

Terms & Conditions

Cancellation before Arrival

UK: To students cancelling over 14 days prior to the course or accommodation start date (whichever comes first), or to students who have had their visa application rejected, Oxford International English will refund fees received in full less a GBP100 administration fee. Students cancelling 14 days or fewer prior to the course or accommodation start date (whichever comes first) will be charged a cancellation fee equivalent to 1 week of tuition, 1 week of homestay accommodation and a GBP100 administration fee. Specific terms will apply to all cancellations which include residential accommodation. For students requiring a student visa invitation letter, refunds are only granted to those who have had a visa refusal and have provided a copy of the refusal letter. Cancellation should always be made in writing and you will receive confirmation of cancellation by return.

USA: Oxford International San Diego will refund one hundred percent (100%) of the amount paid for institutional charges, less the registration fee not to exceed USD200, if the notice of cancellation is made through attendance at the first class session, or the seventh class day after enrollment, whichever is later. Cancellation must be made in writing. Enrolment and accommodation placement fees are non-refundable.

Canada – Vancouver: If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction, or if the contract is made less than 7 days before the contract start date and the institution receives written notice of withdrawal between the date the student signed the student enrolment contract and the contract start date, the student is entitled to have all tuition fees refunded. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of CAD1000. If written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition due under the contract to a maximum of CAD1300. If the student's study permit is denied, all tuition, course materials and accommodation fees will be refunded, provided that the student gives notice within a reasonable time and provides the school with written notification from Immigration Canada of this decision prior to the program commencement. Enrolment and accommodation placement fees are non-refundable.

Canada – Toronto: If a student withdraws from their course, in writing, 14 days prior to the start of their course, all tuition fees will be refunded. If a student withdraws from their course, in writing, less than 14 days prior to the start of their course, but no later than 1:00 PM on the last Friday before the commencement of the course, all tuition fees will be refunded except for tuition fees for one week. If a student fails to show up for their course or withdraws after 1:00 PM (local school time) on the last Friday before the commencement of the course, no tuition fees will be refunded. If the student's study permit is denied, all tuition, course materials and accommodation fees will be refunded, provided that the student gives notice within a reasonable time and provides the school with written notification from Immigration Canada of this decision prior to the program commencement. Enrolment and accommodation placement fees are non-refundable.

Cancellation or Reduction of Courses after Arrival

UK: Visa students: Students who require a visa may not be able to shorten or reduce the number of lessons of their course due to the terms of their visa. Oxford International English cannot alter any course that is required to be completed under the terms of the student's visa. No refund or credit will be offered for students who wish to reduce their number of lessons per week. For courses of 1-7 weeks in the UK tuition fees are non-refundable and courses cannot be cancelled or shortened, or lessons reduced in number. For courses of 8-23 weeks, students can shorten courses by a maximum of 2 weeks. Students must give a 2 week period of written notice. The resulting credit can only be used to upgrade tuition. Credit is not transferable or refundable. For courses of 24+ weeks, students can shorten courses by a maximum of 4 weeks. Students must give a 2 week period of written notice. The resulting credit can only be used to upgrade tuition.

USA: Oxford International San Diego will refund one hundred percent (100%) of the amount paid for institutional charges, less the registration fee not to exceed USD200, if the notice of cancellation is made through attendance at the first class session, or the seventh class day after enrollment, whichever is later. If a student withdraws or cancels the enrollment agreement during a period of attendance for which he or she has paid, the student will be entitled to the re-funding of the unearned institutional charges on a pro rata basis provided that he or she has completed sixty percent (60%) or less of the program. Example: A student who has paid a tuition fee of USD3300 for a 12-week program and a registration fee of USD200 is called home on a family emergency at the end of her third week in the program. If she provides a written request to cancel her program, she will receive back USD2475, which equates to the tuition fee for the final nine weeks of the program. Used weeks are charged at full brochure price rate for termination calculations. Enrolment fee is non-refundable.

Canada – Vancouver: If written notice of withdrawal is received by the institution or a student is dismissed before 11% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition. If written notice of withdrawal is received by the institution, or a student is dismissed after 11% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required. Enrolment fee is non-refundable.

Canada – Toronto: If a student withdraws from their course, in writing, 14 days prior to the start of their course, all tuition fees will be refunded. If a student withdraws from their course, in writing, less than 14 days prior to the start of their course, but no later than 1:00 PM on the last Friday before the commencement of the course, all tuition fees will be refunded except for tuition fees for one week. If a student fails to show up for their course or withdraws after 1:00 PM (local school time) on the last Friday before the commencement of the course, no tuition fees will be re-funded. Enrolment fee is non-refundable.

Cancellation of Accommodation after Arrival

UK: For bookings of 7 weeks or fewer, there will be no accommodation refund. For bookings of 8 weeks and over, students must give notice in

writing 4 weeks prior to termination; otherwise a 4 week cancellation fee will apply.

USA & Canada: Students may cancel their accommodation by providing 2 weeks' notification in writing. In such cases all unused accommodation fees will be refunded less a change fee. If a student cancels their accommodation with less than 2 weeks' notice in writing all unused accommodation will be refunded except for the 2 week notification period. Accommodation placement fee is non-refundable. Some residences in Vancouver, Toronto and San Diego may require 4-weeks' or more notice to cancel. Students will be notified before booking with one of these residences if the residence requires a longer notification period. Accommodation placement fee is non-refundable.

Refund Payments

UK & USA: Any refunds due will be paid to the person or organisation who originally paid the fees and will be made within 45 calendar days of written confirmation. In the USA refunds are normally issued by cheque. Refunds issued by other methods are subject to a service charge.

Canada: Refunds will be issued within 30 days of receiving written notice and only upon presentation of the original corresponding receipt. Refunds are normally issued by cheque. Refunds issued by other methods are subject to a service charge. If fees are received through an agency, a parent, or a representative, any fees will be refunded to the source of the fees.

Change Fees

In the USA and Canada there will be a CAD110 or USD80 administration fee charged for any changes to course or accommodation type or duration, including cancellations.

Airport Transfers

Flight details including: date and time of arrival, flight numbers, airline and airport terminal must be advised 7 days prior to arrival. Students requesting an airport transfer should also provide their mobile number including the international area code. Airport transfer fees include a maximum of 1 hour waiting time (in Canada, 2 hours.) In the event of delays exceeding 1 hour, students will be charged the additional fee at the school. In the UK only, up to 3 students travelling on the same flight can request a shared transfer (please add GBP10 for each extra passenger and £10 for each extra drop off). For those students who have booked a transfer on arrival, we will send an Arrival Transfer Confirmation to reconfirm the student's flight details and arrival time. Students who have requested a departure transfer should speak to our School Administrators a few days before departure in order to agree a pick up time.

Force Majeure

Oxford International English will not be responsible for any costs incurred by or on behalf of the student as a result of causes beyond our reasonable control. Such causes shall include but shall not be limited to riot, war, threat of war, civil strike, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Further Information

Enrolment

To register for courses in UK, USA or Canada please complete our enrolment/application forms which are available on our website and send to the following email addresses of our admissions teams:

UK: admissions@oxfordinternational.com

USA: sandiego@oxfordinternational.com

Canada: canada@oxfordinternational.com

Deposits will be required for students applying for visas and copies of passports need to be submitted as part of the enrolment process. Contact us for further information.

Payment

All course fees must be paid in full at least 14 days before your course start date. In the case of late bookings, you should pay immediately with your enrolment form in order to secure a place on the course. The following methods of payment are acceptable:

Cash in GBP, CAD or USD can only be accepted if paying in person and must be agreed beforehand with Oxford International English.

In the UK a 2% Visa or MasterCard surcharge applies to credit and debit card payments for students outside of the EEA. In Canada & the USA a 3% surcharge applies to credit card payments only.

Bank transfer in currency of study location (GBP, CAD or USD). All bank charges must be paid in advance by the sender. Please send a copy of the transfer document to the relevant admissions department with all payments and specify: Student's name, Centre, Dates and Invoice number.

Age

The minimum age is 16 years. Oxford International English are happy to welcome students aged 16 and 17 on their adult language courses, however it should be understood that supervision is not provided for students who book an adult course. Parents or guardians of students studying in the UK, USA or Toronto aged 16 and 17 must complete our Parental Consent Form. In Vancouver this applies to students under the age of 19.

Insurance

Our schools require students to have adequate health, accident and travel insurance while attending a school. Our schools require proof of insurance either upon enrolment or upon arrival and, where proof is not available, students must immediately purchase at least one week insurance through Oxford International English. Uninsured students may not attend class until proof of insurance is available and will not be refunded for loss of lessons.

Visa Students

Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen country. If a student does not possess or maintain a valid visa status in accordance with the visa conditions then their course will be terminated without refund. No visa support documentation will be provided until all fees have been received. Non-refundable courier charges will apply for visa documentation sent to students - GBP40-70 in the UK, CAD100 in Canada and USD70-140 depending on the destination.

In the case of refusal of visa all fees will be refunded except enrolment fee and an administration fee

(GBP100, USD80, CAD110), provided a minimum of 14 days' notice has been provided along with proof of refusal from the consulate.

Please note that there will also be a charge of one week's accommodation fees for any cancellation or postponement notified less than 14 days before the start of the course.

Health

Students must inform Oxford International English of any mental or physical condition, allergy, or disability that may interfere with the completion of their course, affect the health and well-being of others or require special accommodation or treatment. Oxford International English will not be responsible in case of any misrepresentation or willful omission of information on the student's part.

Disabled Students

Greenwich, Vancouver, Toronto and San Diego are equipped for disabled access. Oxford International English is happy to give advice to disabled students and to assist them in choosing a programme that will meet their requirements. In order to assist we must, at the time of booking, be provided with full details in writing regarding any disability and any special requirements as a result of this.

Services

The company reserves the right to change details of its services, including courses, facilities, locations and course dates where circumstances beyond the company's control necessitate such changes, or where the number of enrolments is not enough to operate a course viably. External Classrooms - During busy periods, students may be taught off site. Further details will be available on the first day.

Public Holidays

Schools do not make up for lessons missed on Published Bank Holidays and there is no refund for lessons missed. This also applies to Professional Development days in Canada and the USA.

Student Holidays

Long-term students might be able to request annual leave/holiday dependent on their visa conditions. Please check at the school conditions for application.

Resolution of Disputes

In the event of a dispute between a student and the school, procedures are in place to facilitate the resolution of the dispute. Complaints should first be made to the School Principal or Centre Manager. Each complaint will be fully investigated provided that it is received within 30 days of the course ending and all fees have been paid. If the matter is not resolved, the student should complain in writing to the Oxford International Head Office. All our schools in England are accredited by the British Council and are members of English UK. Schools in Canada are accredited by Languages Canada, PTIB (Vancouver) and MTCU (Toronto). Schools in the USA are accredited by CEA and BPPE. These organisations handle unresolved complaints about our service.

Attendance

Students must attend a minimum of 80% of their classes otherwise they may lose their place on the course and may not be eligible for a final certificate. No refunds will be given and where applicable the relevant authorities will be informed which could result

in having to leave the country of study and jeopardise any future visa applications. It is the responsibility of students to inform the school of all illness and absence.

Accommodation

Accommodation is subject to availability. Other accommodation options may be available on request; please contact us for more details. All accommodation charges must be paid to Oxford International English directly and all prices are per person per week unless stated otherwise. In the UK a Peak Season Supplement of GBP20 per week during July and August in all schools will be applied on all accommodation. In San Diego a Peak Season Supplement of USD25 per week applies on all accommodation from 15 June to 17 August 2019.

Accommodation is reserved from the evening of the Sunday before the course begins until 10.00 am on the Sunday after the course ends in the UK and from the Saturday before the course begins until the Saturday after the course ends in North America, unless agreed otherwise. However, please always refer to the booking confirmation for final details of check-in procedure.

Students wishing to change their homestay accommodation must give 14 days' notice or pay up to 14 days in lieu.

Students requesting twin room accommodation and travelling without a companion may be required to book single room accommodation instead of twin room accommodation, should this not be available.

Where there is a special dietary requirement or other important requests, Oxford International English must be advised in writing as soon as possible. Whilst every effort will be made to meet these requests, they cannot be guaranteed.

Deposit and Damage of Property

In the event of damage to property, students must pay the full cost. Students booking residential accommodation may be required to pay a deposit on arrival. The deposit will be returned on the student's departure provided there is no damage, loss or extra cleaning to be paid for. Any damage caused through vandalism could also result in student's expulsion.

Changes to Programmes

If Oxford International English cancels a programme after a student's enrolment, Oxford International English will refund all monies already paid by the student.

Student Behaviour

Oxford International English reserves the right to expel or evict from accommodation and courses any student whose behaviour is deemed unsatisfactory. Unsatisfactory conduct includes but is not limited to; illegal activities, threatening behaviour, bullying, inappropriate alcohol use or repeated non-attendance of class. Students would not be eligible for any refund under these circumstances, except in San Diego and British Columbia where standard refund policy applies as detailed below for accommodation and tuition.