



Adult English Further Information

UK ENGLISH SCHOOLS

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 GBP35 per week during July and August and during the Christmas holidays in all schools will be applied on all homestay accommodation. In the UK, there is a supplement of £25 per student per week for those requiring a special diet for Vegan, gluten-free, lactose-free, halal or a nut allergy.

Accommodation is reserved from the evening of the Sunday before the course begins until 10.00 am on the Sunday after the course ends. 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.

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 aged 16 and 17 must complete our Parental Consent Form.

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. One hour of waiting time is included. Airport transfers are booked to arrive at the airport one hour after the flight lands. Up to 3 students travelling on the same flight can request a shared transfer.



Adult English Further Information

UK ENGLISH SCHOOLS

(£10 for each extra passenger and £10 for each extra drop off). Our drivers will arrive one hour after the actual flight landing time and wait for a further one hour. Further waiting time will be charged pro-rata at £20 per hour. 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.

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 absences.

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.

Disabled Students

Our Greenwich school is 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.

Enrolment

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



Adult English Further Information

UK ENGLISH SCHOOLS

teams: UK: admissions@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.

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 wellbeing of others or require special accommodation or treatment. Oxford International English will not be responsible in case of any misrepresentation or wilful omission of information on the student's part.

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's 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.

Leisure programme

Leisure programme costs will range from free upwards and will be stated clearly in the weekly programmes which can be found on school posters and on Instagram/facebook/online learning platform once enrolled.

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 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. Bank transfer in currency of study location (GBP). 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.



Adult English Further Information

UK ENGLISH SCHOOLS

Public Holidays

Schools do not make up for lessons missed on published Bank Holidays and there is no refund for lessons missed.

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.

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.

Student Behaviour

Oxford International English reserves the right to expel and/or evict from accommodation and/or 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.

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.

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



Adult English Further Information

UK ENGLISH SCHOOLS

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 - depending on the destination. Courier fees are not refundable if service was used. In the case of refusal of visa all fees will be refunded except enrolment fee and an administration fee (GBP100), 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.