

1. REGISTRATION

- In booking with us, you accept ILC's terms and conditions of Registration.
- Your course is the period you are booking for. ILC Schools enrol students continuously for most courses throughout the year.
- You must be at least 16 years old to study at ILC in open enrolment courses. Written permission is needed from a parent/guardian for students aged 16/17 (Written permission is given in the Enrolment form online/hard copy). Students aged 10-15 can study at ILC in closed groups.
- Students on Evening Courses (6 lessons/4.5 hours per week) must be at least 18 years old.
- All bookings must be accompanied by a £200 deposit and £70 Registration fee payment per student.
- There is a £60 Handling fee when booking an ILC accommodation provider.
- There is a £150-£300 Placement fee when booking a work experience (volunteering) placement. The amount depends on the number of weeks booked (up to a maximum of 6 weeks).
- You must be aged 16+ and have a minimum English language level of B1 (CEFR) in order to enrol on our work experience (volunteering) programme. ILC reserves the right to remove students from the programme if it is determined the student's language level is not at a high enough level.
- Bookings made less than 14 days before the proposed course start date must be accompanied by full payment.

2. PAYMENTS

- Payments must be made to ILC before the student's start date in British pounds (GBP). Students are responsible for all bank charges and exchange rate fees, both in the country of origin and from the United Kingdom.
- A deposit payment is due at the time of the booking to secure the course.
- Final fees are due a minimum of 14 days before the course start date.
- The student can pay by any of the following means:
 - ✓ By credit/debit card payment at Reception
 - ✓ By cash at Reception
 - ✓ By Bank transfer
 - ✓ By Flywire
- An invoice will be sent at the time of booking with the School's bank details.
- Please note that proof of payment must be sent to the appropriate branch of ILC before starting the course. Students are reminded that payment by bank transfer may take as long as 5 working days to reach our account and adequate time must be allowed for this.

3. REGISTRATION FEE

The £70 Registration fee is payable by all new students to ILC. If a student extends their period of study, they will not be required to pay any additional Registration fee. They may need to buy an additional course book (See point 14.3). For what is included in the Registration fee, please see our marketing information.

4. CANCELLATIONS, REFUNDS AND CHARGES

- **Cancellation before arrival.** ILC must receive cancellation in writing at least 14 days before the start of the course. In the case that at least 14 days' notice of cancellation is given, any tuition fees paid will be refunded less the deposit of £200. The £70 registration fee is non-refundable. In the case that less than 14 days' notice of cancellation is given, any tuition fees paid will be refunded less the £200 deposit, £70 registration fee and one week's tuition fees.
- If you cancel your course **after starting**, tuition and registration fees are non-refundable.
- In the event of a visa refusal, ILC must receive the Visa Refusal Letter from the UK Home Office before a refund is issued.
- Tuition and registration fees are non-refundable in the case of non-arrival or late arrival.
- In the case that fees have been paid prior to a refused visa application, all fees will be refunded except the £70 registration fee and £200 deposit (see 11.4).
- Before arrival, at least 14 days' notice needs to be given to cancel homestay accommodation. If less than 14

days' notice is given, one full week of accommodation fees will be charged.

- Subject to our above Terms & Conditions, all refunds are minus the £70 Registration Fee and any bank charges. Any refunds must be made by the same payment method and to the same source as the original payment. Handling charges and fees levied by the card company on any card payments are non-refundable. Refunds are not transferable to other students. Refunds can take up to 28 days.
- No reductions or refunds are available for holidays, work or other study commitments are available.

Summary of Course Cancellation Charges

More than 14 days' notice:

Full tuition fees refunded minus £200 deposit and the £70 Registration fee

Fewer than 14 days' notice:

Tuition fees refunded minus £200 deposit and £70 Registration fee and one week's tuition fees

After starting course:

No refund

- **One-to-one or online classes** can only be postponed or cancelled if the Centre is advised two working days in advance. If a student arrives late for a lesson, the missing minutes from the class will not be credited. In the event of non-attendance, money will not be refunded, nor lessons added on to the end of a course.
- **The Work Experience (Volunteering) Placement Fee** is non-refundable if you cancel the placement.
- **Airport Transfer Fees** are non-refundable if you cancel fewer than 14 days before the transfer date.
- **Halls of Residence Accommodation Cancellation** is subject to the Residence's own Terms & Conditions – please contact us for more information. Halls of Residence prices can change without advance notice as they are a separate company.
- If you shorten (reduce) your course or changes to a less expensive course on or after the course start date, we will not refund any tuition fees. It is not possible to transfer fees to premium courses such as one-to-one lessons.
- Fees and deposits are not transferable, either in full or in part. They are only valid for the person specified.

5. STUDENT TRAVEL INSURANCE

- You are not automatically insured by ILC against illness, accident, theft, damage or loss of personal effects and ILC accepts no liability.
- Please make sure to book insurance before you travel.
- ILC can provide student travel insurance upon request. Please contact ILC for more information.
- You should also check whether your country's government health service has any special arrangement with the British National Health Service.

6. PUBLIC HOLIDAYS

- ILC is not open on public holidays. There are no fee reductions for public holidays.
- ILC branches close for Christmas/New Year holidays. For further information on the Christmas/New Year closing period, please contact ILC. Students will not be charged course fees if a centre is closed.

7. TUITION FEES

ILC Tuition fees include:

- ✓ All teaching costs*
- ✓ ILC Student card
- ✓ Access to our activities programme (attendance costs may apply to some events/trips)
- ✓ End-of-course certificate and academic report
- ✓ Use of all study facilities

* For general English and Examination preparation courses of two weeks or more students are required to purchase the course book.

8. CONDUCT AND BEHAVIOUR

ILC reserves the right to dismiss a student from a course without refund in the case of unsatisfactory attendance, work or behaviour. No refund will be given in the event of:

- Self-cancellation (or ending the course early) after the course starts.
- A student being deregistered by a ILC Centre due to consistent low attendance.
- A student being deregistered from the Centre because of their serious misconduct (see Student Handbook for examples).
- A student being asked to leave the country by the British Authorities.
- A student being refused re-entry by UKVI if they leave the UK during the course.

9. HOMESTAY PROVIDER ACCOMMODATION

- ILC requires 7 days' notice to find and book accommodation.
- Homestay provider accommodation is booked in units of one week, with arrival Saturday or Sunday and departure on Saturday or Sunday.
- Details of your accommodation will be sent to you before the start of your course. You must plan to arrive at your homestay provider between 08:00 and 23:00. Accommodation will be booked for visa national students only once they have received their visa, and their flight details have been confirmed.
- ILC homestay accommodation provides a single room with a study area.
- ILC accommodation has the following options:
 - **Half-board:** Breakfast and dinner provided Monday to Friday and all meals provided at the weekend.
 - **Bed & Breakfast:** Only a morning breakfast meal is provided 7 days per week.
 - **Self-catering:** No meals are provided. Use of the provider's kitchen is allowed.

- Unless you are sick, you are expected to be out of your homestay during the scheduled lesson times of your course.
- **Before arrival in the UK**, if you want to change your homestay provider or leave earlier than planned, you must give at least 14 days' notice.
- If a Homestay provider wishes you to leave the Homestay due to proven reported misconduct by you, ILC will not be under any obligation to find alternative accommodation.
- You must leave our accommodation when your course has finished.
- You may request a change of homestay provider **after arrival** and the School will consider all reasonable requests. You will need to give us at least 7 days' notice. Changes cannot be guaranteed. This does not apply if the student is asked to leave immediately by the provider or the homestay fails to provide the minimum they have agreed to. In these circumstances we will do our best to find suitable alternative accommodation as soon as possible after being notified.
- If the student leaves the Homestay for a limited number of days (minimum 7 nights) for a holiday and leaves their belongings within the house, they will be asked to pay a retainer of £70 for this period for each 7 days' absent. Students must obtain consent from the School and homestay at least two weeks in advance if they wish to activate a retainer.
- ILC reserves the right to charge an administration fee of £60 if the accommodation is changed.

10. PROMOTIONAL MATERIALS

- We may take photographs or videos from time to time for marketing purposes. You (or your parent or guardian if you are under 18) must inform us on the Enrolment Form **before** the course starts if you do not allow us to use such images.

11. VISAS: FURTHER INFORMATION

- It is the responsibility of the student to check their own visa requirements for entry to the UK. Students are advised to visit the United Kingdom government website (<https://www.gov.uk/check-uk-visa>) or to contact the nearest British embassy, consulate or high commission to check on current visa requirements. ILC Centres are fully accredited by Accreditation UK (run by the British Council) and we are able to issue Short-term Study Visa letters (up to 11 months English language study permitted for over 16s and up to 6 months for

under 16s). It is the student/agent's responsibility to check that details in the Visa Letter provided by ILC are correct.

- Students who are visa nationals are required by ILC to attend full-time (daytime) courses of a minimum of 15 hours per week.
- To receive a visa letter from ILC, we must receive: a deposit, a completed ILC Enrolment form, online level test result, a copy of your passport (and a copy of your parent or guardian's passport if under 18).
- In the event of Visa Refusal, the notification letter must be sent within 30 days of the refusal date and any submitted later than this will not be accepted and no refund will be given.

12. SPONSORED STUDENTS

- ILC can issue course offer letters for country-sponsored students once we receive a completed Enrolment form, a copy of the passport, address in the UK (if possible) and an online test result. If a sponsored student requires a Visa letter, it will only be issued after receiving a £200 deposit and the £70 registration fee.
- Sponsored students are responsible for making sure that the financial guarantee letter is received by the School before the first day of their course. They must also ensure that the sponsor pays their course fees as early as possible and liaise with the sponsor in case of any delays.
- Once a Short-term Study Visa letter is issued, sponsored students must have 100% attendance for the length of course given on the application form. In case a sponsored student does not comply with these requirements, the School has the right to deregister the student.
- If we have not received the financial guarantee by the start date, the student will have to pay the tuition fees for subsequent weeks until we receive the financial guarantee. These weeks will be refunded to the student when we receive the financial guarantee letter.

13. ARRIVALS & DEPARTURES

- You should not book flights or make travel arrangements until you have received a booking confirmation from ILC.
- Students who want to book an arrival or departure transfer with ILC must submit your travel details no less than 10 days before departure.
- If the driver has to wait more than 1.5 hours at the airport there will be an additional charge which will need to be paid on arrival at the School on your first day.

14. COURSES

- Before joining a course, you will need to do a placement test and, on arrival at the School, a brief speaking assessment. Students cannot change level without permission from the teacher and the Director of Studies.
- For Full-time courses of 20 or 30 lessons per week (1 ILC Lesson = 45 mins), the minimum booking is 1 week. For Part-time courses of 6 lessons (4.5 hours), students require a minimum booking of 4 weeks.
- Course books can be purchased at a cost of £35 per book and, all students must have their own copy of the coursebook for each level/class they are studying in if the course requires one.
- When available during off-peak periods, our Schools can offer students the option of studying part-time during the Daytime. In these situations, students will pay our daily rates.
- ILC reserves the right to cancel or alter the time of a course where there are circumstances beyond the School's control, or where the course is undersubscribed. The School will offer alternative provision or a refund, as it deems appropriate.
- The School reserves the right to change the location of a course within the respective area of the branch (e.g. a ILC Birmingham student may need to relocate to another building within the Birmingham area).
- All students are required to attend their classes regularly and on time. Any student whose attendance level falls below 80% during the course for which he or she is enrolled will receive a verbal or written warning and may be deregistered by ILC without any refund of tuition fees if their attendance level continues to be below the required minimum. If attendance falls below 80%, they will have their attendance printed on their

certificate. This may also result in the student being asked to leave their accommodation without a refund for the current or previous week. For visa national students, this could affect their legal status in the UK.

- Students are expected to participate actively in their class, to take progress tests periodically, and to do homework regularly.

15. DISABLED ACCESS

ILC Schools currently have no comprehensive access for disabled students.

16. STUDENTS UNDER THE AGE OF 18

- Students under the age of 18 are considered children ('minors') by UK law and we require additional information and consent to be able to accept these students onto our adult courses.
- We welcome students aged 16 or 17 on our adult daytime courses. To accept a student, the parent/guardian will be required to supply a copy of the parent/guardian's ID or Passport and fully complete and sign the Enrolment Form for 16-17s.

17. ILH SUMMER JUNIOR PROGRAMMES

- Typically, some ILC Schools run **ILH Junior Summer Programme** courses for under-18s during the summer holidays from the end of June to mid-August. These are closed groups with a teacher and no other over-18s present. Junior Summer courses are charged at a flat weekly fee for morning English lessons (9:30-12:45) and varied (supervised) afternoon activities (13:15-16:00 approx.) for no additional cost. Parents can opt their child out of afternoon activities (in writing), but there is no reduction of the overall Programme fees in this case.
- We can only accept individual under 18s if they have a parent or guardian directly responsible for their welfare and living in the local area (unless they are on our Residential Programme or the child is staying with one of our DBS checked homestay providers). The Enrolment form for under 18s must be completed and signed by the parents/guardian and a copy of the parent/guardian's ID or Passport must be provided with the Enrolment form. Parents must also notify ILC of the name and address of the local guardian (if applicable).

18. UNDER-18 GROUP BOOKINGS

- We can accept groups of under-18s providing they have an appointed group leader who accompanies them to the UK and accepts overall responsibility for the students and their conduct during their time registered at the Centre. Appointed group leaders must possess the equivalent of a Disclosure and Barring Service (DBS check) from their country and must sign our Group Declaration Form.
- The Enrolment form for under 18s must be completed and signed by the parents/guardian when enrolling individual under 18s and a copy of the parent/guardian's ID or Passport must be provided with the Enrolment form. All deposits paid are non-refundable.

19. ILH SUMMER RESIDENTIAL PROGRAMMES

- For information about ILH summer residential courses, please contact us for the separate ILH Terms & Conditions for this programme.

20. SAFEGUARDING

- All our teaching and administrative staff are required to have a DBS check, Safeguarding Training and Prevent Training. For our full Safeguarding Policy please see our website.

21. HOLIDAYS

- Students must inform us of any holiday weeks before starting their course to ensure they will not be charged. Holidays can only be taken as complete weeks (Monday to Friday) and individual days taken as holiday are not added on to the end of a course. If a student tells us their holiday weeks after they begin their course, no refunds or additional weeks will be added. Sponsored students can take a maximum of 1 holiday week for every 11 weeks studied.
- Any random absences from school due to unscheduled holidays will not be refunded or lessons credited.

22. SICKNESS & MEDICAL INFORMATION

- Course days can only be postponed due to sickness or accident if able to provide a medical certificate confirming the illness and covering 4-14 days. If the student has a more serious illness and is absent for more than 15 days, they should inform the School and use their Student Travel Insurance (if purchased).

- Any random absences from School due to occasional sick days (with no Doctor's certificate) will not be refunded or lessons credited.

- For safeguarding purposes, the student must inform us at the time of booking of any disabilities, medical, dietary or other information that may affect the student on the premises. If the student does not inform us of any physical or mental issues, we reserve the right to make suitable arrangements for them to return to their country at their expense and inform any relevant authorities or embassies. No course refunds are available in this case.

23. COMPLAINTS PROCEDURE

- We take all complaints and feedback very seriously. Please see our complaints policy and procedure in our student handbooks. You can request a copy of our policy at any time.

24. PRIVACY POLICY

- Students are responsible for giving the School accurate and up-to-date information about their address, phone numbers, e-mail address and emergency contact details in the UK and home country whilst studying at the School. ILC will collect and maintain the student's personal information lawfully and fairly, in accordance with the 2018 General Data Protection Regulation (GDPR). This confidential information will be protected against loss, theft, unauthorised access, disclosure, copying or modification. It will not be supplied to third parties without the student's permission. ILC will only disclose it without consent if any regulatory or governmental body requests or requires it. ILC Centres are registered in accordance with ICO (No: Z208732)

25. INTELLECTUAL PROPERTY

- All intellectual property rights in ILC's name, logo, website, promotional and marketing materials and all course and examination content and materials belong to ILC. Anyone seeking to use, publish or copy any of ILC's materials needs to seek our permission to do so.

26. LIABILITY

- ILC and their staff and representatives will not be liable for loss, damage or injury to persons or property however caused, except where such liability is expressly imposed by UK law. The Centre is not responsible for the safekeeping or delivery of any mail or parcels sent to students at the School.

27. FORCE MAJEURE

- ILC is not liable for failure to perform its obligations if such failure is as a result of 'Acts of God' (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disasters that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.
- In the event of an outbreak of an infectious disease, all students and or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the school.
- If the school asserts Force Majeure as an excuse for failure to perform its obligations, then the School must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, agent etc.) was, where possible, notified of the likelihood or actual occurrence of the event.