

# CLAC Limited

## Terms and Conditions



Please note that once your registration has been accepted by CLAC, the following terms and conditions apply. Full fees are due six weeks before your course begins, or at time of booking if less than six weeks before the start.

### PAYMENTS

In order for us to track your payment, please quote the STUDENT NAME and INVOICE NUMBER on all payments and payment queries. The Invoice Number can be found on your invoice.

If you book your course less than six weeks before it starts, you must pay the total invoiced at the time of booking. Please note that the deposit is non-refundable (£200 for International students, £50 for British students.) If you book your course more than six weeks before it starts, you have two payment options:

#### Option 1

You pay the total invoice at the time of booking.

#### Option 2

You pay the deposit to secure your booking and the remainder six weeks before the course begins. You are responsible for ensuring that the fees are paid in full.

We cannot guarantee to hold your course place unless all fees are paid in full six weeks before your course begins.

We regret that payment by credit card is only available for the deposit. We cannot accept payment of the full fees by credit card.

### PRICES

Prices are correct at time of going to print and are subject to change without notice.

#### Package prices include:

- Comprehensive supervision by qualified and experienced staff.
- 20 hours a week of language lessons.
- Accommodation and all meals.
- Use of all sports facilities.
- Full programme of social activities for every afternoon and evening.
- 1 Full day excursion per week.
- Essential learning materials, writing book, report and certificate, course t-shirt and photo CD containing photos of your time on the course.
- Return transfers from and to Heathrow or Gatwick airports on scheduled arrival and departure days. (International Students only.)

**Tuition prices do not include:**

- Return transfers that are not to and/or from designated airports on scheduled arrival and departure days. (Prices will be quoted separately.)
- Horse-riding and some off-site excursions e.g. cinema or ten pin bowling

**VISAS**

No visa support documentation will be provided until the full fees have been received. If a visa application is rejected or delayed you must inform us in writing at least 14 days before the course start date. We will refund all fees except the deposit if notified as above and on receipt of the visa refusal letter. For cancellations due to visa refusal less than 14 days before the course start there will be no refund.

**CANCELLATIONS and REFUNDS****Cancellations before the course start date**

Notice of cancellation must be made in writing. Failure to provide written notification will result in additional charges being incurred.

If you cancel your child's course more than six weeks before the start date, we will retain your deposit.

If you cancel your child's course less than six weeks before the start date and we cannot fill your child's place with another student you must pay 50% of the course fees.

**Cancellation on or after the start date**

No refund will be given if students leave before the end of the period of study or fail to arrive on the start date.

**COMPLAINTS PROCEDURE**

If you have a complaint please contact us in writing including full details of your grievance. Complaints should be sent to:

Anne George, Company Director, 10 Shelford Park Avenue, Great Shelford, Cambridge, CB22 5LU, United Kingdom. e-mail: [anne@clac.org.uk](mailto:anne@clac.org.uk)

**FLIGHT ARRANGEMENTS**

Do not book your flights until your course booking is confirmed. Please send through your flight details as early as possible. If flight details are not provided at least three working days before travelling, it may not be possible to organise the transfer.

Only flights arriving on the specified arrival and departure days (Sunday) between 09:00 and 18:00 are included in the course fees. We reserve the right to charge extra for flights arriving or departing outside these times.

Flight arrangements are the sole responsibility of the parents/guardians. CLAC will not accept any responsibility for students who are denied boarding because they are underage or who have not been registered as unaccompanied minors in accordance with airline regulations. CLAC cannot make payments for over-weight suitcases so please ensure students are aware of their flight's weight restrictions and pack accordingly.

## **INSURANCE**

Please note that CLAC cannot be held responsible for the loss or theft of personal property.

CLAC provides insurance for all students upon payment of the deposit. Full details of the terms and conditions are available on request.

Cover is provided by StudentGuard+ who can be contacted at:

Crystal House, Buckingham Business Park, Swavesey, Cambridge, CB24 4UL. Telephone: 01954 233650

## **MEDICAL INFORMATION**

We cannot accept students on our courses unless we have parental consent to act on your behalf in the case of a medical emergency.

You must inform us of any specific information which is not included on the Registration Form, but which applies to your child.

We regret that any child arriving with a serious medical condition or behavioural problem not previously reported, or which requires regular staff supervision, may be sent home with no refund of fees.

## **PRIVACY POLICY**

By signing the Application Form you are agreeing to the storage and use of the information you supply for CLAC's purposes only.

We will not pass your details on to any other organisation or third party.

Photographs of children will be taken during their stay with us for identification cards and may be used in promotional materials, such as brochures and the website. Please indicate on the Registration Form if you are not happy for your child's photograph to be used for promotional purposes.

## **COURSE RULES**

We have a set of rules which applies to behaviour on our courses. These are available on the application form and in the joining instructions you will receive when your application has been accepted.

- Students may not leave the school without permission from the Course Director.
- Attendance at lessons and participation on trips is compulsory.
- Students must observe bedtimes, and silence must be maintained in bedrooms after lights out at night.
- Students are not allowed into the bedrooms occupied by students of the opposite sex.
- Bullying will not be tolerated. In serious cases students may be sent home.
- Fire escapes are for emergency use only.
- Mobile phones, iPods and other electronic devices must be switched off during lessons, activities and after lights out.
- No smoking is allowed at any time.
- School swimming pool rules must be strictly observed. No student may enter the pool if there is no lifeguard present.
- Students must hand in their airline tickets, passports and pocket money to the Course Director for safe keeping.
- Pocket Money will be available at the stated times only. Money can be returned to the Course Director at any time for safe keeping.

- Students should keep all valuables safely locked away, or hand them in to the Course Director for safe keeping.
- Any student who causes damage or breakages may be charged for repairs or replacement. A £10 refundable damage deposit will be taken from the student at the start of the course (please send sufficient money to cover this plus pocket money).
- Any students breaking these rules, or English law, or persisting in serious anti-social behaviour will be disciplined. In serious cases students may be sent home early with no refund of fees.
- Students found to possess, use or supply alcohol or illegal drugs will be sent home with no refund of fees.

## **GENERAL INFORMATION**

- Information is correct at time of going to print but may be subject to change.
- We reserve the right to change course arrangements and prices if necessary.
- Please note that all courses and course components are run subject to demand.
- Children will be placed in a class appropriate to their language level, maturity and age.
- Once the course has started, we reserve the right to move students to another class more appropriate for their language level.

*Information is correct as of August 2010 but may be subject to change.*