



# Terms and Conditions

## Allocations

All allocations will be held until a pre-arranged date. Should allocations not be met, Oxford School of English reserves the right to charge the full fees for any unfilled places. No allocation is guaranteed until a 30% deposit has been received and Oxford School of English has confirmed the bookings in writing.

## Payment of fees

Payment of all fees must be received in full a minimum of 60 days before arrival.

## Cancellations

All cancellations must be made in writing to Oxford School of English. Cancellations will incur the following penalties:

60 days' notice or more: no charge

Less than 60 days' notice: 25% of total fees

Less than 30 days' notice: 50% of total fees

Less than 20 days' notice: 100% of total fees

We reserve the right to cancel any of the 'Additional Options' including Young Leaders if the minimum number of registered students is not met. Should this arise, we will offer to place students in one of our other Courses/Additional Options.

## Force majeure

The school is not liable for failure to perform its duties as a result of events beyond the school's reasonable control such as fire, flood, war, acts of terrorism, storms, the outbreak of infectious diseases, government sanction and other instances that constitute force majeure. In such instances no refunds can be made for services not received nor for any that are cancelled.

## Group Leaders

Oxford School of English provides one free place for Group Leaders per 15 paying students. Additional Group Leaders will be charged at £445 (residence) and £325 (homestay) per leader per week.

## Arrivals

Flight times must be emailed to Oxford School of English and agreed prior to their being booked.

All groups must arrive and depart on a Sunday. Groups should arrive in Oxford between 09:00 and 21:00. Arrivals before or after these times will not be accepted. Students arriving between 19:00 and 21:00 will be offered a light refreshment.

If no flights are available within the slot stated above, the

booking may be subject to additional charges for taxi transfers to host family houses.

## Departures

Homestay students must vacate their rooms by 10:00 on the day of departure. They will be provided with a packed lunch by their host. Rooms must be left in good condition. Breakages may be subject to additional fees. Fees may apply for rooms needing professional cleaning if deemed necessary by Oxford School of English management.

Residence students must hand keys back to reception at the Clive Booth Student Village Residence by 09:00 on the day of departure. Lost keys will incur a charge of £50. The same fees apply for residence as for homestay students re. breakages/cleaning. Students may leave their luggage at reception until 12pm and will be provided breakfast by our supplier before leaving.

Oxford School of English must be informed in writing if an unaccompanied minor service is required on departure. This service can be provided at a cost of £85 and is compulsory for students aged 14 and younger that are not part of a group, i.e. travelling alone.

Any departures from Oxford before 08:00 will incur an additional charge.

## Student behaviour

Oxford School of English reserves the right to remove any student from the school if his/her behaviour is deemed to be contrary to the best interests of the school and unacceptable. Oxford School of English will not be liable for any additional costs incurred as a result.

Any disciplinary action taken by Oxford School of English will be communicated to the agent, and an appropriate course of action laid out in advance of its taking place.

## Meals

If during your stay any changes to meal provisions are required/requested, then this must be discussed and agreed to by the Operations Manager or School Principal. Additional packed lunches / meals will be charged at a set rate.

A dietary supplement of £30.00 will be added where applicable (gluten-free, vegan, lactose-free, etc. — please ask for more information).

## Accommodation (host family)

Students will receive breakfast and a hot dinner at their homestay during the week, and hosts will prepare a

packed lunch for students on the weekends; packed lunches will be provided by our supplier on weekdays. Students will have their laundry done once a week.

We endeavour to place students with the best family according to their needs (as stated on the group booking template completed by agent). Due to our host family payment policy and administration, we are not able to guarantee any changes to pairing requests made fewer than three weeks prior to the accommodation start date. We reserve the right to pair a student with any other student taking part on our summer school who is appropriate age/gender match.

Any issues raised regarding host family provision after arrival will be assessed by our accommodation department and changes to host will be made if deemed necessary after investigation.

Students must leave the house by 08.30 in the morning and return no earlier than 17.30 in the afternoon. In case of illness, unless agreed by the host family and school, the student(s) should come to school and speak to a staff member where an appropriate course of action will be agreed.

We have a limited number of triple rooms and therefore cannot guarantee their availability. When making requests, please send two separate booking templates containing pairing preference for twin and triple rooms. We reserve the right to place students from the same group in a triple room if numbers do not allow for twin pairings.

## Accommodation (residence)

Students will be allocated a single room with en-suite facilities. They will share corridor with up to six other students. We reserve the right to allocate students as per our safeguarding policy and cannot guarantee requests be met if made by schools/agents/parents.

Students will receive breakfast and a hot dinner at our supplier every day. Hot lunches will be provided on all days apart from half-day and full-day excursions, when they will receive a packed lunch also from our supplier.

A deposit of £50 will be added to the invoice for each student staying in residence. This will be returned upon completion of the summer school by bank transfer if no fees are incurred relating to residence during the course.

Students will be responsible for doing their own laundry, which can be done at the self-service facilities on the residence site.

Please note that towels are not provided for students staying in residence.

