



# **ELH English Language House**

***“Learning English in England”***

**300 Saxon Gate West, Central Milton Keynes, MK9 2ES, England**

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## **Agent Agreement “Terms and Conditions”**

Agents who work with English Language House must sign the return this document to show they agree to the following:

- To give students accurate information about English Language House and the ELH courses
- To give accurate information about students to English Language House
- If necessary to help students to understand the brochures, files and documents sent by English Language House
- If necessary to help students fill in the required forms but NOT to fill or sign forms on behalf of the student
- If necessary to help student understand the procedure for entry to UK as a visa students
- To inform English Language House promptly about the results of a student’s visa application
- To familiarise themselves with the brochures, files and documents sent by English Language House
- To familiarise themselves with the requirements set out as part of the admission process for a course at English Language House
- To be aware of and make students aware of the ELH Terms and conditions issued to all students prior to registration

I (name of agent)..... of (address of agency) ..... have read the

“ELH Agent Terms & Conditions” on all pages of this documents and I agree to abide by these.

Signed: .....

Dated: .....

## **ELH Agent Terms and conditions:**

Note that: It is the agent's responsibility to ensure they have up to date information on all ELH courses and the most current details on visa regulations to UK.

The agent will introduce a student to ELH and will help the student supply ELH with all necessary documentation so that ELH can make an accurate analysis of the student's needs and eligibility for study at ELH, UK.

Students who apply via an agent do not receive any discounts

Once a student is accepted by ELH, ELH will issue an invoice in the student's name. and email this to the agent. The invoice will show a gross and net amount. The net amount represents the fees (minus the agent's commission) which will be required by ELH. The agent must ensure that full payment is received by ELH. Once payment is received, ELH will issue all necessary documents to enable the student to apply for a study visa to UK. In the event that a visa is not granted note the following in our student "terms and conditions", which we require agents to adhere to:

### **"Refunds:**

*All visa students need to pay full fees and registration fee in order to get a CAS or letter of acceptance. Visa students who do not receive a student visa will receive a refund of the full fees minus an administration charge up to £500.00. This charge does not include the registration fee of £32 which is non-refundable.*

*ELH will need to see evidence that the student has not been granted a student visa before we can make a refund. It is the responsibility of the student to get a letter from the Embassy or the Home Office which will show that they have not been granted a student visa.*

*IMPORTANT: If a student cannot provide ELH with the evidence that they did not get a student visa ELH cannot give a refund.*

*Visa students who get a student visa to study at ELH and who decide not to continue their studies will not get a refund.*

*It is the responsibility of the student or the agent (who has registered the student) to contact ELH if there is a delay or change in the students start or finish dates. ELH needs to be told at least seven days before the start date so that they can amend their records. If a student misses his/her course start date and ELH has not been contacted within the time allocated, the student will be charged for the week/s he/she has missed.*

*In the event that a course is cancelled due to insufficient numbers students will be given a credit note to be used for alternative or future courses."*

Our full terms and conditions for students are sent to students when they make an initial enquiry. The agent must ensure that students are clear on and are in agreement with these terms and conditions prior to completing the registration form and needs analysis. Agents must ensure that a student fills in the needs analysis without assistance, but an agent may assist a student fill in the registration form if needed.



