

Terms and Conditions of Enrolment

1. **Registration and Tuition fees include:**
Lessons, welfare services use of computers including internet and onsite Wi-Fi, social programme, course materials, student ID badge and wristband. Certificate on completion of programme.
 2. **Lessons:** included in your programme will be a selection of lessons, agreed by yourself. Each lesson will be 90 mins followed by a short break.
 3. **Payment:** Applications for courses are only accepted with payment of the enrolment fee. NO STUDENT PLACE WILL BE KEPT OPEN WITHOUT RECEIPT OF THE ENROLMENT FEE. The programme fees must be paid in full before commencement of the course. NO STUDENT WILL BE ALLOWED TO ENTER CLASSES OR PARTICIPATE IN ANY PART OF THE PROGRAMME UNTIL FULL PAYMENT HAS BEEN RECEIVED.
You will need to pay your fees at least 30 days before the start of any programme, if enrolment is made less than 30 days before the start date, total fees are payable immediately.
Details are shown on your invoice on where to make the bank transfer/payment. All payments must be made in pounds sterling GBP.
Under UK law you are entitled to a 14 day cooling off period This means that you can cancel your course within 14 days of booking it and receive a full refund of course fees paid.
 4. **Homestay and residential accommodation** is full board this will include breakfast and evening meal and a packed lunch daily. If you wish to share a room with a friend, please make this clear when making your booking at least 4 weeks before the start of your programme. Accommodation arrangements and payments run from Sunday morning through to Sunday morning. Change of accommodation must be notified to us at least one week in advance. If one week's notice is not given, compensation equal to one week's accommodation is payable.
 5. **Visa's right to be in the UK:** You must ensure that you have the correct visa type and the necessary permission to remain in the UK.
 6. **Course Cancellation charges:**
More than 30 days before the programme starts: 15% of course fees
30 – 15 days before the programme starts: 50% of course fees
less than 15 days before programme starts or after the start date: No refund
late or non arrival: No refund
UKG does not make discretionary refunds due to e.g. illness or death of relative. You are strongly advised to obtain insurance cover. Please see 8. Insurance. If you have enrolled through a third party for example an educational tour operator or agent, cancellation charges are subject to their terms and conditions. If you have enrolled as part of a group, a refund is not possible.
- Visa Refusals:** If a visa application is rejected and we receive written evidence at least 14 days prior to arrival, we will refund the fees received in full, less an administrative fee of £100. Where we receive this evidence, the refund will be paid to you within four weeks of your providing us with bank details and signed authorisation that the refund should be paid to that account. If written evidence of a refusal is received less than 14 days prior to arrival then the refund will be paid less the administrative fee.

Cancellation Policy during Pandemic:

If a student makes the decision to cancel attending their programme because of the/a pandemic before traveling to the UK, a full refund of fees received will be made.

After a student has arrived in the UK:

Unused fees received by us can be refunded if either:

- The government requires students to return to their home country
- The government of the country where the student resides issues official advice for residents of that country to leave the UK.

Any student that continues lessons on line in any way through any one of our schools or on an English course or work placement will be refunded half of the remaining accommodation fee if staying with a homestay if they choose to fly home.

Please note: Only fees that are received by UKG can be refunded, bank charges and other irrecoverable expenses will not be refunded. Programmes postponed will not incur any charges or extra payments, including accommodation.

7. Refunds will be returned to original source, for example, if you have paid through and educational tour operator ETO or agent, UKG will return any refunds to them. If you have paid from a bank account fees will be refunded to the same account.

8. Insurance: you are VERY STRONGLY ADVISED to arrange insurance to cover all your expenses if there is a cancellation. Especially if you are ill or because of death or serious illness of a relative. Your insurance should also cover medical expenses and all other risks of travelling and staying abroad.

The complaints procedure is available on request and on UKG website: <https://www.ukguardians.co.uk/wp-content/uploads/2020/04/Complaints-Procedure-.pdf>

You can insurance at:

www.guard.me

www.endsleigh.co.uk

Or through your educational tour operator ETO when you enrol

9. Postponement: If you wish to postpone your course for reasons outside of your control, for example illness or death of a relative, we can hold your course and accommodation fees for up to one year. If fees have increased during this time you will need to pay the difference.

Class sizes: Class sizes (scheduled programmes)

All year class sizes will be a Maximum 15 students at any one time.

Closed group are by arrangement.

10. Minimum ages able to attend UKG programmes are 8 years.

Note: students 18 and above will be in separate classes and accommodation for 18 – 21-year olds

11. Publicity: On occasions UKG will create images of its students and staff to promote the company through websites, brochures, display boards and other publicity or news media. We ask all students to agree before we use any photos of them within our marketing materials.

12. Liabilities: UKG is not liable for loss of tuition or other services due to public disturbance, industrial action, or anything the UKG cannot control. UKG is not liable for any loss, damage, illness or injury to people or property, however caused, except where we have a legal duty to do so. We have the right to refuse and enrolment, or in the event of unsatisfactory attendance, work or behaviour to exclude a student from a programme.