

TERMS AND CONDITIONS 2023

1.0 ENROLMENT

- 1.1 On the receipt of your registration form, relevant documents and the £200 deposit (£100 registration fee + £100 tuition fees), Norwich Study Centre (NSC) will send a booking confirmation of your place on your course as well as an invoice by email. Please note that this does not represent a confirmation of a visa or travel document.

2.0 PAYMENT

- 2.1 Your place on your course can only be confirmed after a non-refundable deposit of £200 has been paid.
- 2.2 Visa confirmation letters are only issued upon full payment of tuition fees.
- 2.3 For all students, the relevant documents are sent by email or post.
- 2.4 Payments can be made either by bank transfer (in advance) or by credit/debit card (on the phone or in person) or cash (in person). A bank transfer requires a £15 bank charge.

3.0 TUITION

- 3.1 Weekly tuition is calculated from Monday – Friday.
- 3.2 All full-time and part-time lessons are non-refundable, apart from one-to-one classes if cancelled more than 7 days in advance. NSC is unable to offer refunds to students who require a visa to study in the UK and have to cancel or leave early. This is due to the fact that visas are granted on the assumption that the student will be taking a course for the full duration.
- 3.3 Should a student's visa be refused, then all fees, except for non-refundable fees, will be refunded, but only upon receipt of the visa refusal letter.
- 3.4 If you cancel a one-to-one class less than 7 days in advance, then you will not be refunded.
- 3.5 If the number of students falls below the minimum of 4, NSC may reschedule your timetable.

4.0 AGE RESTRICTIONS

- 4.1 The minimum age for students is 11 years old when accompanied by a parent, guardian or leader of a group.
- 4.2 The minimum age for students who are not accompanied in this manner is 14 years old.
- 4.3 There is no maximum age for students attending the NSC.
- 4.4 All students who are under 18 years of age are required to return a signed parental consent form and proof of travel arrangements at the same time as their registration form. Bookings cannot be confirmed until NSC has received a signed parental consent form.

5.0 HOMESTAY ACCOMMODATION

- 5.1 If you would like homestay accommodation during your studies, you must pay an accommodation placement fee of £90 and the first two weeks of your accommodation fees at least two weeks before arrival. Accommodation cannot be arranged/confirmed until you have paid these fees.
- 5.2 Accommodation payments must be made at least two weeks in advance.



- 5.3 Accommodation is subject to availability- it is advised that you book as early as possible. We need at least two weeks' notice to be able to confirm accommodation for you. This is especially true in our high season (June, July & August) and we require at least four weeks' notice during this high season.
- 5.4 NSC acts as an agent between you and your homestay host and introduces you to each other. We encourage you and your homestay host to communicate with each other. We are always available to help and support you with your homestay accommodation.
- 5.5 Refunds can only be made for full calendar weeks of stay.
- 5.6 Accommodation is only available for full-time students at the school. If you finish your course or leave the school earlier, you will be asked to leave your accommodation.
- 5.7 If you cancel your accommodation 14 days or more before you are due to start your course, NSC will refund all accommodation payments.
If you cancel your accommodation less than 14 days before you are due to start your course or you move out without giving 7 days' notice, NSC will refund all accommodation payments minus the cost of 1 week of your accommodation.
- 5.8 NSC reserves the right to decline your request to move to a different homestay host. We will consider your request in the case of an emergency.
- 5.9 NSC reserves the right to move you to an alternative homestay host, if necessary.

6.0 SOCIAL ACTIVITIES (currently not available)

- 6.1 NSC offers a variety of social activities for you to participate in. Activities based at the school are free, but local activities typically cost between £5 and £10. We also offer suggestions in our weekly Friday ceremonies of social activities for students to try at the weekends.
- 6.2 NSC also offers half and full-day trips. These typically cost between £30 and £40 for half-day trips and £40 to £60 for full-day trips.

7.0 HOLIDAYS

- 7.1 NSC is closed on public holidays and there will be no reduction in tuition fees or hours compensated for these days.
- 7.3 Students are able to book holiday time during their studies. Students can book up to two weeks of holiday within any 3-month period.
- 7.4 Holidays are booked from Monday to Friday, and no fees will be charged during the booked period.
- 7.5 When you book a holiday, NSC will extend your course to accommodate it. However, if this extension causes your booking to go past your visa end date, no refunds will be given.
- 7.6 All holidays must be booked at least 1 week in advance.

8.0 POLICIES AND INSURANCE

- 8.1 NSC understands its responsibility for duty of care of its students. All NSC staff adhere to the policies and procedures for care of students under 18 years of age.
- 8.2 NSC policies can be read at: <https://www.flyingclassrooms.co.uk/policies-procedures/>
- 8.3 NSC advises you to obtain travel insurance in your own country to cover events such as illness, accidents or loss of money and/or property. Your insurance should also cover loss of tuition fees if you have to cancel your course or leave early.
- 8.4 Medical treatment under the NHS (National Health Service) is not free for international students. NSC recommends that you obtain medical insurance in your home country before travelling to the UK as this is often much cheaper than seeking direct medical treatment without medical insurance.



Accredited by the

 for the teaching
 of English in the UK

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9.0 DISCLAIMERS

9.1 NSC does not accept liability for any loss, damage or misadventure suffered whilst at the school, at the accommodation or during transportation that we arrange.

9.2 NSC reserves the right to:

- Alter dates, fees and details in the publicity without prior notice.
- Change teachers or timetables at any time during the course.
- Not allow admission into class in the event of poor attendance or misconduct.
- Not allow admission into an exam preparation class (IELTS, Cambridge etc) if a student's English level is below the required standard.
- Reschedule your timetable should the number of students enrolled fall below the minimum of 4.
- Not accept applications from students under 14 years old if unaccompanied by a parent/guardian.



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