

## GENERAL TERMS AND CONDITIONS OF ENROLMENT

**General Terms & Conditions of Enrolment** - all enrolments are subject to these General Terms and Conditions, which are legally binding upon confirmation and student acceptance by Bournemouth City College (BCC). The student must follow and complete the course of study at BCC and declare to accept all current UK laws, including returning to their native country at the end of their studies.

**Enrolment** – is the process of enrolling a student onto language course at BCC. By accepting these Terms and Conditions of Enrolment, the student confirms that he/she understands the BCC Terms and Conditions and he/she is happy to proceed with the application. The application is fully accepted when the **enrolment fee of £100 is received by BCC**. This is a non-refundable fee. BCC reserves the right to withhold a student's application if false information has been provided by the student.

**Fees**– for any purchase of a language course from BCC, the full course fees including any additional services will be required to be settled no later than **4 weeks before the course is due to begin**. The student is fully enrolled on the course, once the full payment for the course and other services is received. BCC reserves the right to cancel the course package, accommodation and all other services if this payment condition is not met.

The fees for language courses and additional facilities offered by BCC are valid **from 1<sup>st</sup> January to 31<sup>st</sup> December** each year and are reviewed yearly. Course fees are calculated in complete weeks and any partial week is counted as a full week. BCC will not refund any fees in the event that:

- *Services pre-booked and arranged in the application form are not used.*
- *Late entry to the course or periods of absence without any notification and explanation from the student.*
- *Days when the school is closed due to public or official holidays.*
- *The student decides to leave the course early.*
- *The student is dismissed for misconduct or inappropriate behaviour before or during the course period.*

**Course payment** – can be made by different methods: bank transfer, by UK cheque payable to **Bournemouth City College Ltd.**, cash (at the office of BCC), debit or credit card. Bank details for bank transfers are as follows: Bournemouth City College Ltd., HSBC Bank, 59 Old Christchurch Road, Bournemouth, BH1 1EH, UK

Account number: **92093111**

Sort Code: 401307

IBAN: **GB69HBUK40130792093111**

SWIFT code: **HBUKGB4102T**

**Transport Fee** - payment for pre-arranged transfer from a UK airport is required to be paid and arranged at least **4 weeks in advance together with a full payment for the course**. Any cancellation of transfer from a UK airport within 4 weeks period prior the student's course start date will be reviewed at the discretion of the Managing Director.

**School holidays** –BCC is closed on public holidays. The bank holiday calendar can be found on: [www.uk-bankholidays.co.uk](http://www.uk-bankholidays.co.uk). You can only take additional holidays during the course, if you tell us in advance and they are approved by the Managing Director. We will not give any refunds or extend your stay if you take time off during the course.

**Language course** – BCC is committed to providing you with quality English courses, full attention to individual student's needs, interaction during the lesson and an effective teaching approach. Your course will finish as requested in your application form. BCC will issue each student an end of course report (on request), together with an End of Course Certificate. Courses are not transferable to other people.

**Change of course** - Students have the right to change the course. All course changes must be in writing, posted or emailed to the BCC office. The notification period for a change of course is **2 weeks prior to the date the course is due to begin**. No refund will be made back to the student, if there is credit available due to this change, it can be used for any course extension or purchase of a new course within a 12-month period.

**Cancellation** – if a student wants to cancel the course, the cancellation notification needs to be in writing, sent by post or email to [info@bournemouthcitycollege.com](mailto:info@bournemouthcitycollege.com) at **least 4 weeks prior to the date the course is due to begin**. Each cancellation request will be reviewed solely by the Managing Director and any refunds (if applicable) will be given at the sole discretion of the Managing Director. If a student **wishes to cancel an enrolment less than 28 days before the date the course is due to begin, two (2) weeks tuition and accommodation fees are payable to BCC. No refund** will be issued if the course cancellation is made **once a student has started his/her course**. If you are unable to complete the course because of serious illness or family bereavement, documentary evidence may be requested. Cancellation due to COVID-19 infection will be reviewed individually and assessed on the individual circumstances of each student. Refunds cannot be processed until BCC has been paid in full for all services booked.

**Agency/Representative bookings** – when booking through an agency, the terms and conditions of that agency also apply and students must contact the agency if they want to request any changes to the booking.

**Visa application** - each student has to apply for an appropriate visa to study at BCC. Information about visas can be found at: [www.gov.uk/check-uk-visa](http://www.gov.uk/check-uk-visa). If a visa application is rejected and we receive written evidence at least 28 days prior to arrival, we will refund the fees received in full, less an enrolment fee of £100. Where we receive this evidence, the refund will be paid to you within 14 days of providing us with bank details and a signed authorisation that the refund should be paid to that account.

If written evidence of a refusal is received less than 28 days prior to arrival then the refund will be paid less the enrolment fee and following non-refundable payment of two (2) weeks tuition and accommodation fees.

**Expulsion** – you could be expelled (asked to leave the school) for the following reasons: **poor attendance** (80% or less), **poor behaviour** (bullying, harassment, bad behaviour), **stealing, or damaging the name and reputation of BCC**. In the cases of expulsion from school, no refund will be given and no certificate will be issued.

**Accommodation** – is provided in the BCC Residences. The accommodation fee is calculated per week and partially used weeks will be charged as a full week. Any request to change or cancel the accommodation must be in writing, posted or emailed to the BCC at **least 4 weeks before requested change or cancellation**. If a student **wishes to cancel an enrolment less than 28 days before the date the course is due to begin, two (2) weeks accommodation fee will be charged**. **No refund** will be issued if the cancellation is made **less than 28 days before a student's course start day or if the student is already on the course with BCC**. An administration fee of £30.00 will be charged for each request to change accommodation. In special circumstances, a refund for accommodation will be agreed by the Managing Director.

**Liability and Insurance** – BCC will not take any responsibility for courses which are not running due to public disturbances, industrial action, natural disasters or epidemics. Each student is advised to arrange private insurance to cover medical and health problems or damage or loss of private possessions. Should a student have a specific health issue, they should inform BCC at the time of enrolment and clearly state in the application form. BCC is not liable for any loss or damage or personal belongings at the BCC Residences and students are strongly advised to arrange personal contents insurance for this reason. Any damage to BCC property, whether intentional or not, must be paid by students in full.

**Complaints** – if you have any problems with your course, accommodation or a member of staff or student, you should always talk to your classroom teacher or another member of the BCC Staff. BCC will always do their best to resolve any problems as quickly as possible.

**Data protection** – To ensure that your course at BCC meets your requirements we and, if appropriate, the BCC Agent in your own country will need to use the information you provide in order to process your enrolment. We may ask for your personal data to book your course and additional services before you arrive. When you book your course with us, we might need to share your information with third parties e.g. transport companies, examination bodies or the UK Home Office if they ask for it. Please note that where your information is held by the BCC Agent, it will be subject to your Agent's own data protection policy and their country's national law.

**Parental Consent Form for students 16 and 17 years of age enrolled on Adult Courses** – if your son/daughter will be 16 or 17 years of age at the time of the course, BCC must receive a completed and signed Parental Consent Form before course commencement. This form provides essential emergency contact information. In the absence of this form, if an emergency situation arises, BCC will make the best judgement on any action which needs to be taken on professional advice available at the time of the emergency.

Parental Consent Form must be sent to BCC directly or to BCC Agent in your own country no later than 10 days before the date of course commencement.

**Student Support** – BCC closely monitors students under 18 years of age and any unauthorised absence is followed up by our designated safeguarding staff. BCC Support and Safeguarding Officer meets with new students under 18 years of age on Adult Courses to ensure that they are aware of the BCC Guidelines for students under 18.

**Student Support and Medical assistance** – BCC will assist with any arrangement of emergency medical or dental treatment as provided by the NHS.

**Validity of General Terms and Conditions** – the BCC General T & C of Enrolment and Additional conditions for Vacation General English course programme are valid from **1<sup>st</sup> January to 31<sup>st</sup> December** each year and are reviewed yearly. They are subject to English law. The English language version is legally binding in all cases. At the same time, BCC reserves the right to waive or adjust the specifications of a course, which may include age limits, without prior notification.

## ADDITIONAL CONDITIONS FOR VACATION GENERAL ENGLISH COURSE

**School regulations** – BCC school regulations are designed to ensure that the courses function smoothly. Acceptance and compliance with BCC regulations are contractual obligations on the part of the parent, guardian or other person arranging the student's enrolment with BCC. It is essential that your son/daughter understands that he/she must accept the regulations concerning "Student Code of Conduct" and "Student Discipline" and "Permission to go out without Supervision" as agreed by the Parent/Guardian.

Failure to observe and accept the requirements of "Student Code of Conduct" may result in the student being returned home before the end of the course, without compensation. In this particular case, BCC reserves the right to alter the student's travel arrangements.

It is the responsibility of the parent/guardian to arrange for an adult to meet the student on arrival and at the time specified by BCC.

**Liability and Insurance** – if a course is curtailed after commencement, no refund can be given. Parents/ Guardians must arrange insurance against inability to attend or continue a course for medical or compassionate reasons.

**Accommodation** - it is essential that your son/daughter understands that:

- *Accommodation will be provided in our own BCC residences, with another students age 18+*
- *He/she must observe the accepted standards of courtesy and consideration towards others, accommodation rules*
- *He/she will be expected to make his/her own bed, help to keep the room clean and tidy and leave bathroom and toilets clean*
- *He/she must observe the bedtime stated and agreed by Parents/guardians in their Parental Consent form – normally nor later than 22pm.*

**Supervision for students 16-17 years of age** – if the supervision outside school hours is requested in the Parental Consent Form by Parent/Guardian, BCC will include this service for student for an additional fee.

**Parental Consent Form for students 16 and 17 years of age enrolled on Vacation General English Courses** – if your son/daughter will be 16 or 17 years of age at the time of the course, BCC must receive a completed and signed Parental Consent Form before course commencement. This form provides essential emergency contact information. In the absence of this form, if an emergency situation arises, BCC will make the best judgement on any action which needs to be taken on professional advice available at the time of the emergency.