

# PISCES - Terms & Conditions

## GENERAL:

- ◆ The School only accepts students aged 12 to 17.
- ◆ All prices include VAT where applicable. The School reserves the right to amend all published prices at any time.
- ◆ The school reserves the right to make changes to the course programme at any time.

## ENROLMENT DETAILS:

- ◆ The parents/guardians should read the School's terms and conditions carefully and sign their acceptance on the bottom of the enrolment form.
- ◆ The course price includes accommodation fees. If accommodation is not required, please ask for a separate quotation.
- ◆ Parents/guardians are obliged to inform the School if their child has a medical condition or food allergy. If regular medication is required, the name of the medication and instructions should be provided at the time of enrolment.
- ◆ A 24 hour emergency contact number must be provided by the parents/guardians for the period of enrolment.
- ◆ The School will try to accommodate dietary and other special requests but this cannot always be guaranteed.

## ENROLMENT PROCEDURE:

- ◆ Parents/guardians must complete an Enrolment Form and send it to the School (or Agent acting on behalf of the School) by email or fax and post the original form with 2 passport-size photographs at least 4 weeks before the start of the course.
- ◆ On receipt of the enrolment form, you/your Agent will be sent a confirmation letter and invoice for payment.
- ◆ On receipt of the invoice, please send the enrolment fee and a deposit of £100.00 to confirm the booking. The balance of payment is due at least four weeks before the start of the course.
- ◆ When full payment is made, you will receive a full letter of acceptance, a receipt of payment and homestay information.

## ENROLMENT CONDITIONS:

The School reserves the right to expel a student who fails to attend School, does not follow the School rules, shows flagrant misconduct in/outside School or in the homestay accommodation, or is charged with a criminal offence. In the event of any Police or legal action, PISCES will mediate on behalf of the student but will not pay fines, stand bail or pay any legal fees.

If a student is expelled, their parents/guardians are responsible for collecting them from the School or making the appropriate flight arrangements for them to be returned home at the earliest opportunity. The parents/guardians will be required to pay any additional expenses incurred by the School. No refund of course fees will be made.

## ACCOMMODATION:

- The School acts solely as an agent in arranging homestay accommodation for students enrolled on the PISCES courses.
- ◆ Accommodation is booked from the weekend before the start of the course to the weekend following the end of the course.
- ◆ Breakfast, a packed lunch and dinner are provided from Monday to Saturday and breakfast, a light lunch and dinner on Sunday.
- ◆ A weekly laundry service is included in the accommodation fee.
- ◆ Accommodation is arranged in twin rooms (two beds in one room) or single rooms. Rooms are allocated at the time of booking. If the student wishes to share with a particular person (for example a friend/relative), this should be requested at the time of booking. Changes cannot be made once the accommodation has been allocated.

## ARRIVALS & DEPARTURES:

- ◆ The Parents/guardians must provide accurate flight information for their child's arrival and departure days. The School is not responsible for problems occurring as a result of incorrect flight information.
- ◆ Parents/guardians must make appropriate arrangements in advance with the airline/travel agent, if their child is travelling alone.
- ◆ Taxi transfers are arranged for individual students. Where possible, the School will arrange for students to share their taxi transfer with another student who is enrolled at the School. This is dependent upon another student arriving at/departing from the same airport and terminal building at a similar time.
- ◆ On arrival days, the taxi driver will wait for up to 90 minutes after the scheduled landing time. If the student is delayed by immigration control or lost luggage, they should telephone the School's emergency number or ask an airport official to do this on their behalf.

**PAYMENT:** All course fees must be paid at least 4 weeks before the start of the course or immediately in the case of a late booking. Any outstanding balances must be paid on the day of arrival. The School will not pay for bank charges incurred in the transfer of fees. These should be paid when the transfer is made.

**CANCELLATION:** To get a refund, written notice of cancellation must be received at least 3 weeks before the start of the course. No refund of fees will be given if cancellation is received after this time.

**CURTAILMENT:** Once the student has started the course, no changes to the dates are permitted. If a student leaves before the end of their course no refund of fees will be made. The student is not entitled to take the course at a later date or transfer the course to another person.

**CLASS ALLOCATION:** The School reserves the right to place students in a class appropriate to their ability.

**SCHOOL RULES:** Students are expected to follow the School rules. These are given to them on their first day of school and explained clearly.

**ATTENDANCE:** Students are required to attend all lessons, activities and excursions scheduled on the course programme.

**CONTROL & BEHAVIOUR:** The School reserves the right to exercise normal parental control over students enrolled at the School. The student's parents/guardians accept liability for any damage caused, intentionally or otherwise, and will pay for necessary repairs immediately.

**INSURANCE & LIABILITY:** The School can accept no responsibility for accidents, illness, theft or loss of personal effects occurring at the School, on organised activities or in the homestay accommodation. The School shall not be held liable for its failure to provide any service whatsoever if that failure is caused directly or indirectly by industrial action, Government policy, war, act of terrorism or any Act of God.

**COMPLAINTS.** Any problems/complaints arising during the period of the course should be reported immediately to the Course Director. No responsibility can be accepted for complaints received after the student has completed the course.

