

Terms and Conditions 2024

Wimbledon School of English (WSE) Terms & Conditions are binding on all students, regardless of whether the booking is direct, or through a representative.

Age

1. The minimum age for individual students is 16 years, but we do accept 15-year-olds in General English international classes, if they are part of a group with a group leader in attendance.
2. For courses for specific age groups, we may occasionally accept a student outside the designated age group, for example if they are part of a group or with siblings.
3. The minimum age for students in closed groups is 12 years. There is no maximum age. Any closed group must have the appropriate number of group leaders (maximum ratio 1:15).
4. Please note: students aged under 18 who come as individuals are not supervised except in lessons and on class excursions.
5. Under 18s: Parents or guardians of under 18s MUST email us a completed 'Under 18 Parental Consent Form' before the student arrives in school. Students aged under 18 must abide by the curfew times and other rules as per this form. Failure to do so may result in their being sent home.
6. All group leaders with any under 18s in their group must provide us with a police 'certificate of good conduct' or 'certificate of criminal record' from their country of residence.

Payment and Bookings

1. An enrolment is valid when we have received a completed application form plus a copy of the student's passport, and we have sent the confirmation of booking.
2. In order to reserve a place in a Student House or Justin James we need four weeks' payment (or the full amount for shorter bookings) with the booking.
3. In order to reserve a place in a Student Residence we need full payment with the booking.
4. A place in classes and homestay accommodation, if applicable, at WSE is only absolutely guaranteed once we have received the full course and accommodation payment.
5. Please note that original letters of acceptance and other details including accommodation are sent via e-mail.
6. We can send letters by special delivery (DHL) at an extra cost.
7. The cost of course books is covered by the course materials fee.

Returning Students

Any student who returns to school for another course is not charged the registration fee.

Visa Nationals

No documents can be issued until we have received the following:

- Completed application form
- Copy of passport
- Registration fee
- Course materials fee
- Full tuition fees
- 4 weeks' accommodation fees for student house, homestay or residential accommodation. (This will be deducted from your subsequent payment of accommodation expenses).
- Full fees for Student Residence accommodation.

We must receive the following **a minimum of thirty days before arrival:**

- Parental consent form (for under 18s)

Non Visa Nationals including EEA and Switzerland

No documents can be issued until we have received the following:

- Completed application form
- Copy of passport
- 4 weeks' accommodation fees for student house or residential accommodation. (This will be deducted from your subsequent payment of accommodation expenses).
- Full fees for Student Residence accommodation.

We must receive the following **a minimum of thirty days before arrival otherwise the booking will be cancelled:**

- Registration fee
- Course materials fee
- Full tuition fees
- A minimum of 4 weeks Homestay accommodation or the full amount for shorter bookings (if applicable)
- Parental consent form (for under 18s).

All Students

All fees are payable in pounds sterling and payment can be made as follows:

1. By bank transfer directly to our account. Please note that students are responsible for any bank charges, otherwise this will be charged to the student directly on arrival. Please email us a copy of the remittance advice. Please indicate the student's name on the remittance.
2. By UK Debit card. All debit card payments can only be in pounds sterling. We only accept credit card payments for the tuition fee deposit. All other payments including all accommodation must be paid by bank transfer or UK debit card.
3. International payments by Flywire. WSE has partnered with Flywire to make your international payments easier and safer. Flywire allows you to pay from almost any country by bank transfer, credit card and other local payment methods.

How to make an international payment with Flywire:

- Go to wimbledonflywire.flywire.com
- Select your country of origin and preferred payment method
- Enter your payment details and receive confirmation of your payment
- Track your payment from start to finish on your student dashboard

Accommodation

1. All accommodation payments must be made through the school.
2. We cannot confirm a reservation for a room in one of our Student Houses or Justin James until we have received 4 weeks' accommodation fees or for bookings for fewer than 4 weeks, the full fees.
3. We cannot confirm a place in one of our Student Residences until we have received the full fees.
4. Accommodation is arranged for students only while they are studying on full-time courses at the school.
5. If you leave school early for any reason, you will be asked to leave your accommodation.

6. All accommodation is subject to availability and early booking is advisable
7. You must always indicate your first and second choice of accommodation on the enrolment form.
8. If the first choice of accommodation is not available the school will book your second choice.
9. We do our best to place students with others who speak a different language, but we cannot guarantee that you will not share accommodation with a student who shares the same first language as you or is the same nationality.
10. If you decide to leave your accommodation early, you must give seven days' notice in writing for Homestay and fourteen days for Student Houses & Justin James. Please note – we are unable to give a refund if you leave a Student Residence early.
11. Refunds will only be made for full calendar weeks. This applies to all accommodation options for which refunds are possible.
12. Under special circumstances we may need to move you to alternative accommodation at short notice and the school reserves the right to do this. Although we will do our best to find you new accommodation in the same category as your original accommodation, we cannot guarantee this.
13. If you only book accommodation for part of your stay (e.g. you book 4 weeks accommodation but have enrolled on a 24 week course) and you decide to extend your stay in school accommodation, we cannot guarantee that there will be accommodation available, especially during busy periods. You will not normally be able to stay in the same accommodation. You should always book accommodation for the full length of your study period unless you have already booked private accommodation.
14. After three requests to change accommodation, if there are any more requests WSE reserves the right not to provide further accommodation.
15. At certain times of the year it may be necessary for you to move between different host families, Student Houses or Residences as there may not be one single family, Student House or Residence that is available for the full length of your stay. If this is the case we will inform you before your arrival date.
16. Any student who behaves in an unacceptable manner will be asked to leave their accommodation immediately. If this is part-way through a week they will still be liable for that week's payment. In these circumstances we cannot guarantee that we will be able to find alternative accommodation.

Staying in Private Accommodation

1. For students aged 18 and above: if you book your own accommodation you must give your accommodation address and a contact telephone number to the Registrar with your booking.
2. For students aged under 18: If a student aged under 18 is not staying in WSE accommodation we require full details of the accommodation and the person they are staying with. The 'Permission to Live in Private Accommodation' form MUST be completed and returned with the parental consent for.
3. If you are a full-time WSE student but staying in private accommodation and would like to move to WSE accommodation, we require two weeks' notice to find you suitable accommodation.

Homestay

1. The school's accommodation service acts as an agent in introducing course participants to hosts. The contract is between guest and host.
2. Homestay accommodation may be booked from Saturday/Sunday to Saturday/Sunday except for during the summer season (July - September). NB If you arrive on a Saturday and leave on a Sunday you will be charged for the extra night.
3. From the beginning of July to the end of September bookings can only be either Saturday to Saturday or Sunday to Sunday. If you wish to arrive or depart Monday – Friday you must book hotel accommodation for the extra nights. It is not possible to arrive on a Friday or depart on a Monday.
4. Host families cannot accept students between 23:00 and 07:30. If you have a late flight you will need to book a hotel for your first night.
5. If your Homestay accommodation involves extra days, you will be charged a daily rate for up to three days. Four or more days will be charged at the full weekly rate.
6. If you take any holiday during your stay and you are away from your homestay, you will be charged half of the weekly rate for accommodation for each calendar week of absence. This includes holiday taken over the Christmas period when the school is closed. Please give two weeks' notice in writing to Reception if you wish to take holiday from your Homestay.
7. All Homestay accommodation payments must be made to the school. You should send the money to us at least 30 days before your arrival.
8. If you are unhappy with your Homestay accommodation, the school will relocate you to a new family as soon as possible (but see accommodation note 13 above) .
9. The school can only book Homestay accommodation for students studying here. If you wish to have a friend to stay with you for a few days you must arrange this with your host yourself. Your host may ask your guest to pay for their accommodation.
10. Because of death, illness or other unforeseen circumstances it may be necessary to change your accommodation at very short notice before you arrive or once you are here and the school reserves the right to do this. We guarantee to provide accommodation for the period you have booked but not necessarily with the same family or in the same category of family for the whole period.
11. **Please note:**
 - There is a £40 per week supplement for the following special diets: halal, gluten-free, coeliac, dairy-free, lactose intolerant or vegan.
 - There is a £70 per week supplement if you wish to stay in homestay over the 2 week Christmas and New Year holiday period.

Student Houses and Residences

1. Students will be asked to sign an accommodation contract and abide by the terms and conditions of the contract. Failure to do so means they will be asked to leave the premises and no refund will be given.

2. Students will be asked for bank card details with their booking. This is to cover the cost of any breakages or other damage to the property up to a maximum of £300. If we do not receive these details with the booking, students must provide credit card details to Reception on their first day of school.

3. These accommodations are available only for complete calendar weeks (Saturday to Saturday). If you arrive before or leave after Saturday you will need to book a hotel room for the additional night(s).

4. King's Lodge and Queen's Lodge have assisted check-in, without fee, on Saturdays only between 13:00 and 17:00. Outside these times there is a key box for self-check-in between 17:00 & 21:00 on Saturdays and on Sundays between 09:00 and 21:00. If you prefer an assisted check-in, paid assisted check-in is available on Saturdays between 17:00 - 20:00 and on Sundays between 09:00 - 20:00. There is a charge of £80.00 for this.

Cottenham Park has assisted check-in, without fee, on Saturdays only between 13:00 and 17:00. Cottenham Park does not have any key box facility. If you prefer an assisted check-in, paid assisted check-in is available on Saturdays between 17:00 - 20:00 and on Sundays between 09:00 - 20:00. There is a charge of £80.00 for this.

Justin James has a key box facility available for self-check-in between 13:00 & 21:00 on Saturdays and between 09:00 and 21:00 on Sundays. There is no assisted check-in available for Justin James.

Check-out for all Student Houses and Justin James is by 12:00 midday on your last Saturday.

5. For Student Residences, rooms are available from 10.00am on the first Saturday of your stay and must be vacated by 10.00am on the last Saturday. Failure to vacate your room by 10.00am will mean you are charged for an additional night.

6. If you take a holiday during your stay and are away you will still be charged the full rate for the period of absence.

7. Payments must be made to the school. For Student Houses and Justin James, for periods of four weeks or less, full payment must be made at the time of booking. For periods of five weeks or more, payment for the first four weeks must be made at the time of booking and all subsequent payments must be made in advance for a minimum period of four weeks per payment. For Student Residences, full payment must be made at the time of booking. No Student House or Residence will be reserved until payment has been received.

8. Payments for Student House and Justin James accommodation must be made four weeks in advance throughout your stay. If you fall behind with your accommodation payments you will be asked to leave your accommodation.

9. We cannot confirm a reservation for a room in one of our Student Houses until we have received 4 weeks' accommodation fees or for bookings for fewer than 4 weeks, the full fees.

10. We cannot confirm a reservation for a room in one of our Student Residences until we have received the full fees.

11. If you decide to leave your accommodation early, you must give seven days' notice in writing for homestay and fourteen days for student houses. We are unable to give a refund if you leave a Student Residence early.

Hotel and other Private Accommodation

Please note: the school is not responsible for the private apartments, hotels and guest houses whose contact details are listed in the brochure. If you wish to stay in a self-catering apartment, hotel or guest house please book directly.

Cancellations, Postponement & Refunds

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

Cancellation

1. If you cancel 30 days or fewer before your course start date, your course materials & tuition fees, minus a cancellation charge of £400, will be refunded less any bank charges. If applicable, your Homestay fees minus one week's cancellation fee will be refunded, less any bank charges. The first four weeks of Student House accommodation is non-refundable. We are unable to give refunds for rooms booked in Student Residences. Your registration and accommodation placement fees are non-refundable.
2. If you cancel 31 days or more before your course start date, your course materials, tuition and Homestay or Student House accommodation fees will be refunded less any bank charges. We are unable to give refunds for rooms booked in Student Residences. Your registration and accommodation placement fees are non-refundable.
3. If you cancel your course because your visa application has been refused you will need to provide documentary evidence from the relevant embassy before any refund can be considered. Once we have received a copy of all pages of the visa refusal letter including the last page with the signature of the Entry Clearance Officer & date of refusal we will refund all monies received (minus bank charges) except the registration fee, accommodation placement fees, and Student Residence fees. Student Residence fees are non-refundable.
4. If you have booked and paid through a representative the refund will be made to the representative.
5. If, in exceptional circumstances, the school cancels the booking because we are unable to open, you can receive either a full refund (minus bank charges), a credit note, valid for two years from the course start date, or transfer to an online course for the equivalent value. Any accommodation fee paid will be refunded in full (minus bank charges).
6. For all courses booked online you can cancel within fourteen days (provided you have not already started the course within that period) and receive a full refund. This does not apply to Student Residence fees.

Postponements and other Booking Changes

1. If you decide to change your course dates, your accommodation dates or make any other changes to your booking there is a charge of £50 for each time you make a change, to cover the administration cost of making the changes. We cannot issue your new documents until we have received the £50 change of booking fee. This charge will not be due for any date changes made because of visa problems. However, if you require a visa for the UK please allow enough time for the visa application process before your course start date (normally a minimum of fifteen working days).
2. If you wish to postpone your course for any reason, for example, if you need a visa and are still waiting for the visa to be issued, you must let us know at least two weeks before you are due to arrive, otherwise you will be charged a £400 cancellation fee.
3. You may only postpone your course if there is space available on the new course dates you wish to attend. Please also ensure that the course you wish to take is available on the new dates you wish to attend. You can postpone your course to start up to six months after the original start date.
4. For a postponement of longer than six months we will not refund the registration fee, accommodation placement fee and the accommodation deposit. We will charge the cancellation fee of £400 if you then have to cancel the course.
5. You cannot postpone bookings for Student House and Residence accommodation if you inform us fewer than twenty-eight days before your arrival date. If you do you will still be liable for the fees for your original accommodation dates.

Leaving Early

1. If you choose to stop your course early, your tuition and materials fees are non-refundable under any circumstances.
2. We are unable to offer credits to students who leave early.
3. Fees are non-transferable. This means you cannot transfer your fees to another person. You cannot convert full-time group study to One-to-One or Two-to-One study.
4. Homestay and Student House accommodation will be refunded as per our notice periods. We are unable to give refunds for Student Residences.
5. If you booked through a representative we will send any refund to that representative.

Other

1. We require seven days' notice in writing to Reception for cancellation of additional One-to-One lessons. If you cancel fewer than seven days before your lesson, you will be charged full fees.
2. We require seven days' notice in writing to Reception for cancellation of tennis or horse-riding lessons. If you cancel fewer than seven days before your lesson, you will be charged full fees.
3. Periods of absence due to accident or sickness are nonrefundable.

Please note: A good student insurance policy will refund the remaining fees if a student has to go home early for a medical or other serious reason. We strongly advise all students to take out insurance.

Extensions

1. If you wish to extend your course you may do so, provided there is a place available. As the school is often full we advise booking an extension at least one month in advance. Extensions must be paid in full before a place can be reserved. Please note it will probably not be possible to stay with the same host family or in the same Student House or Residence.
2. The course extension fee is the difference between the published price for the total weeks booked and the amount already paid.
3. Students who extend their course may be liable for an additional materials fee, depending on the length of their original course and the length of the extension.
4. If you have booked and paid through a representative, your course extension fee must be paid to the representative.
5. If you wish to extend your stay in WSE Student House or Homestay accommodation and there is a place available, for periods of four weeks or less, full payment must be made at the time of booking. For periods of five weeks or more, payment for the first four weeks must be made at the time of booking and all subsequent payments must be made in advance for a minimum of four weeks per payment.
6. If you wish to extend your stay in a Student Residence, and there is a place available, full payment must be made at the time of booking.

Holidays

1. WSE is not open on Saturdays or Sundays or on UK public (bank) holidays.
2. Group classes missed as a result of a public holiday will not be refunded or made up.

3. If you wish to take a holiday, you must give seven days' notice in writing to Reception. Please note that we do not give refunds for holiday periods, but you can extend your course. . NB If you have a visa, extensions cannot be made beyond your visa expiry date. Extensions can only be made for full calendar weeks. No extensions will be given for students who take holidays during courses with set dates or examination courses.

4. If you take any holiday during your stay and you are away from your Homestay, you will be charged half of the weekly rate for accommodation for each calendar week of absence. This includes holiday taken over the Christmas period when the school is closed. Please give two weeks' notice in writing to Reception if you wish to take holiday from your Homestay.

5. For Student Houses, Residences and Justin James, if you take a holiday during your stay and are away you will still be charged the full rate for the period of absence.

6. Students on long-term courses are advised to give their holiday dates at the time of booking.

7. You must ask in Reception for the Holiday Visa letter before going on holiday. You need this letter to show at UK Immigration on your return to the UK. Please note: the school is not liable either if you are delayed at the border or if you are not allowed back in to the UK for any reason

Attendance

1. We are a serious school and expect every student to be on time, attend every lesson and do all their homework. Latecomers are not allowed into class.
2. We keep attendance registers.
4. If a student misses a lesson, regardless of the reason, we cannot give a refund or allow them to take the lesson at another time.
5. If a student is absent for ten consecutive days or more, or is repeatedly absent (e.g. one or two days per week), without authorization, they will be reported to their sponsor if they are a sponsored student, and they may be asked to leave the school.
6. If a student is asked to leave the school for poor attendance or conduct, their fees will not be refunded.
7. Students will only receive a leaving certificate if their attendance has been 80% or more.

Visas

1. It is the student's responsibility to ensure that they have the correct visa type and appropriate leave to remain in the UK.
2. In the event that we find that any student does not have the correct visa, we will terminate their course immediately and they will have to return to their country. In this case tuition and registration fees are non-refundable.

Photographs and Filming

1. Classes cannot be filmed or otherwise recorded in any way by a student without the permission (in writing) of either the Principal or Director of Studies, except where the teacher may ask the class to record part of the lesson.
2. WSE may use film or still photographs of students for promotional purposes.
3. You (or your parents if you are under 18 years of age) must inform the school before your course starts if you will not allow us to use such images. Parents of under 18s will receive a Parental Consent Form which must be completed and returned to us a minimum of 30 days before arrival. Students over the age of 18 must inform us on day one of the course.

Conduct

1. We expect all students to abide by UK Government and WSE safety guidelines, including any Covid 19 or other pandemic or general health guidelines, at all times, as we accept students at the school on condition that they agree to do so and that they continually demonstrate that they are doing so.
2. We expect students to behave reasonably and respectfully (including when online or using any form of messaging or social media) at all times towards other students and school staff and to respect cultural, racial and religious differences. We expect all students to uphold the core British values of democracy, individual liberty, tolerance, and the rule of law.
3. WSE reserves the right to refuse admission to any student or to dismiss any student from school or accommodation without refund of tuition fees in the event of misconduct, unsatisfactory attendance or work, or any other reason deemed necessary by the Senior Management Team such as an undisclosed physical or mental medical condition.
4. The school expects students to adhere to the standards and rules we set.
5. WSE expects students to behave responsibly online and follow the school's guidelines on internet use, including not downloading or sharing any illegal or inappropriate material.
6. If a student is asked to leave the school for poor attendance or conduct, their fees will not be refunded and they will not be allowed to remain in WSE accommodation.
7. Students have to pay for any damage they cause on the school premises or at their accommodation.
8. Please refer to the Absenteeism and Disciplinary Procedure for full details on the above <https://wimbledon-school.ac.uk/school/adult-school-policies/absenteeism-and-disciplinary-policy-and-procedures>

Resolution of disputes

All complaints will be fully investigated as per our "Complaints Procedure" providing:

1. The complaint is made while the student is attending our school.
2. The complaint is registered in writing with the Director of Studies, Operations Director or Accommodation Manager.
3. All invoices relating to the student making the complaint have been settled in full.

We do not accept complaints received after the student has returned to their own country.

Liability

1. WSE does not accept any liability in the event of illness, accident, loss or damage to personal effects or property:
 - occurring on the school premises (which includes all school accommodation), except where such liability is imposed under UK law.
 - where accommodation or transport has been booked through the school.
2. WSE does not accept liability for losses or additional expenses a student might incur because of cancellation or delays to their travel services.

We strongly advise all students to take out insurance before leaving their home country.

Force Majeure

1. WSE is not liable for failure to perform its obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disasters that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.
2. In the event of an outbreak of an infectious disease, all students and/or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the school.
3. If the school asserts Force Majeure as an excuse for failure to perform its obligations, then the school must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, agent etc.) was, where possible, notified of the likelihood or actual occurrence of the event.

Other

1. In very rare circumstances the stated maximum class size might be exceeded. If this does happen, it will only be by one person and for one week.
2. The school reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund of all fees. If the student decides not to take the alternative course offered, we will not be liable for any losses incurred by the student for cancelled travel arrangements.
3. Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of individual lessons instead of the group course.
4. If the student's English level is not suitable for the course they have booked, we reserve the right to move them onto a different course or to refuse them admission to the school.
5. The school reserves the right to change teachers at any time during the course.
6. The school reserves the right to alter dates, fees and any particulars in the brochure without prior notice.
7. Classes take place in both the main school building and additional premises located near the school. The School reserves the right to move classes between rooms and premises as appropriate.
8. Students who cannot read or write Roman script: please note that we are unable to teach literacy in our group classes. Any student who requires lessons in literacy must book private lessons with the school for this purpose.
9. The Managers of the School reserve the right at their absolute discretion to refuse any application for enrolment of any student at any stage of the application or booking process. The School shall be under no obligation whatsoever to give reasons for the decision of the Managers. If an enrolment is refused, all paid fees will be refunded.
10. We reserve the right at any time, to search students and inspect the contents of all vehicles, clothing, bags, parcels, etc., belonging to or in the possession of any students whilst entering, leaving or on the organisation's premises or on organised excursions. Searches will always be conducted by two individuals, one of whom will be a person of the same sex.

Personal Information

1. We keep your information in electronic and paper format.
2. Some of the personal information you supply will be passed on to accommodation providers or the airport meeting service.
3. Under UK law we must give information to UK Visas and Immigration if required to do so.
4. In order to fulfil our obligations to you, and, in some cases, to the British authorities, it is necessary for us to see and copy your passport (and visa if applicable), to have contact details for you in London (including a mobile phone number if you have one), and to have details of your next of kin in your country. You must therefore agree to provide these details and keep them up to date if they change.
5. By accepting these Terms & Conditions you accept our right to use your personal information in this way. Students and/or parents and guardians are reminded of the need to disclose medical information about the student to the school when the application is made and to enquire prior to enrolling whether the school and accommodation facilities are suitable for the individual's needs.

Privacy Policy

Our Privacy Policy governs any kind of processing of personally identifiable information. This policy applies to our processing of data collected through any means, actively as well as passively, from persons located anywhere in the world. We will be guided by the following principles when collecting and processing data:

- We will only collect data for specific and specified purposes; we will make it clear at the point when we request your information, what we are collecting it for and how we are going to use it.
- We will not collect data beyond what is necessary to accomplish those purposes; we will minimise the amount of information we collect from you to what we need to deliver the services required.
- We will not use data for purposes other than that for which the data was collected, except as stated, or with prior consent;
- We will seek to verify and/or update data periodically, and we will accept requests for amendments of personal data;
- We will apply high technical standards to make our processing of data secure;
- Except when stated, we will not store data in identifiable form longer than is necessary to accomplish its purpose, or as is required by law.

You can view our full Privacy Notice at www.wimbledon-school.ac.uk/privacypolicy

Terms and Conditions are correct at time of publication September 2023



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