

TERMS AND CONDITIONS 2024

1.0 ENROLMENT

- 1.1 On the receipt of your registration form, relevant documents and the £200 non-refundable deposit, 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). All bank charges must be covered by the student.

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. If a student wishes to finish their course early, then NSC can offer a credit note for the student to use any additional funds paid to study again at a future date.
- 3.3 Should a student's visa be refused, then all fees (except for non-refundable fees) will be refunded 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 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 £100 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**. If a student does not give four weeks' notice during high season, it is unlikely we will be able to arrange suitable homestay accommodation for them.

- 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 Whilst we understand the merits of homestay accommodation for English practice, some fundamental communication skills in English are required prior to arrival if a student wishes to stay with a homestay host. This type of accommodation is not suitable for complete beginners- if a student has no basic English foundation, it will be extremely difficult for NSC to find a homestay host. In this instance, NSC will support students in arranging alternative student accommodation (not provided by the School).
- 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. If a student wants to move to a different homestay host more than twice during their stay, NSC will charge an additional administrative fee of £50.
- 5.9 NSC reserves the right to move you to an alternative homestay host, if necessary.

6.0 SOCIAL ACTIVITIES

- 6.1 NSC offers a variety of social activities for students 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 £50 to £70 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 tuition 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/>



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5 Tombland, Norwich, Norfolk NR3 1HE UK
Tel: +44 (0)1603 619091
Email: info@flyingclassrooms.co.uk
Registered Company 3994304

- 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.

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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