policy](#)

8.0 Force Majeure

In the event of ‘force majeure’, such as fire, flooding, pandemic, infectious diseases and other events outside our reasonable control which may cause the closure of the school, no refund of fees will be made to students, except at the school’s discretion in exceptional circumstances.

9. Reviews

International House London will contact you via email to invite you to review any services received from us. We use an external company, Trustpilot A/S, to collect your feedback which means that we will share your name, email address and student reference number with Trustpilot. If you want to read more about how Trustpilot process your data, you can find their Privacy Policy [here](#)