

**OXFORD INTERNATIONAL ENGLISH SCHOOLS  
YEAR-ROUND GROUP ADMISSIONS  
TERMS & CONDITIONS**

**1. Potential Supplements**

- **Extra Group Leader (GL):**

We charge £220/GL/week (pro-rata, basic programme).

- **Adult Bus Passes/Travel cards (2018 prices):**

School	Minimum Age	Supplement per week
Brighton	none	none
Greenwich (Z1-3)	16	£20
Oxford	18	£3.50

- **Under-aged and Adult Students:**

We cannot accept students under the age of 9. Under-12 students must have a fully supervised activity schedule and will be charged extra for additional supervision services. Students 18+ will automatically be placed in adult classes and accommodated separately.

- **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 GLs if there is space in the correct level of class. To guarantee placement, we charge a nominal fee of £65/GL/week. GLs attending classes are subject to the same attendance and behavioural policies applicable to students.

- **Dietary Requirements:**

- No charge for vegetarian
- £4/night for the following: Lactose intolerance, Halal, Vegan, Gluten-free, Nut allergy
- Others: on request

- **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.

**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)
  - Group leader name, date of birth, passport number and contact number
  - Sharing requirements
  - Allergy, medical, dietary and disability information (including learning disability and mental health issues)
- To receive net rates, agents should submit 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 mix.

### **4. Non-Homestay 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 of non-homestay accommodation fees is required to confirm a 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/insurance will be passed on to the agent/group.

## **Safeguarding**

- Agents are required to complete a suitability check of GLs prior to arrival and to submit a completed OIEG English GL Background Check form as part of the booking process.
- GLs are expected to act responsibly and to assist with the care of students throughout the stay.
- At least 1 GL 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.
- GLs and students will be provided with our 24-hour emergency line prior to arrival via the agent and on arrival.
- GLs will be provided with a summary of all welfare policies and risk assessments.

## **6. 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. Please quote the invoice number in all payments.