

## Conditions of acceptance of enrolment

All enrolments are subject to these conditions and become legally binding on confirmation of enrolment by Harrow House International College.

### Enrolment Procedure

#### Step 1 –

Please complete Pages 1 and 2 of the Enrolment Form and forward to the Harrow House representative

#### Step 2 –

If the requested course is available, we will send you an acceptance letter together with our invoice for the total fees. Your enrolment only becomes valid after it has been confirmed by Harrow House in writing.

#### Step 3 –

After the total Invoice amount has been received in our bank account in full, we will send the final confirmation letter with all relevant travel documents to you.

These documents are needed for all visa applications.

Payments must be made in Pound Sterling.

All Bank charges must be paid by yourself in addition to the Total Invoice Amount.

Payments can be made by Banker's Draft, International Money Order, Swift Bank Transfer or Credit Card.

With each method of payment please state:

Name of student, Course and Course dates.

If payment is made by Swift Bank Transfer you must add £15 when you pay for the Enrolment fee

- Payments by Credit Card carry a 2.5% charge for VISA and MasterCard, 6% for AMEX and no charge for Switch / Maestro.

#### Payment of Fees

The non refundable Enrolment fee of £55 must be paid when you enrol.

The remaining balance of the Total fees invoiced are payable 8 weeks prior to arrival.

If you enrol 8 weeks or less before the commencement date, you must send the total fees immediately together with your completed Enrolment Form.

Payment of the KET, PET, FCE, CAE and CPE Cambridge examination fees must be received by 26.03.2010 for the June examination.

#### Essential Protection for International Students Studying in the UK

Harrow House has teamed up with Endsleigh Insurance Services Limited, the UK's leading student insurance intermediary. We are working together to ensure you have adequate insurance for you time spent studying in the UK. You will be covered under the non opt-out Endsleigh **Block Short Stay International Student Policy** which has been specially designed for overseas students studying in the UK.

#### The International Student Policy covers:

- Emergency medical expenses
- Personal belongings
- Personal accident
- Legal expenses
- Personal liability
- Course fees

The cost of this insurance has been included as part of the overall fees that you pay Harrow House so no extra payment is required.

A summary of cover is provided for reference. Full details of the benefits and exclusions that apply to the policy will be provided to you on arrival at Harrow House.

We recommend that you read your documents carefully to ensure that you know what is covered.

#### Change of Booking

For every change of booking, i.e. course, course dates, airport transfer or type of accommodation – after the enrolment has been confirmed by Harrow House in writing – an administration charge of £55 is payable immediately.

#### Absentees & Refund policy

Periods of absence for any reason whatsoever – whether within or outside the student's control – including late arrivals, illness, holiday breaks, excursions, homesickness, early departure, suspension or expulsion, a course change to a cheaper course with a lower number of lessons, finding his / her own accommodation etc, will not be entitled to a refund or reduction of any fees paid, nor will the student be entitled to attend any classes in place of those missed, unless this is due to the College's actions.

#### UK Public Holidays

There are no lessons on the following UK Public Holidays: 01.01.2010, 02.04.2010, 05.04.2010, 03.05.2010, 31.05.2010, 30.08.2010

No refund will be granted and lessons cannot be made up with free course extensions.

Harrow House International College is open for closed groups from 11.09.2010 until 12.03.2011.

#### Cancellation Policy

Cancellations must be made in writing by Registered Letter or by Fax to:

- Harrow House International College, Harrow Drive, Swanage, Dorset BH19 1PE, England,
- Fax No: +44 1929 427175

#### The following cancellation charges apply:

- 28 days or more prior to arrival: the Enrolment fee will be forfeited.
- 27 to 15 days prior to arrival: the Enrolment fee plus the Course fees for two weeks will be forfeited.
- 14 days or less prior to arrival: the Enrolment fee plus all Course fees will be forfeited.
- If a visa application is refused, Harrow House must be provided with the written proof of the visa refusal. In this case Harrow House will only charge an administration fee of £55.

#### Club Membership

Harrow House Swanage students from the age of 16 are automatically members of the Harrow House Swanage Club.

#### Miscellaneous

1. These Conditions of acceptance of enrolment apply to all students who attend a course at Harrow House International College, whether an enrolment is made by the individual, an agent, agency or other party.
2. The Directors of the College reserve the right at their absolute discretion to refuse any application for enrolment of a student at any stage of the application or booking process. The College shall be under no obligation whatsoever to give reasons for the decision of the Directors. Students with medical conditions and / or disabilities must enquire, prior to enrolling, if the College facilities are suitable for the individual's needs. If an enrolment is refused, all paid fees will be refunded.
3. The Directors of the College reserve the right at their absolute discretion to stop lessons, and withhold accommodation, meals, transfers and any and all other services agreed to be supplied where the Total Fees (referred to above) have not been received by the College in full before the arrival of the student.
4. The Directors of the College reserve the right at their absolute discretion to stop the provision of services to any student at any time for any reason whatsoever. These include, but are not limited to, unacceptable conduct by the student such as anti-social, threatening or violent behaviour, wilful damage (including graffiti, and inappropriate disposal of chewing gum, etc), substance abuse and or failure by a student to comply with Harrow House Company policies.
5. When a student has received notification of the Directors' decision as a result of action brought about in paragraph 4 above, the student will no longer be permitted or entitled to attend classes or continue to stay at the College or College approved accommodation. The cost of finding and securing alternative accommodation for the student will be met by the student or his / her parents or guardians and the College shall accept no responsibility for any direct, indirect or consequential losses arising upon such termination.
6. During any course, each student will be representing their country of origin and must make every effort to be a good ambassador for their country. Any behaviour of a student which, in the reasonable opinion of the Directors of the College, might damage the image of that country will lead to the student's immediate expulsion from any course without reimbursement of any fees, which may have been paid or which are due and payable.
7. In the event of any termination of services following action taken because of conditions in paragraph 4 above the Directors of the College may, at their discretion, refund such proportion of any fees paid as they shall consider appropriate but shall be under no obligation whatsoever to do so.
8. The Directors of the College reserve the right to recover any and all direct, indirect and consequential losses (including loss of profit) incurred or suffered by the College as a result of any act or omission of a student whilst enrolled at the College from either the student or his / her parents or guardians.
9. Each student must read carefully, understand and comply in all respects with all materials relating to safety, health, legal, environmental, recycling, political, cultural and religious customs and conditions of the hosting country provided by the College from time to time.
10. Each student will strictly comply with any additional rules and regulations, which may be issued by the College from time to time.
11. The Directors of the College reserve the right at their absolute discretion to change the fees. However, if the student's booking has been accepted in writing by the College then no additional fees will be payable by that student.
12. The Directors of the College reserve the right at their absolute discretion to change the location, course structure, course dates and type of accommodation at any time whatsoever or in any place whatsoever during the course or before the commencement thereof as it deems appropriate and in case of an extreme emergency.
13. If the College changes any material before the commencement of a course, the College will try to inform any student affected but shall not be responsible if it is unable to contact the student.
14. Harrow House International College acts as an agent between students and various independent third party providers, including providers of accommodation, transport services, sporting and leisure activities. All contracts with such third parties are direct as between the student and the relevant third party and all fees submitted to the College for such services are passed direct to such third parties. Accordingly, the College shall not be responsible in any way whatsoever to any student or his / her family for any costs, claims, loss, damages or expenses suffered by a student when in the care of or as a consequence of any services provided by any such third parties, however they may occur. The only exception is for personal injury or death caused by the College's negligence. The student must address any complaints or claims in respect of such services to the provider in question.
15. Harrow House International College will take any and all necessary action that we consider necessary for the well-being and health of the student. This contract authorises the College to take action to assure medical treatment of the student, in the event of accident or injury, at the discretion of the College. All costs of medical treatment will be the responsibility of the student, his / her parents, the group leader, or legal guardian.
16. Harrow House International College will not be held responsible for any extracurricular activities that are undertaken by students out of school hours.
17. Harrow House International College investigates complaints by students/leaders/agents only if the complaint was made during the course stay and in accordance with the College's complaints procedure. Unless there is a valid reason why this has not been done, Harrow House will not consider itself liable for any complaint not made at the time. In the event that a matter is not resolved, the student/leader/agent should make a written complaint to our office which will be investigated in full, providing that, the complaint
  - is received within 1 month of termination of the course
  - was originally made during the course stay in compliance with our complaints procedure
  - and that all fees relating to the student have been paid in full.
18. Harrow House International College reserves the right to use images and comments of students for promotional purposes.
19. No student shall be permitted to use the name or logo of Harrow House International College under any circumstances whatsoever or at any time or in any place whatsoever whether before, during or after their training and whether as a trade mark, company or trading name or otherwise.
20. Harrow House International College reserves the right to change or vary these Conditions of enrolment from time to time and any such changes or variations will apply to each student.
21. Harrow House International College shall be under no liability whatsoever for any incorrect translations of publications into languages other than English.
22. When an enrolment is made for a course at Harrow House, the relevant contracting party shall be Harrow House International College (Swanage) Ltd.
23. The interpretation and application of these Conditions of enrolment and the contract shall be governed by English Law.