



COURSE FEES, START DATES AND ENROLMENT INFORMATION 2023

Longer stay courses have discounted prices as shown below, but only if the entire course is paid in advance

CODE		LESSONS PER WEEK	LESSON PRICE PER WEEK					START DATES Minimum Age 16
			1-9 weeks	10-19 weeks	20-29 weeks	30-39 weeks	40-50 weeks	
		Discount	0%	10%	15%	20%	25%	Courses start every week Accommodation on Sundays Lessons on Mondays 1 to 50 weeks. For beginners see below.
M20	Main 20	20 (15 hours)	£240	£216	£204	£192	£180	
I26	Intensive 26	26 (20 hours)	£295	£266	£251	£236	£221	
I32	Intensive 32	32 (25 hours)	£350	£315	£298	£280	£263	

LESSONS & HOURS PER WEEK	Morning lesson = 45 minutes, Afternoon lesson = 50 minutes, 1-to-1 lesson = 60 minutes 20 lessons = 15 hours per week, 26 lessons = 20 hours per week, 32 lessons = 25 hours per week
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Cambridge Examination Courses		All courses are 32 lessons per week					Special Brochure Available
		LESSON PRICE PER WEEK					
FCE32	Cambridge First Certificate		£320	03/01-11/03 (10 wks)	02/04-10/06 (10 wks)	01/10-09/12 (10 wks)	
CAE32	Cambridge Advanced Exam		£320	03/01-11/03 (10 wks)	02/04-10/06 (10 wks)	01/10-09/12 (10 wks)	
CPE32	Cambridge Proficiency Exam		£320	02/04-10/06 (10 wks)	01/10-02/12 (9 wks)		

Intensive Course Electives		Special Brochure Available
Intensive 26 is 20 lessons (15 hrs) Main Course (5 mornings) + 6 lessons (5 hrs) Elective Course (2 afternoons)		
Intensive 32 is 20 lessons (15 hrs) Main Course (5 mornings) + 12 lessons (10 hrs) Elective Course (4 afternoons)		
Every main month start date offers a selection of Elective Courses at different levels (subject to availability), including:		
IELTS Exam Course *	BEC Exam Course	Skills Development English for Academic Purposes
KET/PET Exam Course	English for Tourism	Speaking - Listening (pre University preparation)
TOEIC Exam Course	English for Business	Pronunciation - Vocabulary First Certificate Preparation
For all exams there is a fee to book and sit the exam. Fees range from approximately £120 - £150 depending on the exam and the centre chosen to take the exam. For more information please contact one of our sales consultants at ramsgate.sales@churchillhouse.com		

Beginners: Beginners classes start on the first Monday of each month. There are 12 beginners classes a year. Beginners may start on other (mid-month) dates but have 1-to-1 lessons until the next beginners class the following month. These 1-to-1 lessons are a minimum of 10 hours a week for a price of £225 per week (normal price £350). Additional hours are available at the same special rate of £22 per hour.
All beginners must book 25 hours lessons per week for at least the first 4 weeks.
In some months we only have a few beginners: if only 1 student in the class, we provide 15 hours 1-to-1 instead of 25 hours class lessons (students aged 16 & 17 are given an additional 5 hours guided work). If only 2 students in the class, we provide 20 hours 2-to-1 instead of 25 hours class lessons. With 3 students and more in the class we provide 25 hours class lessons as normal.

Students aged 16 and 17 must have 25 hours lessons per week for at least the first 4 weeks of their course

121	1-to-1 lessons	5 – 40hrs	£36 per hour	You can start and finish on any dates of your choice
EX	English Extra	20-30hrs	£410-£770 p week	A combination of 15 hours per week group class lessons in the mornings plus 5 to 15 hours 1-to-1 lessons in the afternoons

All Prices Include Lessons, unlimited use of Individual Learning Centre, loan of Course Books (approximately £30 deposit required), Social Club Membership including access to our Student Clubroom, free WIFI Internet access.

ENROLMENT FEE	£75	Minimum age 16 years	
ACCOMMODATION	Family homestay		
Half board shared room	£145	Bedsit/Flatshare	£85 - £105+ a week
Half board single room	£160	Self Contained Flats	£160 - £250+ a week
Full board supplement	£35 A WEEK	B&B/Hotel	£260 - £360+ a week
HOMESTAY FINDING FEE	£25 - to be paid together with the Enrolment Fee if you want us to find homestay accommodation for you.		
Christmas Holiday: If you wish to stay with your host family over Christmas, the price including full board is £530 for 2 weeks.			
SUMMER PRICES FOR ADULTS	Please see Page 2.		
INSURANCE	£7.00 a week (includes Natural Disaster Extension)		
TRANSFERS	Heathrow Airport	£200	Ashford International Station (Eurostar) £85
Taxi (one way)	Stansted Airport	£215	Luton Airport £230 Dover Harbour £70
	Gatwick Airport	£180	
Shared transfers are cheaper and are available for some arrivals and departures - please contact our transfer department for details. Please note that students aged 16 or 17 must have transfers unless they are being met by a relative or friend.			

All Inclusive Prices - Examples

Prices shown include Lessons, Enrolment Fee, Homestay Finding Fee and Family Homestay with shared room and half board and the exam fee for Cambridge Courses (where applicable). For single room add £15 a week; for full board add £35 a week.

Course	2	3	4	6	8	12	16	24	36	46
Main 20	£870	£1,255	£1,640	£2,410	£2,988	£4,432	£5,876	£8,476	£12,232	£15,050
Intensive 26	£980	£1,420	£1,860	£2,740	£3,388	£5,032	£6,676	£9,604	£13,816	£16,936
Intensive 32	£1,090	£1,585	£2,080	£3,070	£3,780	£5,620	£7,460	£10,732	£15,400	£18,868

Cambridge Examination Courses

First Certificate			Advanced			Proficiency		
Start Date	Weeks	32 Lessons	Start Date	Weeks	32 Lessons	Start Date	Weeks	32 Lessons
03/01	10	£4,895	03/01	10	£4,900			
02/04	10	£4,895	02/04	10	£4,900	02/04	10	£4,905
01/10	10	£4,895	01/10	10	£4,900	01/10	9	£4,440

Summer Courses for 12 to 17 year olds from June 18 to 26 August 2023 2 to 10 weeks Courses are Sunday to Saturday

Start Dates	With Activity Programme PLUS				With Activity Programme or Intensive Course Activity Programme			
	2 weeks	3 weeks	4 weeks	Extra Weeks	2 weeks	3 weeks	4 weeks	Extra Weeks
18/06, 25/06, 02/07, 09/07, 16/07	£1,270	£1,905	£2,540	£635	£1,130	£1,695	£2,260	£565
23/07, 30/07, 06/08, 13/08, 20/08*	£1,150	£1,725	£2,300	£575	£1,010	£1,515	£2,020	£505

• 1 week course only

PRICES INCLUDE: 15 hours lessons per week in multinational classes, half board homestay accommodation, activities, trips and prices shown above are for a standard homestay. Supplements may be charged for families who cater for special dietary requirements.

ENROLMENT FEE: £75 per student to be added to the total course price.

SUPPLEMENTS: Full Board £35 per week. Single Room £30 per week. Extra Nights £30 per night by arrangement only. If the extra night is the last Sunday of the course, the price is £55 including an extra full day excursion on the last Saturday. If a packed lunch is requested on departure, there is a supplement of £6.00 per student.

RAMSGATE ACTIVITIES: There are three programmes available:

Activity Programme Plus is 4 daytime activities, 4 evening activities, 1 half day trip & 1 full day trip per week (weekends). If staying for 3 weeks, you will have 4 full day trips (1 of which is free). If staying for 4 weeks, you will have 6 full day trips (2 of which are free).

Activity Programme is 4 daytime activities & 4 evening activities per week.

Intensive Course Activity Programme: 4 evening activities & 1 full day trip (weekends) a week.

Students aged 12 to 15 must book an Activity Programme Plus and Full Board.

Students aged 16 & 17 arriving during the summer can choose 15 hours lessons per week or an **Intensive Course** with 25 hours lessons per week. 15 hours students must book an Activity Programme or an Activity Programme Plus (prices above). Intensive Course students must book an Intensive Course Activity Programme for which the supplement is £110 per week.

RAMSGATE JUNIORS (aged 15 & under): At Churchill House the wellbeing of our Juniors is particularly important. Juniors are always under the supervision of our staff whether in class or in activities and are placed in specially selected families. We have a Liaison Officer responsible for overall care and supervision. On trips, Juniors must stay with our staff escort, group leader or other responsible adult at all times. After full day coach trips we arrange for students to leave the coach close to their families and after evening activities we ensure that students get home safely.

ARRIVAL DATE MUST BE ON SUNDAY AND DEPARTURE DATE MUST BE ON SATURDAY

ARRIVAL & DEPARTURE TIMES: To ensure host families are not inconvenienced, the latest scheduled arrival time at an airport should be no later than 18:00 and the earliest scheduled departure from an airport should be no earlier than 11:00.

Summer Courses for Adults (18+) from June 18 to August 26 2023 2 to 10 weeks Courses are Sunday to Saturday

Lessons per week	Lessons + Accommodation				Lessons + Accommodation + Activity Programme			
	2 weeks	3 weeks	4 weeks	Extra Weeks	2 weeks	3 weeks	4 weeks	Extra Weeks
15 Hours	£795	£1,180	£1,565	£385	£1,025	£1,525	£2,025	£500
25 Hours	£1,015	£1,510	£2,005	£495	£1,245	£1,855	£2,465	£610

Start Dates: 18/06, 25/06, 02/07, 09/07, 16/07, 23/07, 30/07, 06/08, 13/08, 20/08*

• 1 week course only

PRICES INCLUDE: 15 or 25 hours lessons per week in multinational classes, half board homestay accommodation Accommodation Finding Fee. & Activity Programme if selected

ENROLMENT FEE: £75 per student to be added to the total course price

ACTIVITY PROGRAMME: 3 evening activities per week and 1 full day excursion per week

SUPPLEMENTS: Full Board £35 per week. Single Room £30. Extra Nights £30 per night by arrangement only. If the extra night is the last Sunday of the course, the price is £55 including an extra full day excursion on the last Saturday. Supplements may be charged for families who cater for special dietary requirements.

For more information please see our website and Summer Brochure

LanguageCourse.net Book at worldwide lowest price at:

<https://www.languagecourse.net/school-churchill-house-ramsgate.php3>

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+7 4995000466

+46 844 68 36 76

+47 219 30 570

+45 898 83 996

+39 02-94751194

+48 223 988 072

+81 345 895 399

+55 213 958 08 76

+86 19816218990

How do I enrol?

1. Complete the enrolment form and send it by post, fax or email attachment to us as soon as possible.
Address: Churchill House School of English Language, Spencer Square, Ramsgate, Kent CT11 9EQ, UK.
Fax number: +44 1843 584827. E-mail: welcome@churchillhouse.co.uk
2. You must pay a deposit of £250 at the same time (see 'How do I pay?' below).
3. Alternatively you can book online on our website. Just click 'Apply Online' on the home page www.churchillhouse.com

How do I pay?

1. **By credit card:** please complete the details on the enrolment form. All payments must be made in UK Sterling. Payment may be made by Visa, Mastercard, American Express or an internationally accepted Debit Card such as Visa Electron.
2. **By bank transfer (Airmail, Telex, Swift).** Bank details: **A/C name: Churchill House School of English Language**
A/C no: 41133659. Bank: HSBC, 26 Westwood Cross Shopping Centre, Broadstairs, Kent CT10 2BF, UK.
Sort code: 40-38-02 IBAN: GB19HBUK40380241133659 BIC/SWIFT: HBUKGB4B
Please send a copy of the transfer document to us by fax, post or e-mail attachment with your enrolment form.

When will I receive my documents?

1. When we have received your enrolment form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price.
2. You will also be asked to complete an online test to assess your level of English. We will send you a link to our website via e-mail. Please complete this before your arrival - it will help us place you in the correct class.
3. We must receive full payment for your course at least 28 days before you arrive.

What about accommodation?


1. **Homestay:** Most of our students choose our Homestay option and live with an English family. You can choose a shared room (with a student of a different nationality) or a single room; half board or full board. Full board includes lunch in our Clubroom. Your Homestay is booked from Sunday to Saturday but if you need to arrive or leave on different days this can usually be arranged. The Homestay Finding Fee ensures that we will find you a family and although we will do our very best to find a family that meets all your requirements, we cannot guarantee it. Details of your Homestay will be sent to you before your arrival
2. **Other options:** include a bedsit or a flatshare with other students, self-contained flats, a hotel or a bed and breakfast. We can help you with some addresses and contact details but it is up to you to book and pay for these yourself. If you prefer not to book a Homestay for the whole period of your course it is possible to book only 4 weeks, then decide if you wish to move to other accommodation after your arrival or continue living with your host family. If you continue with your host family accommodation fees for the whole of the remaining period must be paid in full.
3. **Distance from School:** Most of our families are within a 20 minute walk of the school. However, some may be a short bus ride away for which a bus pass costing £20 per week is needed, which also allows unlimited local travel.
4. **En-Suite:** A small number of our families have rooms with en-suite facilities, for which a supplement of £25 per week is charged.
5. **Pets:** Most families in Ramsgate have pets so if a student has an allergy to any animals, it must be indicated on the booking form before arrival. If this is not done and the student has to move family once they arrive, a supplement of £25 will be charged to cover the cost involved.
6. **Vegetarian Diet:** A vegetarian diet can be provided at no extra cost if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £25 per week will be charged. Please Note, we cannot provide a Halal diet in Ramsgate Homestay, although we can offer a vegetarian or non-pork diet but this must be indicated on the booking form.
7. **Other Special Diets:** We can cater for most special diets, e.g. Vegan, Celiac, Lactose free, Gluten free. A supplement of £25 will be charged if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £50 per week will be charged. Please Note we cannot provide a Halal diet in Ramsgate Homestay although we can offer a vegetarian or non-pork diet but this must be indicated on the booking form.
8. **Arrival & Departure Times:** To ensure host families are not inconvenienced, the latest scheduled arrival time at an airport should be no later than 18:00 and the earliest scheduled departure should be no earlier than 11:00.


How do I get to Ramsgate?


1. When you book your course we will send you a Student Handbook where you will find details of the different ways you can travel to Ramsgate by yourself.
2. If you prefer to be picked up you can book one of our private taxis. With this service you will be met at the airport arrivals and taken to your accommodation. We can arrange an individual taxi for you whatever your date or time of arrival.
3. Shared transfers may be available for some arrivals and departures - please contact our transfer department by email for details transfer.coordinator@churchillhouse.co.uk
4. Individual taxis can also be arranged from Ashford International Rail Station and Ebbsfleet International Station if you are travelling by Eurostar or from Dover Harbour if you are travelling by ferry.


CHURCHILL HOUSE SCHOOL OF ENGLISH LANGUAGE, Spencer Square, Ramsgate, KENT, CT11 9EQ, UK
Tel: +44 (0) 1843 586833 Fax: +44 (0) 1843 584827 email: welcome@churchillhouse.co.uk web: www.churchillhouse.com


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 +7 4995000466


 +46 844 68 36 76


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 +45 898 83 996

 +39 02-94751194

 +48 223 988 072

 +81 345 895 399

 +55 213 958 08 76

 +86 19816218990

Churchill House School of English Language Enrolment Form

Personal Details

Please write in CAPITAL LETTERS and tick (✓) as appropriate

Family Name:			
First Name(s):			
Address:		Sex:	Male <input type="checkbox"/> Female <input type="checkbox"/>
		Date of Birth:	day month year
		Nationality:	
Telephone	Home	First Language:	
	Work	Other Languages:	
Fax:			
E-mail:		Occupation:	
Name/address/telephone number/email of person to contact in case of emergency:			
Do you suffer from any illness or disability?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please give details in a separate letter and enclose with this application			
Who will pay your Course fees?			
How did you find out about Churchill House?			

Course

Please list the course(s) you would like to book

Course Name	Number of weeks	Start Date	Finish Date

Accommodation

We have families that are couples with children at home, couples without children at home, single parent families, elderly couples, single men, single ladies.

Would you like to book Family Homestay accommodation?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Number of weeks:	Arrival Date:	Departure Date:	
Shared Room <input type="checkbox"/>	Single Room <input type="checkbox"/>	Half Board <input type="checkbox"/>	Full Board <input type="checkbox"/> (lunch in our restaurant)
Do you have a medical condition, disability, learning difficulty, allergy or special dietary requirement that your homestay host or the School should be aware of?			
Any other information we may need to know.			
Are you a Vegetarian?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Are you a Vegan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have a Cat Allergy?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Do you have a Dog allergy?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you smoke?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Do you require a non-smoking family?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you want us to help you find alternative accommodation please tick (✓) here:			
Hotel <input type="checkbox"/>	Bed & Breakfast <input type="checkbox"/>	Flat <input type="checkbox"/>	Bedsit <input type="checkbox"/>

Transfer to Ramsgate

If you want us to arrange a transfer to Ramsgate for you please tick (✓) below

Individual Taxi (available on any day from any arrival point)	<input type="checkbox"/>
Individual taxis are available on any arrival day at any time from any arrival point – airport, railway station, ferry port etc.	
Shared transfers are cheaper and are available for some arrivals & departures. Please contact our transfer department for details at transfer.coordinator@churchillhouse.co.uk	
Students who have chosen to travel independently will be sent precise train and coach information when booking a course.	

Insurance

Insurance for your course is strongly recommended, either the school's policy or another in your own country

Do you want us to arrange insurance for you?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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English Ability Questionnaire

Please answer all the questions

Family Name:						
First Name(s):						
Have you studied at Churchill House before?		Yes <input type="checkbox"/>		No <input type="checkbox"/>		
If not, have you ever studied English before?		Yes <input type="checkbox"/>		No <input type="checkbox"/>		
If yes, please say where:		At school <input type="checkbox"/>		At university <input type="checkbox"/>		With a private teacher <input type="checkbox"/>
		At another language school in the UK <input type="checkbox"/>		In another English speaking country <input type="checkbox"/>		
Please give details (when you studied English, for how long, average number of hours per week etc.)						
School:						
University:						
Other:						
Have you taken any of these examinations?		Cambridge KET <input type="checkbox"/>		Cambridge PET <input type="checkbox"/>		Cambridge FCE <input type="checkbox"/>
Cambridge Advanced <input type="checkbox"/>		Cambridge Proficiency <input type="checkbox"/>		IELTS <input type="checkbox"/>		TOEFL <input type="checkbox"/>
						TOEIC <input type="checkbox"/>
When did you take the exam and what was your result?						
What do you think your level of English is?		Beginner <input type="checkbox"/>		Pre-Intermediate <input type="checkbox"/>		Upper Intermediate <input type="checkbox"/>
		Elementary <input type="checkbox"/>		Intermediate <input type="checkbox"/>		Advanced <input type="checkbox"/>
Please assess your English ability (✓)		Nil	Basic	Fair	Good	Very Good
Speaking						
Writing						
Understanding						
Please write a few sentences in English (without the help of a dictionary) explaining why you want to learn English:						

Payment

Please note: the deposit of £250 must be paid when you enrol for a course. The full lesson and accommodation fees can also be paid when you enrol but must be paid at least 28 days before you arrive.

For payment options, please see page 3 – How do I pay?

I authorise Churchill House School to charge my credit card <input type="checkbox"/>		I will pay by Bank Transfer <input type="checkbox"/>	
I have paid all my fees to my Churchill House agent <input type="checkbox"/>		I will pay by Bank Draft <input type="checkbox"/>	
I will pay full lesson and accommodation fees now <input type="checkbox"/>			
I will pay the deposit now and the balance at least 28 days before arrival <input type="checkbox"/>			
(if paying by Bank Transfer please send a copy of the transfer document by fax, post or email attachment)			
Card details:		Mastercard <input type="checkbox"/>	
		Visa <input type="checkbox"/>	
Security code:		Card number	
Expiry date:		Name of card holder	
Signature of card holder		If you would prefer to give us your credit card details by phone you are welcome to do so.	

Your signature

I have read and agree to Churchill House's terms and conditions and wish to enrol for the above course(s).

Signature

Date

NB If you are under 18 your parent or guardian should sign for you. Their signature also permits the school to authorise medical treatment, including general anaesthetic, in case of emergency and agrees to you having unsupervised periods of free time.

CHURCHILL HOUSE SCHOOL OF ENGLISH LANGUAGE, SPENCER SQUARE, RAMSGATE, KENT CT11 9EQ, UK
 TEL: +44 (0) 1843 586833 FAX: +44 (0) 1843 584827 E-mail: welcome@churchillhouse.co.uk Web: <http://www.churchillhouse.com>

Your First Day

- This is always a Sunday so you can start lessons on Monday (or Tuesday, if Monday is a public holiday). When you enrol you will be given a specific time when you should come to the school to register, have your interview with a Course Director, collect your timetable, course books, Social Club Membership card and book any trips you want from our *Social Club Excursion Programme*.
- You should go to your family before coming to school so you can meet them and leave your luggage.

Public Holidays

- The school will be closed on the following weekdays which are public holidays in Britain

02/01/23 07/04/23 10/04/23 01/05/23 29/05/23 28/08/23 25/12/23 26/12/23

The school is closed for lessons from 15/12/23 – 02/01/24

Terms and conditions

All enrolments are subject to the following conditions which become legally binding on acceptance of enrolment by Churchill House School of English Language (Churchill House).

1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. When we have received your enrolment form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price. The deposit of £250 must be paid when you enrol for a course. All payments must be made in UK Sterling. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

2. VISAS

Some students require a Student Visa or Tourist Visa. Please contact your local British Embassy, Consulate or High Commission to ensure they are allowed to enter and study in the UK. Arranging the correct Visa is the sole responsibility of the student or their advisor or Educational Tour Operator but Churchill House will provide what help is necessary. Visa support documentation will be provided on receipt of the £250 deposit. Unless we receive confirmation of visa at least 4 days before the arrival date, the current family reservation maybe set aside and another reservation made possibly with another family.

3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel and medical problems, cancellation or the termination of their course. If you opt out of the school's Studentguard policy designed specifically for students (£7.00 per week) Churchill House will not be held responsible for any cost for not having an adequate travel insurance policy. For more information please contact the school's sales department.

4. GENERAL REFUND POLICY

All refunds will be sent to the account of the person who has paid it. If a student's visa application is rejected after payment has been received all fees will be refunded providing we receive the visa refusal letter.

5. CANCELLATION POLICY

- If you cancel your course because your visa application was refused we will refund 100% of fees paid on receipt of the original written visa refusal.
- If you cancel your course or accommodation up to 21 days before the start date, we will refund the total fees paid (minus the enrolment fee & homestay finding fee for non-summer customers). If you cancel your course less than 21 days before the start date, the full value of all fees paid, (minus the enrolment fee & homestay finding fee for non-summer customers), will be transferred to another course of your choice at a later date.

6. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started. If you wish to cancel all or part of your course or accommodation after your arrival, 4 weeks' notice must be given. The balance of the accommodation fees will be refunded in full and the balance of the tuition fees will be transferred to another course at a later date. If less than the required notice period is given, 4 weeks' tuition and accommodation fees will still be deducted from the remaining balance.

7. OUR STUDENT DISCIPLINE PROCEDURE

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely in our opinion to cause distress, damage or danger to other participants, Churchill House employees or anyone else. Churchill House reserves the right to terminate the programme of any person whose behaviour is contrary to applicable local laws. This behaviour includes but is not limited to: underage purchase or consumption of alcohol, possession of illegal substances, damage to property, threatening or violent behaviour.

If students are found to be involved in bullying and harassment, in breach of school rules then action will be taken in accordance with our anti-bullying policy and our Student Discipline Policy. Minor offences may result in a verbal warning and/or suitable sanctions, continued unacceptable behaviour may result in removal from class for longer periods and further sanctions. More serious offences may result in formal disciplinary procedures and a written warning. At this stage parents or the agent will be informed that another reoccurrence will lead to expulsion at their expense. The final course of action will be expulsion from the school.

8. EXPULSION

Students who disregard the rules laid down by our staff may be sent home or to another centre (summer only). Churchill House will not be liable for any costs incurred in repatriating a person to their country of origin. No refunds will be made for any programme missed as a result of such termination.

9. RESOLUTION OF DISPUTES

• Sales

If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director (Sales & Marketing).

• Main School

If you have any concerns about your class or level, please speak to your teacher first. However, if you are still unhappy you should talk to a Course Director. If the matter is very serious you should arrange to see the Academic Principal.

If you have a complaint about another part of your course, you should see the Head of Department concerned, e.g. the Accommodation Manager, the Social Club Manager, the Financial Controller or the Director (Sales & Marketing). If you are not sure who to see, please ask in Reception.

In case you are still unhappy, we have a serious complaint form available from the Social Club. Your complaint will then be reviewed by another Head of Department.

If you are still not happy, you may arrange to take your complaint to the owner and Principal of the School. Please see Reception to arrange an appointment.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the School on your behalf if our own procedures have still left you dissatisfied.

10. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, accommodation and dates of the programmes where circumstances beyond Churchill House's control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

11. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

12. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

13. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

14. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.


15. AGENTS


All the above terms are applicable to direct students and agents unless variations are expressly agreed between the agent and Churchill House in writing.


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