



Terms and conditions

1. General

1. TELC UK is open 50 weeks per year. We are closed on public holidays and during the Christmas / New Year vacation.
2. By accepting the school's Terms and Conditions, you also agree to respect school staff and other students. Unreasonable behaviour will not be tolerated and may result in your being suspended or your course cancelled with no refund.
3. TELC UK does not accept any responsibility or liability in the case of accidents, illness, loss of or damage to personal effects.
4. Students must attend regularly and punctually. TELC UK reserves the right to exclude or suspend students if their attendance is not satisfactory or for reasons of misconduct.

2. Course Booking

1. You must pay your course fees in full at two weeks before the first day of your course. Enrolment certificates can only be issued after payment in full has been received.
2. Course fees are strictly non-refundable, except in the case of course cancellations with a minimum of 15 days' notice given [see section '[Course Cancellation](#)']. It is your responsibility to book your course well in advance to meet any visa requirements and our cancellation terms apply to all reasons for cancellation, including illness and delayed or refused visas.
3. Course fees are strictly non-transferable to any other person.
4. No refund will be given if you arrive late or do not attend part or your entire course. This includes any period of holiday taken or illness during the course. Courses will not be extended due to absence or illness. In addition, no refund will be given in the event of disruption or cancellation of lessons due to circumstances beyond the control of the school, including but not limited to weather conditions, public transport incidents, strikes, terrorism or public disorder.
5. Any bank charges applied to payments or refunds must be paid by you. There is a 3% charge for all credit and debit card payments and refunds to credit and debit cards.
6. Students with a student visa are required to follow the rules of their visa, especially regarding regular attendance.
7. Your registration will expire if you do not take any course for a consecutive period of twelve months.
8. Acceptance for examination courses is subject to passing an entry test. Students who do not pass this test will be placed in another suitable class until the appropriate language level is reached.
9. Examination course fees cover tuition but do not include registration for external examinations. It is your responsibility to ensure that you register for examinations in time and that examination fees are paid on time.
10. Any personal holiday weeks must be agreed at the time of registration and arranged with at least 4 weeks advance notice.
11. Course teachers may be changed at any time at the discretion of the school.
12. The school reserves the right to alter course dates and timetables, fees and any particulars without prior notice. Students who have started or reserved courses will be unaffected by any such changes.

3. Course Cancellation

1. If you cancel your course before the course has started, the following refunds apply:
 - o Cancellation 22 days or more before course start date: 90% refund of course fees
 - o Cancellation 15-21 days before course start date: 70% refund of course fees
 - o Cancellation 14 days or less before course start date: 50% refund of course fees
2. Cancellation charges apply to all course cancellations for whatever reason, including visa refusals.

3. Any notice of course cancellation must be sent in writing or by fax (not by telephone or email). You may be required to return any original documents which could be used for obtaining visas or entering the U.K.
4. There is an administration charge of £50 for all course cancellations.
5. Refunds will be made according to the original method of payment. Any transaction charges are paid by the student and will be deducted from the amount refunded.
6. If you have booked and paid for more than one type of course, or more than one term of a course, your course booking is for the whole course or combined courses and it is not possible to cancel any single term or part of that course. Refunds will only be made if you cancel your whole booking before the start of your first course, and in accordance with the time limits shown in section 3.1 above.

4. One-to-One courses: Special Conditions

1. You will be given a lesson timetable for your whole course when you book. Once your course has started, you may cancel any lesson subject to the following charges:
 - o Cancellation *by noon* Friday of week before lesson: No charge
 - o Cancellation *by noon* of day before lesson (or *by noon* Friday before a lesson the following Monday): 50% of lesson fee
 - o Cancellation *later than noon* of day before lesson (or *later than noon* Friday before a lesson the following Monday): 100% of lesson fee
2. If you cancel a lesson with 'No charge' [see above] you may then book a new lesson at a new date or time, subject to availability. In order to reschedule a lesson at a date and time convenient for both you and the school, you are required to give the school *three* alternative times for each lesson to be rescheduled. If you cannot do this we may be unable to reschedule and you will lose the lesson.
3. If you cancel a lesson with '50% charge' [see above] you will be given a credit which is 50% of the cost of the lesson. You can use this credit when you book your next course, or you can add credits together to book extra lessons. No refunds will be given for unused credits.
4. If you cancel a lesson with a '100% charge' [see above] you will lose this lesson.
5. Lesson cancellations during the course can only be accepted by telephone or in person (not by email or by fax).
6. All one-to-one lessons must be taken within twelve months from the course start date.
7. These terms apply to all One-to-One courses.

5. General English, Intensive English, English for IELTS, English for FCE, Speaking and Listening, Business English, English for Job seekers: Special Conditions

1. All courses dates and timetables are fixed and cannot be changed.
2. There is no refund or rescheduling of any of the course when the school is closed for a public holiday during the course.
3. Cancellation policy: once your course has started, you may cancel any lesson subject to the following charges:
 - o Cancellation *by noon* Friday of week before lesson: No charge
 - o Cancellation *by noon* of day before lesson (or *by noon* Friday before a lesson the following Monday): 50% of lesson fee
 - o Cancellation *later than noon* of day before lesson (or *later than noon* Friday before a lesson the following Monday): 100% of lesson fee

6. Accommodation

1. Accommodation is arranged through our agency partners who select and regularly inspect host families and student residences to ensure the highest standards and quality of service.
2. If the requested accommodation is not available, we will offer you the next best alternative. Although we will do our best to meet any special requests, this is not always possible. Please book as early as possible to avoid disappointment.
3. The accommodation arrangement fee of £48 is non-refundable and non-transferable.
4. Accommodation fees are valid only for the person and dates specified.
5. If you cancel your homestay accommodation before the accommodation arrival date, the following refunds apply:
 - o 22 days' or more notice given: Accommodation fees will be refunded, minus the accommodation arrangement fee of £48 and an administration charge of £50.
 - o 15 days' to 21 days' notice given: Accommodation fees will be refunded, minus one week's accommodation fees, the accommodation arrangement fee of £48 and an administration charge of £50

- 14 days' or less notice given: Accommodation fees will be refunded, minus two weeks' accommodation fees, the accommodation arrangement fee of £48 and an administration charge of £50.
- 6. Cancellation terms for other categories of accommodation vary - terms are available on request.
- 7. Accommodation fees are not refundable if you cut short your stay after your arrival. In the case of your accommodation being unsuitable, we will find you a suitable alternative.
- 8. The airport transfer fee is non-refundable and non-transferable. Airport transfer prices include 1 hour of driver waiting time. Additional time is charged at £15 per hour. If you have not ordered an airport transfer you must contact your homestay to tell them when you are arriving, so that they will be at home to welcome you.

If at any time you need assistance please contact us on +44 (0) 208 144 77 17.

You can also book all courses on our website www.telcuk.com