

Terms and Conditions

All students are expected to have read, understood and agreed to the terms and conditions below. The conditions below are the terms of contract between the student and Bloomsbury International (UK) Ltd (referred to as “Bloomsbury International” or “the school”).

The terms “working days” and “office hours” refer to Monday to Friday, 09:00 – 17:30, not including days that fall on a UK Public Holiday, as listed in point 9.1.

1. Booking

1.1. To confirm a reservation for a course, full payment or the following, non-refundable, deposit is required:

Course Deposit (non-refundable)

- ✦ Course Deposit: 150 GBP (only available to students who do not require a visa*)
- ✦ Registration Fee: 70 GBP (valid for 1 (one) year from the course start date of the student’s first booking**)

*Full course fees must be paid by all visa applicants before any documents can be issued.

**Re-enrolment after 1 (one) year will incur the registration fee again

1.2. To confirm private tuition and teacher refresher course, full payment is required.

1.3. To confirm a reservation of accommodation or an airport transfer, full payment is required.

2. Payment

2.1. Full payment must be received no later than 3 (three) weeks prior to the course, accommodation or airport transfer start date (whichever date is sooner).

2.2. All payments must be made in GBP sterling.

2.3. Bank charges must be borne by the student or their representative.

2.4. Full payment must be received in Bloomsbury International’s account before any services are confirmed and any documents are issued including, but not limited to, visa letters, welcome letters, accommodation confirmation and airport transfer confirmation documents.

2.5. Students will not be allowed to start the course, stay in the accommodation or use the airport transfer service and the school reserves the right to cancel any reservation if full payment does not reach Bloomsbury International’s account.

3. Cancellations and refunds

3.1. Requests for cancellation of any service, including course, accommodation and/or airport transfers, must be received in writing during our office hours (Monday to Friday, 09:00-17:30) prior to arrival and before the following notification periods:

Notification Periods (prior to arrival):

- ✦ Course (including private tuition and teacher refresher courses): 7 (seven) working days
- ✦ Bloomsbury Student Houses: 7 (seven) working days
- ✦ Homestay: 12 (twelve) working days
- ✦ External Residence: varies for each residence – to be confirmed at time of booking
- ✦ Airport Transfer: 7 (seven) working days

3.2. If notification of cancellation is received in line with the terms in point 3.1 all fees, minus the non-refundable amounts below, will be returned to the student or representative who made the original payment.

Non-refundable Amounts

- ✦ Course Deposit: 150 GBP
- ✦ Registration Fee: 50 GBP†
- ✦ Accommodation Arrangement Fee (if applicable): 50 GBP
- ✦ Administrative Fee: 25 GBP

Alternatively, a credit note can be issued as outlined in point 5 Credit Notes

†Enrollment following a cancellation is not considered a re-enrolment and the registration fee will be charged again.

3.3. If notification of cancellation is received after the notification period but before the course, accommodation or airport transfer start date (whichever date is sooner), the following cancellation fees, as applicable, will be retained:

Cancellation Fees

- ✦ Course(including private tuition and teacher refresher courses): 1 (one) week
- ✦ Bloomsbury Student Houses: 2 (two) weeks
- ✦ Homestay: 2 (two) weeks
- ✦ External residence: varies for each residence – to be confirmed at time of booking



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- ✦ Airport Transfer: full amount
- ✦ Registration Fee: full amount†
- ✦ Accommodation Arrangement Fee: full amount
- ✦ Administrative Fee: 25 GBP

The remaining balance will be returned to the student or their representative who made the original payment. Alternatively, a credit note can be issued as outlined in point 5 Credit Notes.

†Enrollment following a cancellation is not considered a re-enrollment and the registration fee will be charged again.

3.4. Once your booking has started, including course, accommodation and airport transfers, all fees are non-transferable and no refunds are permissible for any service, except in extenuating circumstances.

- ✦ All extenuating circumstances are considered strictly at Bloomsbury International's discretion.
- ✦ In all cases of extenuating circumstances, proof must be provided.

3.5. Once a CAS or a visa letter has been issued, no course cancellations or refunds are permissible unless the visa is refused.

- ✦ In the event of visa refusal, the original refusal letter from the British authorities must be provided before any refund can be considered and, even after, a refund is purely at the discretion of Bloomsbury International.
- ✦ If a refund is agreed, Bloomsbury International will retain the Non-refundable Amounts (point 3.2) and/or Cancellation Fees (point 3.3) in line with the above terms.
- ✦ If a visa is refused on criminal grounds or as a result of giving false or misleading information, or as a result of an incomplete application, no refund is permissible, except in extenuating circumstances.

4. Changes to a confirmed booking (including postponement and deferral)

4.1. After the booking is confirmed, all changes to any service (including courses, private tuition, accommodation and/or airport transfers) are subject to a £25.00 administration fee.

- 4.2. Requests for all changes to a booking must be made in writing.
- 4.3. Approvals of all changes are subject to availability of the affected services and at Bloomsbury International's discretion.
- 4.4. Requests for postponement or deferral of any service, including course, accommodation and/or airport transfers, must be received in writing during our office hours (Monday to Friday, 09:00-17:30) prior to arrival and before the notification periods, as listed in point 3 above.
- 4.5. Requests for postponements or deferral received after the Notification Period (point 3.1) are subject to Cancellation Fees (point 3.3).
- 4.6. Postponements can only be made within the validity of the student's visa. Bloomsbury International will not issue a second CAS or visa letter to a student postponing their course beyond the expiry date of their visa.
- 4.7. Changes to private tuition after the course start date must be requested at least 48 hours in advance and received during our office hours.
 - ✦ If notification is received in line with the above, private tuition can be postponed to a date, agreed with the student and Bloomsbury International within 2 (two) weeks of the original booking.
 - ✦ If notification is not received in line with the above, no compensation or refund is permissible.

5. Credit notes issued for cancellations and deferrals

- 5.1. If notification of cancellation is received in line with the terms in point 3.1, and a credit note is requested before the Notification Period, a credit note will be issued for the full amount, minus the following:

Non-creditable Amounts

- ✦ Accommodation Arrangement Fee (if applicable): 50 GBP
 - ✦ Administrative Fee: 25 GBP
- 5.2. If notification of cancellation and the request for a credit note is received after the notification period but before the course, accommodation or airport transfer start date (whichever date is sooner), the following cancellation fees, as applicable, will be retained:

Cancellation Fees (with credit note request only)

- ✦ Course(including private tuition and teacher fresher courses): 1 (one) week
- ✦ Bloomsbury Student Houses: 2 (two) weeks
- ✦ Homestay: 2 (two) weeks
- ✦ External residence: varies for each residence – to be confirmed at time of booking



- ✦ Airport Transfer: full amount
- ✦ Accommodation Arrangement Fee: full amount
- ✦ Administrative Fee: 25 GBP

- 5.3. A credit note can be used only by the student to whom it is issued. Credit Notes are not transferrable to another student.
- 5.4. A credit note is valid for 1 (one) year only from the date of issue.
- 5.5. A credit note can only be used once as payment or part payment towards a course, accommodation and/or airport transfer services.
- 5.6. The student must provide at least 3 (three) weeks' notice to make a booking using a credit note as payment or part-payment.
- 5.7. The student must inform Bloomsbury International at the time of re-booking that a credit note is to be used as payment or part-payment.
- 5.8. The student will be charged according to the current rates at the time of re-booking.

6. Additional charges

6.1. Additional charges may apply as listed below:

- ✦ 30 GBP Book Fee and/or Book Deposit (per book) is applicable to all students.
- ✦ 25 GBP Administrative Fee is applicable, but not limited to the following:
 - changes to the course (subject to availability).
 - holiday requests made less than two weeks' before the holiday start date.
- ✦ 10 GBP Delivery Fee is applicable for any personal parcels delivered to the school
 - *†The parcels must be collected within 1 week of delivery. Bloomsbury International will not be held responsible for the loss of and/or damage to any personal parcels delivered to the school.
- ✦ 5 GBP charge applies if a student does not return their student card and lanyard at the end of their course or if they require a replacement.
- ✦ 40 GBP Late Arrival / Weekdays /Unsociable Hours Fee applies if a student checks in to Bloomsbury Student Houses later than 10pm or on public holidays, as listed in point 9.1.
- ✦ 30 GBP for rental of The Private Shower/Toilet Key (per week) at Bloomsbury Residence (subject to availability).
- ✦ 35 GBP Extra Night fee (per person per night) for up to and including 3 extra nights' stay at Bloomsbury Residence.
- ✦ Full week fee is payable for 4 to 6 extra nights' stay.
 - 35 GBP Guest Fee (per guest per night) at Bloomsbury Residence.
 - 10 GBP Admin charge (per person per week).
- ✦ 70 GBP during Christmas period (per guest per night).

- ✦ If the guest accommodates a separate room for fewer than 6 nights, one week room rate fee is required plus the accommodation fee.

*Subject to availability

6.2. Further charges will apply to Airport Transfers if the driver waits for more than two hours after the flight's expected landing.

6.3. On 24, 25, 26/12/18, 31/12/18 and 01/01/19 the following Transfer charges apply:

	Heathrow	City	Gatwick	Luton	Stansted
One Way	150	140	185	195	195
Return	260	240	335	340	340

6.4. Charges will apply for the loss of and/or damage to Bloomsbury International's property, including Bloomsbury Student Houses, including (but not limited to):

- ✦ 100 GBP for lost/not returned Bloomsbury Residence key
- ✦ 340 GBP Unauthorised Guest fee
- ✦ 340 GBP for downloading or streaming restricted movies and TV programmes using Bloomsbury Residence Wi-Fi
- ✦ Up to £1,200 GBP for any damages related to smoking inside the house

7. First day at school

7.1. Every student must present their original passport / ID, plus a valid visa (where applicable), on the first morning of their course. Failure to present a valid passport / ID will result in being refused entry to class.

7.2. Every student will take a placement test on their first day. This is included in the course fee and therefore no compensation time will be offered for lessons or parts of lessons missed during this.

8. Absences and late arrivals

8.1. Students are expected to attend all their lessons and will be contacted following absence in line with Bloomsbury International's attendance policy.

8.2. Bloomsbury International may suspend or expel any student who, in Bloomsbury International's opinion, has poor attendance whether or not their attendance is related to their visa status.

- 8.3. Students on a student visa whose attendance is poor and/or who have missed 10 consecutive contacts (e.g. class, emails, letters and telephone calls) will be reported to the Home Office.
- 8.4. Bloomsbury International cannot offer fee reductions or compensation for missed lessons.
- 8.5. Bloomsbury International cannot issue certificates of completion to students whose attendance is lower than 80%.

9. Holiday entitlement

Holiday entitlement allows the student to temporarily suspend their course for one or two weeks at a time, dependent on the terms below.

9.1. Holiday entitlement is calculated based on the confirmed course duration, as listed below:

Course duration in weeks	8-10	11-14	15-20	21-28	29-32	33-36	37-40	41+
Holiday entitlement in weeks	1	2	3	4	5	6	7	8

- 9.2. Holiday can be requested for full weeks (Monday to Friday) only.
- 9.3. A maximum of 2 (two) weeks holiday allowance may be taken at any one time.
- 9.4. 2 (two) weeks holiday allowance must be used to cover the Christmas holidays✘.
 ✘ All holidays for this period will be from 25th December 2017 to 1st January 2018. Courses will resume on 2nd January 2018. This is not applicable to private tuition.
- 9.5. Holiday requests must be submitted via the student eZone on the Bloomsbury International website, at least 2 (two) weeks in advance.
- 9.6. Holiday cannot be taken without permission or requested retrospectively. Holidays taken without permission will be treated as unauthorised absence.
- 9.7. Booking a holiday will change the student’s course end date only; it will not extend accommodation bookings or change airport transfer bookings.
- 9.8. If attendance is under 80%, Bloomsbury International reserves the right to refuse holiday applications.
- 9.9. Course extensions after arrival will not extend the student’s holiday entitlement.
- 9.10. For students studying on a visa, all holiday entitlement must be taken before the visa expiry date.

10. Public Holidays

10.1. Bloomsbury International is closed on all public holidays:

- ✦ Monday 1st January 2018 (New Year's Day)
- ✦ Friday 30th March 2018 (Good Friday)

- ✦ Monday 2nd April 2018 (Easter Monday)
- ✦ Monday 7th May 2018 (Early May bank holiday)

- ✦ Monday 28th May 2018 (Spring bank holiday)
- ✦ Monday 27th August 2018 (Summer bank holiday)

- ✦ Tuesday 25th December 2018 (Christmas day)
- ✦ Wednesday 26th December 2018 (Boxing day)

10.2. There are no fee reductions for public holidays, school holidays or compensation for missed lessons.

11. Conduct

- 11.1. All students must familiarise themselves with and adhere to all the points listed in the Student Handbook, which can be found in the brochures section on our website, in the Student Resource Centre and at Reception, as well as the rules and guidelines listed in their Accommodation Confirmation.
- 11.2. Bloomsbury International reserves the right to expel students for unacceptable behaviour, for example any abusive behaviour, poor attendance, damage to school property or accommodation, or those who violate a school policy.
- 11.3. Students may be required to pay for damages to school property and/or accommodation.

12. Use of photos and videos

- 12.1. Bloomsbury International reserves the right to use any photos or videos taken at the school or during social activities for marketing and promotional purposes.

13. Insurance

13.1. Bloomsbury International strongly recommends that every student takes out a comprehensive insurance plan which covers reimbursement of school fees as well as medical costs.

14. Liability

- 14.1. It is a basic stipulation of the agreement between the student and Bloomsbury International or its representatives that neither the School nor its representatives are liable to the student in cases where the school is unable to fulfil any services to which they are contractually bound for reasons beyond their control. These include, but are not limited to, traffic congestion and public transport delays, natural disasters (including fire, flood, earthquake, storm, hurricane, war), act of foreign enemies, terrorist activities, government sanction, strike, lockout or interruption, failure of electricity, telephone service or internet service.
- 14.2. Bloomsbury International reserves the right to close classes and courses that are poorly attended or undersubscribed and offer students alternative courses/schedules to an equivalent value. Bloomsbury International reserves the right to substitute teachers if necessary.
- 14.3. Bloomsbury International reserves the right to offer students alternative accommodation due to private family matters (homestay only), unexpected maintenance or repair work or any other unforeseen circumstances (all accommodation).
- 14.4. Bloomsbury International reserves the right to change published course and accommodation information, including fees.
- 14.5. Bloomsbury International provides you with information in good faith and believes this to be correct at the time of booking. Bloomsbury International accepts no responsibility or liability for any changes that it has not been informed about, which may result in a change of circumstance of your booking, including any changes enforced by the Home Office.
- 14.6. Bloomsbury International accepts no responsibility or liability for personal accident or loss or damage of students' belongings. Bloomsbury International's liability is no more than the money that we have received from you.
- 14.7. Bloomsbury International is not able to offer any compensation for any retrospective complaints after the student's booking has ended.

15. Data Protection

- 15.1. All personal information will be treated as confidential.
- 15.2. After joining Bloomsbury International, students will automatically be added to the school's mailing list.
- 15.3. Students can also choose to stop receiving any information about the school and its services by clicking the link in the correspondence to automatically unsubscribe, or by sending an e-mail to Bloomsbury International.

Terms and Conditions updated on 22nd September 2017.

Bloomsbury International reserves the right to use their discretion for any circumstances outside of these terms.