



## TERMS AND CONDITIONS

### Enrolment Fee

On application, an enrolment fee will be charged which is non-refundable under any circumstances.

### Course Fees

The total cost of the course fees must be paid before the course start date.

### Cancellations

A full refund of course fee minus £150 will be provided to the student should the student wish to cancel their course at least 2 weeks before the course start date or should their visa application be refused on the following conditions:

- Return of the original letter of acceptance.
- Copy of the letter of refusal.
- Students who cancel their course within 2 weeks of the start date will be refunded the homestay only less 20% and only 50% of the course fees, provided no visa has been obtained.
- Cancellation of a course after the start date will result in no course refund except the homestay fees less 20%.
- Once a visa stamp of any kind has been given as result of the letter of acceptance no refund is possible.
- Students who try to obtain their visa by deception by providing false information or documentation will receive no refund.
- Once a course has started no refunds will be provided under any circumstances.
- It is the student's responsibility to keep the school informed of any postponement of the course start date. Failure to do so will result in no refund.
- Students applying as a student visitor are liable only for the cancellation fee if they are refused their visa for any reason.
- In the event of United World cancelling or terminating a course, a full refund of all unused fees will be made.
- Any refunds due to a student must be obtained within 12 months from course start date, after this date the funds will expire. The expiry date is non-negotiable.

### Course Books

Students are expected to buy the appropriate book for their course. Students failing to do so or those who forget to bring their books or other material on a regular basis could be asked to leave the class.

## **Missed Classes**

No refunds or substitutions will be made for classes missed due to exams, excursions, first day orientation or other obligations that fall outside the normal schedule. Students who report missed classes may be provided with class credits but only at the discretion of United World. Unreported absences will not be credited or refunded.

## **Reduction of Lessons or Weeks**

Students who have paid for a course in advance but on commencement or during the course wish to reduce the number of study lessons per week or number of course weeks, will only be credited with 50% of the extra hours remaining. Refunds are not possible.

## **Attendance**

The student is expected to attend all the classes. Classes that the student fails to attend will be lost. Continued poor attendance will be followed by a written warning and in extreme cases by expulsion without refund.

## **Course Arrangements**

United World reserve the right to cancel or change course arrangements at short notice or course in progress, timetable, fees and any other associated costs. Students may request a morning or afternoon timetable but it will depend on availability in the class and ultimately the school will have the final decision. United World School of English also reserve the right to change the means of delivery of any of its courses should we consider it necessary due to health and safety or any other reason that might arise.

## **Substitution Policy**

If, after the placement test taken on arrival at the school, a student is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the student in an appropriate level class. Students who do not have the ability to follow any course on offer may be required to terminate their studies with United World.

## **Misconduct**

The School has the right to dismiss any student for misconduct on school premises or anywhere which brings the school into disrepute with no refund of the remaining fees.

## **Transferring Courses**

Once a course has commenced or a visa has been provided fees are non-transferable to other students under any conditions.

## **Postponing Courses**

Students may postpone their course for up to 6 months. Students who do not resume their studies within the 6-month period will have their courses cancelled with no right to a refund.

## **Holiday**

Students may take holiday but must notify the school in advance to agree dates or they are liable to forfeit the period as part of their course.

## **Accommodation**

United World reserve the right to change the homestay up to the date of arrival. All homestay fees must be paid to the school unless otherwise advised. Students must provide a least 1 week notice to the school and homestay should the student wish to leave earlier than the agreed end date or the student will be liable to pay for 1 week extra. Students who wish to change the homestay for reasons considered unacceptable such as distance to school may incur a further £50 arrangement fee. Students who leave homestay accommodation early will be refunded the homestay fees less 20% of the remaining weeks.

## **Liability**

The school accepts no liability for the loss of a student's property or for extra expenses incurred by circumstances beyond our control.

## **Medical Insurance**

United World does not hold insurance to cover students against medical expenses as a result of personal injury. Students are strongly advised to take out full insurance to cover the costs of medical expenses.

## **Covid-19**

In the event of a student showing symptoms or testing positive:

- When a student has to self-isolate beyond their booked accommodation period, they will have to bear the costs of an extended stay.
- Where a student develops coronavirus symptoms during travel, they should declare this to the crew of the plane, ferry, train or bus, and the student may be asked to self-isolate in specified accommodation at their own expense.
- Where an accommodation provider refuses to host a student in such a case, the student may need to be moved to private accommodation and pay for the difference at their own expense.

## **Images**

United World reserve the right to retain and use all images and photographs of students for promotional and marketing purposes.

## **Force Majeure**

United World will not be liable in cases where the school is unable to provide services to which they are contractually bound because of fire, natural disaster, act of government, failure of suppliers or subcontractors, labour disputes or other reasons which are beyond the control of United World.