



Oxford College of English

English for success!

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TERMS AND CONDITIONS FOR GROUPS

Confirmation of Booking and Payment: After a booking is received, Oxford College of English Ltd. will confirm that the required number of places are available and send a confirmation letter with an invoice for the language course. A deposit of £100GBP per student is required. Payment of the remaining course fees is required in 10 days in advance. In the case of late bookings less than one month in advance immediate payment is required. An increased deposit may be required for students booking a University College Residence or hotel accommodation.

Documentation in Support of a UK Entry Visa: If documentation in support of an application for a UK entry visa is required, this can only be supplied for courses based in Oxford. Group travel organisers must inform Oxford College of English Ltd. if any student, who is not an EU citizen, requires a UK entry visa.

Cancellation Charges for group bookings: The following charges will apply in the event of a cancellation:

Cancellation up to 20 days in advance £100 GBP per student

Cancellation less than 20 days in advance 50% of the course fees

Cancellation less than 3 days in advance 75% of the course fees

Cancellation on the day of arrival or after the course has started -100% - No refund

Oxford College of English Ltd. will deduct the cost of bank transfer charges incurred in making a refund.

Name change – alternative student in the case of a cancellation

Group travel organisers can avoid or reduce cancellation charges if they provide another student to fill the place of a student who has cancelled.

No charge will apply unless the cancellation and name change is less than 20 days before the start of the course, in which case a £50GBP administration fee will be charged.

Provision of information: The group organisers must provide full information regarding their students and group leaders at the time of booking. This includes details of any special dietary requirements, disabilities, allergies or medical conditions we should be aware of. The information must also include a rooming list detailing, where appropriate, which students want to share the same accommodation. Changes must be notified at least 7 days in advance. Rooming arrangements cannot be changed on the day of arrival. Oxford College of English reserves the right to charge an administration fee of £50 GBP per change and if applicable a compensation charge payable to host families, for changes that are requested less than 7 days before the arrival date.

Cancellation of a course by Oxford College of English Ltd.: In the unlikely event that the number of students drops below the minimum number stated in the group travel offer, or if there are other events such as *Force Majeure* which are outside our reasonable control, Oxford College of English Ltd. reserves the right to cancel all or part of that course and/or activity programme. In most cases, students will be offered an alternative. If no alternative arrangements can be made, or if the alternative arrangement is unacceptable to the group travel organiser, a full refund of fees less any fees chargeable for part of a course and/or activity programme which has already taken place on a pro rata basis, will be made. Once a refund has been made, Oxford College of English Ltd. shall have no further liability.

Cancellation by the host family: Host families are private homes and the hosts may need to cancel the arrangement due to sickness, bereavement, problems in the family, the need to make an unexpected journey, for personal reasons or if there is a problem in the house such as a heating system breakdown. In the event of a host family cancellation, Oxford College of English Ltd. will provide an alternative host family.

Host Family Accommodation: Oxford College of English Ltd. arranges accommodation in private homes known as host homes or host families. Oxford College of English Ltd. is not able to guarantee any particular host home situation, family arrangement, ages of their own children, distance from the school or general location.

Supervision and behaviour of students: It is the responsibility of group leaders to supervise students and ensure that they behave in reasonable manner. Students must respect the reasonable house rules and wishes of their host family in relation to meals, tidiness, cleanliness and times to be home at night etc. Students under 18 years of age are not permitted to consume alcohol. If any student is caught using drugs or illegal substances, drinking alcohol under 18 years of age, shoplifting, stealing or commits any criminal act, Oxford College of English reserves the right at its discretion to send that student home at their parents or the group travel organisers expense.

Insurance: Travel, medical or other insurance is NOT included in the course fees. All persons, who are not from the EU/EEA or covered under reciprocal health care arrangements, must have adequate medical insurance for the period of their stay. Health insurance under reciprocal health care schemes within the EU/EEA is for emergency and urgent treatment only and charges may be payable in the UK for visits to a doctor, dentist or for medication. Students and group leaders are responsible for any damage they cause at the host home, residential or hotel accommodation and to the school buildings and vehicles contracted by the school as part of their programme. Oxford College of English Ltd. strongly recommends that all students ensure that they or the group travel organiser arranges adequate travel insurance which includes third party liability cover.

Medical Conditions, Allergies and Special Diets: Any disability, allergy or medical condition, which may affect mobility or general health, must be declared at the time of booking. If a student or group leader has an allergy, such as an allergy to cats for example, this must be declared at the time of booking. If a guest requires a special diet, such as vegetarian for example, this must also be declared at the time of booking.

Loss or Damage to Personal Property: Students and group leaders are responsible for their own money and personal possessions at all times. Oxford College of English Ltd., its directors, employees, representatives, agents, host families and sub-contractors will not be liable for any loss of money or loss of or damage to any personal possessions. Students are responsible if they injure or cause any damage to the host family, their home or possessions. Oxford College of English Ltd. strongly recommends that students arrange adequate travel insurance, which includes third party liability cover.

Liability: Oxford College of English Ltd., its directors, employees, representatives, agents, host families and sub-contractors will not be liable for any sickness, injury or death of a guest, any damage caused to a third party by a student or repatriation costs. Oxford College of English Ltd. strongly recommends that students take out adequate insurance.

Airport Transfers: Oxford College of English Ltd. arranges airport transfers using our own staff and trusted taxi and coach companies but will not be liable for costs incurred as a result of delays caused by events outside our reasonable control such as bad weather, road closures or diversions, vehicle breakdown and force majeure. In the case of flight delays in excess of 2 hours, the company reserves the right to charge an additional fee to cover expenses incurred.

Photography and videos: The students, leaders and the group travel organiser agrees that Oxford College of English Ltd. may take and use photos and videos for publicity purposes without further permission and that the rights to any such photos or videos belong to the company.

Complaints Procedure: In the, hopefully, unlikely event that a student is dissatisfied with their English language course, accommodation or activity programme they should inform their group leader or local course director. Complaints can also be made by e-mail: info@oxfordcollege.co.uk. All complaints must be notified without delay and in every case, before the end of the course. Oxford College of English Ltd. takes all complaints very seriously and must be given reasonable time to investigate the complaint, and if justified, correct the situation.

Data Protection: Oxford College of English Ltd. will not disclose your personal information to any third party except when requested by the police or lawful government authority. Your contact information will be passed on to the host family as required to facilitate the booking and in the event of a damage claim.

Address and Jurisdiction: Registered Office: Oxford College of English Ltd., 52 Cornmarket Street, Oxford OX1 3HJ and 61 Abbey Road, Torquay TQ2 5NN. Oxford College of English Ltd. is registered at Companies House England, registration number 04336384. Any agreement with Oxford College of English Ltd. is subject to the laws of England.

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