

OXFORD INTERNATIONAL ENGLISH SCHOOLS YEAR-ROUND GROUPS TERMS & CONDITIONS

1. Potential Supplements

- Extra Group Leader:
We charge £220/GL/week (pro-rata).

- Adult Travel cards (till end-2017):

School	Age limit	Supplement per week
Brighton	none	none
Greenwich (Z1-3)	16	£19.40
Oxford	18	£3.50

- Extra Packed Lunch:
Full-board includes dinner on arrival day, breakfast + packed lunch on departure day, and breakfast + packed lunch + dinner on other days. Extra packed lunch/dinner can be arranged by request. Lunch/dinner vouchers are also available (value as preferred). Extra meals and vouchers should be requested well in advance.
- Off-peak Arrivals and Departures:
A charge of £20/student will be applied for late arrivals and early departures:
 - Flights arriving between 8pm and 6am
 - Flights departing between 12am and 10am
- Group Leader Tuition:
We are happy to provide tuition for Group Leaders if there is space in the correct level of class. To guarantee placement, we charge a nominal fee of £65/GL/week. Group Leaders attending classes are subject to the same attendance and behavioural policies as students.
- Under-aged and Adult Students:
We cannot accept students under the age of 8. Under-12 students must have a fully supervised activity schedule and will be charged extra for additional supervision services. Students aged 16+ joining adult classes will have to pay a supplement for adult tuition.

2. Booking Process

- Bookings will be processed upon receipt of a completed Booking Form and are secured once a 20% deposit has been received.
- Details required for a booking:
 - Name of group
 - Dates and flight information
 - Programme requirements
 - Student names, dates of birth and passport numbers (for those requiring visas)
 - Sharing requirements
 - Allergy, medical, dietary and disability information (including learning disability and mental health issues)
 - Group leader name, date of birth, passport number and contact number

- In order for agents to receive net rates we require a completed Educational Tour Operator Agreement with 2 references.
- Each agent will be assigned 1 member of staff within the Admissions team who will be their contact throughout the process.
- Queries or quote requests will be answered within 2 working days of receipt of the query/request.
- Booking confirmation and any necessary documentation will be sent within 1 working day of receipt of the booking details.
- The final programme and accommodation details will be sent at least 14 days prior to the group's arrival (with the exception of bookings confirmed only within this time frame).

3. Classes

- Groups will be taught in closed classes during off-season unless, after entry testing, there is an appropriate number of students of similar level and age across different groups.
- The maximum class size is 17 students.
- Students aged 16+ will be able to join adult classes based on availability and nationality proportion.

4. Booking Alternative Accommodation

- Non-homestay accommodation availability and prices are subject to change. No places are held until confirmed.
- The supplement for non-homestay accommodation will be communicated to the agent at enquiry stage.
- In case of a change in price between query/quoting and confirmation, this change will be communicated to the agent before confirming any bookings. We will endeavour to find the best solution to any increase in supplier pricing.
- Full payment is required to confirm a non-homestay booking.

5. Cancellation

- Homestay accommodation:
 - Any student/GL cancellation within 7 days of arrival will incur a charge of £150 per cancellation.
- Other accommodation:
 - Cancellation charges will be in line with supplier terms and conditions; these will be made known to the agent at the time of confirmation.
- Pre-paid visits/activities:
 - Pre-paid costs for any cancelled visits/activities will be passed on to the agent/group.

6. Safeguarding

- Agents are required to complete a suitability check of Group Leaders prior to arrival and to submit a completed OIEG English GL Background Check form as part of the booking process.
- Group Leaders are expected to act responsibly and to assist with the care of students throughout the stay.
- At least 1 Group Leader should have intermediate or higher level of English.
- OIEG English will ensure a sufficient level of care for the group throughout their stay as outlined in our company policy documents, available from our website.
- Group leaders and students will be provided with our 24-hour emergency line prior to arrival via the agent and on arrival.
- Group Leaders will be provided with a summary of all welfare policies and risk assessments.

7. Payment

- A deposit equivalent to 20% of the full invoice is required to confirm a group booking. The booking is not confirmed until this is received unless a prior agreement is in place.
- A final invoice will be sent out at least 2 weeks prior to arrival, and updated as required.
- Full payment of all fees is required at least 7 days prior to arrival
- Payment is accepted via the following methods: BACS, Bank transfer, credit/debit card. Details are indicated in the invoice.