

# Booking facts

## Course price list includes:

- Full tuition as stated, course materials and end of course certificate
- Accommodation and all meals
- Activities and excursions as stated
- Use of sports facilities where available (as part of a scheduled programme).

## Course price does not include:

- Transfers to and from the centres
- Examination fees
- Optional excursion fees
- Registration fee of £100
- Medical/travel insurance.

## How to Book:

Please complete the registration form ensuring that every relevant box is ticked and all questions are answered in full. Then email, fax or send it to the address at the top of the form.

You have two payment options:

- a) you pay the full fees at the time of booking,
- or
- b) you pay the deposit to confirm your booking and the remainder at least one month before the start of the course.

## Flight Arrangements:

Once you have booked your course, please send us details of your flight/travel arrangements, at least one month before you are due to arrive.

## TERMS & CONDITIONS

### 1. Code of Conduct and Health and Safety

Students must comply with the rules and code of conduct of the school. Any breach of these rules may result in the student being suspended or, in extreme cases, expelled.

We enrol students on the assumption that they are in good health. Any pre-existing conditions and/or special dietary requirements must be communicated to us before arrival. All unaccompanied students under 16 years of age must book the supplement for check-in assistance on departure.

Students cannot leave the premises or be absent from any lesson, activity or excursion without permission from the Centre Director and must adhere to our policies and procedures in terms of code of conduct and night time supervision.

### 2. Loss, damage and insurance

We strongly advise that all customers appropriately insure themselves against the usual risks associated with overseas travel, e.g. personal accident or injury, ill-health (medical/hospital fees), cancellation, delay, loss of baggage or property etc., i.e. comprehensive travel insurance. We do not accept responsibility for any loss of, or damage to, any property of students.

Whilst every help and assistance is given to ensure that students' property is safe at all times and collected before departure, we do not accept any responsibility for any loss or expense due to changes in public transport, weather, quarantine, sickness, strike or any other cause. All course participants are required to pay a £20 (\$150 in US) Damage Deposit on arrival. This deposit will be returned upon departure, subject to any damage caused to the school or its property.

### 3. Cancellation, refund policy and complaints

Prices are correct at time of going to print and are subject to change without notice. All courses, course components and specialist sport supplements operate subject to demand.

On registration, we require either full payment or a non-refundable £200 deposit and the non-refundable

registration fee of £100.

In the event of a cancellation more than 30 days before the start of the course, then all fees paid (except registration fee and deposit) will be refunded.

If a course is cancelled within 30 days and 15 days before the start of the course, then 50% of fees paid will be refunded.

If a course is cancelled within 15 days of the start of the course or if the student fails to start or complete the course booked, then zero fees will be refunded. Our Full Terms, conditions and procedure for complaints can be found on our website:

[www.studyholidays.com](http://www.studyholidays.com)