

### **Student initial enquiry & registration:**

When you first contact English Language House we will send you brochures with information about courses and classes you can take. We will also send you the following:

1. Student Registration Form
2. Needs Analysis Form
3. Terms and Conditions document

To register or request more detailed information you need to fill in and return the above 3 documents.

If you need a visa and/or accommodation we will also send you some or all of the following:

4. Accommodation information & form
5. Visa information for students document
6. Visa form
7. Evidence of level B1 information document
8. Bank transfer confirmation form

### **What is a Visa student?**

If you need any one of the following to enter the UK to study you are a **visa student**:

- Tier 4 visa (general student)
- Short Term Study visa

### **Payment:**

Full payment is required before the start date of your course. We do not accept payment in arrears.

We recommend that you pay:

- 10-15 weeks before the start date of your course if you are a visa student
- 2-3 weeks before the start date of your course if you are a non-visa student

Students who register and pay less than 15 days before the start date of their course are required to visit the ELH office in person to submit their application forms and sign up for their lessons.

Students sometimes choose to pay for classes per week. This is possible if there are spaces in the class but we require payments to be made no less than 48hrs before the start of the class. Last minute payments, ie payments made less than 48hrs before the start of class may incur a premium charge.

### **Can I pay a deposit and the rest in instalments?**

- Sometimes it may be possible to pay an **“pre-course deposit”** but only by prior arrangement with English Language House (ELH).  
ELH mostly requires full fees to be paid prior to the start date of a course.

### **Can I pay a deposit if I am a Visa student?**

- Not if you need a Tier 4 visa and you will pay for your course. All Tier 4 visa students will need to pay full fees in advance before ELH will issue a CAS. If you need a Tier 4 visa but your Embassy will pay for your course we will need to see your Financial Guarantee letter and you will need to pay a **“holding deposit”** of 50% of your course fees in order that we can issue you a CAS. We will keep the holding deposit until you complete your course with us and until your Embassy pays all your fees. After this we will return your holding deposit to you.
- Maybe if you need a “short term study” visa and you will pay for your course; if you need a “short term study” visa it may be possible to pay an **“pre-course deposit”** but only by prior arrangement with English Language House (ELH).

If you need a “short term study” visa but your Embassy will pay for your course, we will need to see your Financial Guarantee letter and you will need to pay a **“holding deposit”** of 25% of your course fees in order that we can issue you a “Letter of Acceptance”. We will keep the holding deposit until you complete your course with us and until your Embassy pays all your fees. After this we will return your holding deposit to you.

### **What is the “holding deposit”?**

This is a payment made in advance which ELH will hold until you complete your course.

### ***What is the “pre-course deposit”?***

This is a deposit a student will pay in advance of their course to cover the cost of their course and accommodation for the first few weeks of study.

The “pre-course deposit” is calculated as follows:

- Registration fee: £32
- 20% of the total course fees
- Accommodation placement fee: £45 if the student requires accommodation
- 20% of the total accommodation fee if the student requires accommodation
- Visa administration fee: £250 if the student requires documents from ELH in order to get a student visa

### ***How soon must I pay full fees?***

- Full fees must be paid in advance of the course start date.
- Visa students who have paid a pre-course deposit must make full payment as soon as their visa is issued and before the start date of their course.
- Visa students who are who are sponsored by their Embassy must ensure their Embassy pays their full fees within the required time as stated in the invoice/s issued by ELH.

### ***How you can pay for your course:***

You can pay by cash, by cheque, by bank transfer or with a credit card via paypal. If you intend to pay by cash please do this at the ELH office; do not send cash by post.

You can pay for the whole course in advance and take advantage of the discount offered in the course brochures (see *individual brochures for details of these*).

Students who pay a pre course deposit must pay their outstanding balance instalment/s by the due date as shown on their receipt and/or their invoice. Students who fail to pay by the due date will not be permitted into classes and will forfeit their pre-course deposit.

IMPORTANT: Students who pay in instalments cannot receive a discount. Students who register through an agent do not receive a discount.

Visa students who have paid a ***pre-course deposit*** must pay full fees as soon as their visa is granted and prior to their arrival in UK. Visa students who fail to pay will be reported to the Home Office.

### ***Payments made by others:***

Some students do not pay their course fees themselves. Sometimes students' courses are paid by their company, their school or university, their embassy, their agent, etc. In this instance ELH will raise an invoice and email this to the appropriate person. Full payment is required prior to the start date of the course unless there is a written agreement between ELH and the company, agency, student etc which states clearly when and how full payment will be made. In this instance payment must be made by the date shown on the invoice issued. Where invoice payments are not made by the due date, the student may be asked to pay all fees incurred to date and advance fees per week until the invoice issued has been paid. Once the company, agent etc pays the invoice, the student will receive a refund of his/her payments to date.

### ***What is the cost of your course?***

#### ***The Registration fee:***

Students who join English Language House for the first time pay a ***Registration fee of £32.00***. You only need to pay this fee once. The registration fee is valid for 3 years, which means that returning students can come back after a break and do not have to pay the registration fee again.

#### ***Course fees:***

The cost of a course is given in the individual course brochures and on the website. Please look carefully at these to make sure you pay the correct amount. If you are not sure that classes at ELH will suit your needs, we recommend that you pay for a small number of individual trial classes initially (*providing these are available*) before you join a full 5 week course.

We have many different brochures and classes so that you can tailor an individual programme that works best for you.

This means that your **Course fees** may depend on one or more of the following:

- The start and finish dates you prefer
- The number of lessons per week you want to do
- The total number of weeks to choose
- The time of the classes you select
- The type/s of classes you prefer

Once we know exactly what you want, we can refer you to the correct brochure/s to show you how to calculate the "Course fees" and see how much your individual course programme will cost.

Students do not have to select the start or finish dates in our brochures. It is often possible to start and finish your course on the dates that are best for you. In this instance the cost of your course may be different as it may be calculated per lesson and not per course. (*see the individual course brochures for more details of this, where applicable*)

### **Discounts:**

Discounts may be available to students who pay in advance. Please see the individual course brochures for information about the discounts available. Sometimes we also post promotional offers and discounts on facebook and/or twitter. For details and updates of these please check: <https://twitter.com/elhuk> or <https://www.facebook.com/elhuk> Discounts are not available when you book through an agent.

### **Registering with ELH for the first time:**

Please make an appointment to see Mihaela, or Tatiana in the ELH office to.....

- talk about your course requirements
- take a placement test if necessary
- register and pay your course fees

If you plan to take days off during your course you need to say now (*ie before you pay and book your classes*) and give us the exact dates in writing.

If you are not in UK or you cannot come to the ELH office to see us we can speak to you on skype. If this is easier please let us know. Our skype name is **elhoffice**

The first time you join ELH you will need to pay a £32 registration fee. You pay this fee only once. This fee is non-refundable.

### **Initial Registration & Re-enrolment:**

When you first register with ELH you will receive a **receipt and timetable**. We will put this in your **blue file**.

If you have an outstanding balance your receipt will show what this is and when you must pay this.

If you have paid your fees in full your receipt will show that there is no outstanding balance.

When you re-enrol you will get a new **receipt and timetable**. We suggest that you re-enrol at least two weeks before the start date of the new programme you want to join to make sure that you can choose the Classes you prefer. If you re-enrol later than this we will do our best to help but we cannot guarantee that we will have spaces in the classes you chose.

### **How to Re-enrol:**

You can re-enrol in the office or you can email [info@englishlanguagehouse.co.uk](mailto:info@englishlanguagehouse.co.uk) and tell us:

i) your name, ii) the classes you want to join, iii) the dates you want to study and iv) any change in your contact details (*i.e. address, telephone, number email etc.*) Then you can pay full fees: 1) in cash in the office, 2) cheque in the office or by post, 3) by bank transfer (*please return the bank transfer confirmation form so we can track your payment*) 4) by credit card through paypal. After this we will issue you with your receipt and your new timetable. If you need to talk about a new programme, changing classes or changing level please make an appointment to see Mihaela, or Tatiana and you can pay on the same day if you wish.

### **Refunds & Credit notes:**

Students who start a course and decide not to continue cannot get a refund of the course fees.

In “**exceptional circumstances**” or if ELH has to postpone, re-schedule or cancel a course due to insufficient numbers, students will be given a credit note to be used for alternative or future courses.

**Exceptional circumstances:** students must explain in writing in advance of the day/s they are unable to attend the “exceptional circumstances” they want ELH to consider.

**Refunds:** ELH will give the following refunds only:

**Refunds for visa students:** A refund will only be made if the visa student contacts ELH to request a refund and provides evidence that their visa has not been granted. It is the responsibility of the student to get their rejection letter from the UKBA. In this instance refunds will be made as follows:

- Visa students who have paid “**Full Course Fees**” and have not been granted their visa will receive a refund of their course fees minus a visa administration fee of up to £250. The visa administration fee does not include the registration fee of £32 or, if applicable, the accommodation placement fee of £45 which are non-refundable.
- Visa students who have paid a **Pre-course deposit** and have not been granted their visa will only receive a refund of the money they paid towards the cost of their course and accommodation. The £32 Registration fee, the £250 Visa administration fee and the £45 Accommodation placement fee are non-refundable.

**IMPORTANT:** If a student cannot provide English Language House with a visa refusal letter from their ECO as evidence that they did not get their visa, this student will not be entitled to a refund.

Visa students who get a visa to study at English Language House and who decide not to continue their studies will not get a refund. English Language House will report these students to the UKBA.

It is the responsibility of the student or the agent who has registered the student to contact English Language House if there is any change in the student's situation and/or a change or delay in the student's start and/or finish dates. English Language House needs to be informed of this in writing no less than 2 weeks prior to the student's start date. If a student misses their start date and English Language House has not been contacted, the student will be charged the course fee and, if applicable, the accommodation fee for the week/s they have missed. English Language House will also have to report the student to the UKBA.

### **Refunds for non-visa students:**

- For fees paid for a 5 week course or less there is no refund.
- For fees paid for 6 weeks or more a 50% refund will be given before the start date of the course only if you give 4 weeks notice in writing. The start date is the date of your first course programme.
- After the start date of their course students will not receive a refund. 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.

### **Force Majeure**

In the event of 'force majeure' such as fire, flooding, infectious diseases, snow and other events outside our reasonable control which may cause the closure of the school, no refund of fees will be made to students. In exceptional circumstances and at the school's discretion students may be given a credit note.

### **Absence from class:**

English Language House does not give refunds for classes missed under any circumstances. Students who take unapproved leave from classes will be marked as absent from those classes. They cannot reschedule or receive a refund for missed classes.

Students who feel there are “exceptional circumstances” may request approved leave from classes in writing. They must state the reason for their request and the dates involved. Students will need to give no less than 2 weeks notice in order for their request to be considered. In this instance approved leave may be granted at the discretion of the Director ELH. The result of your request will be given to you in writing. The decision of the Director ELH is final.

### **Conduct:**

Our code of conduct states what we expect of students and staff at English Language House. When you join English Language House you agree to abide by the rules in our code of conduct. Students who break these rules may be asked to leave. In this instance no refund will be granted.

**The English Language House Code of Conduct** is designed to promote harmony and the efficient and safe functioning of the school. (you will be sent/given a copy of this for your blue file when you join the school)

#### **Students and Staff at ELH are all expected**

- **To respect others.**
- **To avoid comments and behaviour which could offend.**
- **To be courteous in speech and conduct.**
- **To be helpful.**
- **To respect confidentiality.**
- **To respect other people's private lives.**
- **To respect the property of others.**
- **To be able to work without being distracted by bad behaviour from others.**
- **To aim to be on time for lessons.**
- **To safeguard the interests and well-being of others**
- **To leave classrooms and schools tidy.**
- **To be proud of who we are and what we do.**

**Important:** Please read and make sure you understand the information in the documents you have been sent by email before you agree to join the school and pay for your lessons.

PLEASE NOTE THAT: Once you have chosen your classes and paid for the lessons these lessons are booked for you and you will not be able to change your mind. You can add lessons to your timetable but you cannot deduct lessons once a course has started. English Language House will only change your timetable of lessons if your level has improved and you can change to a higher level. English Language House will not refund or reschedule lessons that students miss. However if you inform us in advance of your absence a teacher may be free to email you material that has been covered during the lesson you missed so that you can catch up in your own time. To inform us of an absence in advance please email us on [info@englishlanguagehouse.co.uk](mailto:info@englishlanguagehouse.co.uk) and write "absence from class" on the subject of the email and your name, the class name, the time of the class, the location of the lesson, and the teacher's name in the main part of your email.

Students who do not enrol at the ELH office have to enrol no less than 4 weeks before the start date of their course and have 14 days to change their mind. After this time they cannot cancel their course. If during these 14 days they decide to cancel, they must email the ELH office as follows: "My name is ..... and I enrolled on the (name of course and name of class/es)..... course from (dates)..... to..... . Please can you cancel my course."



