

## 1. General Terms & Conditions

### 1.1 Enrolment

A place will be confirmed once we have received a deposit; no booking is secured until the deposit has been received. The booking of a place is regarded as your acceptance of all our terms and conditions.

Payment of the balance of fees must be received 6 weeks before the start of the course.

If the booking is made 6 weeks before the start of the course, full payment must be received with the enrolment form.

No student can join Summer School until full payment has been received.

Sports Academy must be booked when enrolling a student and cannot be cancelled once booked.

St Bede's reserves the right to cancel a Sports Academy option if there are not enough students, in which case, the cancelled option will be refunded.

### 1.2 Changes to the programme

The details of the programme have been published in good faith but St Bede's reserves the right to make changes at any time and for any reason, as necessary.

### 1.3 Promotional Materials

Sometimes during the summer we take photographs for us to use in promotional materials such as the brochure, the student handbook or our website.

If you do not agree to this, you must inform us in writing.

### 1.4 Food

The menu offered at St Bede's is a mix of English and International dishes and there are always at least 2 hot choices for lunch and dinner and a salad bar.

Students must understand that the food served will be different from that at home and that this is part of the experience of being in another country.

### 1.5 Bag or Room Search

If we suspect that a student has broken the school rules or has been involved in any illegal activity such as theft, we reserve the right for our staff to search the student's bag or bedroom (in his/her presence).

### 1.6 Personal Possessions

Upon arrival, students under the age of 18 yrs are required to hand in their passports, aeroplane/train tickets and pocket money for safe-keeping. Although every possible care will be taken to look after such items, St Bede's International Summer School is not liable in case of loss or theft.

St Bede's cannot accept any responsibility for lost, stolen or damaged clothes or personal belongings.

While every help is given, it is the students' responsibility to ensure that all belongings are collected before departure. St Bede's is not responsible for students' lost property.

### 1.7 Meeting Service

The course confirmation will include a meeting service form which you must complete and return to us at least one month before the course starts.

Upon receipt of these details, we will send you an email confirmation of the flight details as entered by us onto our database. It is your responsibility to check this confirmation carefully and let us know of any errors or changes. St Bede's Summer School will not accept responsibility for organising transfers other than those which have been confirmed by us.

Transfers are organised in groups, where possible, and this means that sometimes students are required to wait (up to one hour) for other students arriving on different flights. Whilst every effort is made to ensure a speedy and efficient transfer, please be aware that unexpected and unavoidable delays and complications sometimes occur. We do not accept responsibility for any loss or expense due to delays or changes in public transport or due to the weather, illness, strike or any other cause beyond our control.

Students are liable for any excess baggage and UM charges. St Bede's School does not pay excess baggage charges on the student's behalf.

There is no reduction in the weekly fee if you do not require a meeting service.

### 1.8 Damage

Any damage caused by students to school property or equipment will be charged to the students/parents.

### 1.9 Liability & Disclaimer

St Bede's International Summer School shall not be liable to the student in the event that any service contracted becomes impossible to supply due to reasons beyond our control.

All organised sports, activities, clubs, events, trips and excursions have been risk-assessed by our staff and are considered to meet health & safety requirements. St Bede's International Summer School does not accept responsibility for accidents or sports injuries, except in cases where our staff have been found to be negligent. If you do not wish your child to partake in any particular activity, you must inform us in writing at the time of booking.

We reserve the right to cancel any course or programme for any reason and without notice, but especially if a minimum number of bookings is not reached or in cases of any world-wide event or act of God (such as war, disease outbreak, natural disaster or terrorist attack).

We reserve the right to take any fair and reasonable action we consider to be appropriate should a situation arise which is not covered by these Terms and Conditions.

### 1.10 Governing Law

These Terms and Conditions form the basis of any contract between St Bede's International Summer School and the parent/guardian or agent, which contract is subject to the laws of England.

## 2. Cancellation & Insurance

### 2.1 Insurance

St Bede's does not accept responsibility for any claims arising from a student or third party.

Insurance (with Gibbs Denley Insurance Services) is provided for all students attending a St Bede's course at no extra cost.

Cover	Amount	Excess
Personal Injury - death, permanent total disablement or loss of limb(s)/eye(s)	£5,000 for death in respect of students aged under 18; £15,000 for students aged 18 and over	NIL
Medical Expenses	£1,000,000	£25
Emergency Repatriation Expenses - including ACE Assistance - 24 hr multilingual emergency medical assistance	Unlimited	NIL
Personal Belongings	Up to £2,000 (limit £250 for valuables/£250 any one article, pair, or set)	£25
Delayed or Lost Personal Belongings - purchase of essential items	Up to £100	NIL
Money	Up to £250 (limit of £100 for coins and or banknotes)	£25
Emergency Replacement of Passport	Up to £250	£25
Cancellation/Curtailment	Up to £7,500	£25
Travel Delay - after the first 12 hours	£20 up to £1,000	NIL
Missed Departure	Up to £500	£25
Personal Liability	Up to £1,000,000	NIL

### 2.2 Cancellation Policy

If you need to cancel a student's course for any reason, you must inform us in writing immediately. Cancellation takes effect from when we receive your notification. Cancellation charges are as follows:

61 days or more	No fee (deposit refunded)
29 to 60 days	Deposit
8 to 28 days	1 week's fees
0 to 7 days	Full fees
After course has started	Full fees

## 3. Health & Welfare

We accept students on the understanding that they are in good physical and mental health and are not travelling against the advice of any doctor or qualified health care professional.

### 3.1 Illness

In case of illness or injury, students will see the Welfare Manager or School Nurse who will assess the student's condition. In cases of minor everyday illness such as a cold, headache or sore throat, the Welfare Manager, Nurse or any other authorised staff member may issue common, non-prescribed medicines such as Paracetamol, throat lozenges or cough syrup.

If our staff consider that a doctor's visit is necessary, an appointment will be made with a local GP for as soon as possible.

If a student requires urgent medical attention, our staff will take him/her to the nearest local hospital for immediate care or if necessary, our staff will telephone for an ambulance.

### 3.2 Seeing a Doctor

Students from non-EU countries are not entitled to free health care in the UK and will therefore have to pay a fee to see a doctor; this fee will be taken from the student's pocket money.

An insurance claim may be made for any medical expenses (except for pre-existing conditions) but please note that the first £25 of any claim is not covered (insurance excess).

### 3.3 Staff Supervision

St Bede's staff live and sleep in the same boarding houses as the students and in this way, students are supervised day and night. Each boarding house is managed by an appointed House Parent who is responsible for the day-to-day running of the House and for the students' general well-being. A house register is taken in the morning and evening by the House staff to make sure that all students are present and well.

## 4. School Rules

### 4.1 All Junior Programmes

If a student does not follow the school rules as written in the Student Handbook, St Bede's reserves the right to discipline him/her.

In cases of persistent misbehaviour or rudeness, for very serious incidents (such as smoking, buying and/or drinking alcohol, bullying or theft) or if a student breaks UK law, he/she will be expelled from the school within 24 hours. In this case, any additional expenses will be paid by the parents/guardian and no refund of fees will be given.

Please note that all St Bede's junior programmes are 100% non-smoking and St Bede's accepts bookings for students on the understanding that they do not smoke.

### 4.2 Discover London

Students are expected to conduct themselves responsibly and abide by the rules as written in the Student Handbook.

Students are at liberty to smoke (only in the designated areas) and students over 18 are allowed to drink alcohol (during their free time or during organised evening social events), but we expect student to adopt a mature and responsible approach at all times.

If a student's conduct in relation to smoking or drinking is such that it is a cause for concern or, if a student's behaviour or attitude is such that it causes disruption to the course or puts him/herself or other students or staff in danger, he/she will be asked to leave.

It goes without saying that students may not, under any circumstances, consume drugs or break UK law.

## 5. Visas

In cases where a student is required to obtain a visa to study in the UK, a visa invitation letter will be provided by St Bede's.

Visas must be applied for immediately upon receipt of the invitation letter as the visa process can sometimes be quite lengthy. It is the responsibility of the parents/guardian/agent to apply for the appropriate study visa.

In the unlikely case that a visa application is refused, St Bede's shall refund the full fees paid (less a £25 admin charge and any courier fees incurred) upon receipt of a copy of the original documentation issued by the Entry Clearance Officer.

When students arrive at the centre, their passport and visa will be checked by our staff and a photocopy will be taken for our records. If a student is found to have the wrong type of visa, he/she will not be admitted onto the programme. In this case, no refund of fees will be considered.

## 6. Dealing with Problems

If you are not happy with any aspect of our service or programme, please let us know so that we have the opportunity to put matters right for you and improve things for everybody.

### Tell us straight away

If your child has a problem, no matter how small, he/she should speak to the staff straight away who will deal with the problem and try to put things right. It is always better to deal with a problem at the time, even a very small one.

If the problem is not resolved by our staff quickly, the child or parent may speak to the Centre director who has overall responsibility for the course.

### Complaint

If there is still a problem, you may contact the Director of Summer School at Head Office who will nominate a Head Office representative to investigate the matter. Once our investigations have concluded, you will receive an official response.

If for any reason you are not happy with our response, please contact the Director of Summer School who will review the matter and see if there is anything else we can do. Once the Director is satisfied we have considered all aspects of your complaint, you will receive our Final Response.

If you are not satisfied with our Final Response and would like to request an independent review, you may wish to contact English UK:

Address: 219 St John Street, London, EC1V 4LY.

Phone: +44 (0)20 7608 7960

Email: [info@englishuk.com](mailto:info@englishuk.com)

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Accredited by the  
 **BRITISH  
COUNCIL**

**St Bede's**  
International Summer School

