



**TERMS & CONDITIONS – 2019 /2020.** Richmond English School, 44 Queens Road, London, SW14 8PJ.

Between Richmond English School Limited (the “School”) and the “Student”. Please read these terms and conditions carefully as they will become binding on the Student and the School when the Student enrolls on a course and constitute a valid contract.

1. The Student is responsible for complying in full with any requirements of the British Immigration Authorities before the start of the course and for the duration of the course.
2. If a visa application is rejected and we receive written evidence prior to arrival, we will refund the fees received in full, minus our registration fee. Where we receive this evidence, the refund will be paid to you within four weeks of your providing us with bank details and signed authorisation that the refund should be paid to that account.
3. Payment of all fees included in the invoices must be paid in advance by bank transfer or in cash. Bank details are provided on the invoice. Payment must include all bank transfer charges. Tuition fees entitle the Student to receive academic instruction but do not cover the cost of other materials and services that the Student may require, including, but not limited to, textbooks, examination fees, bank charges, insurances, social activities and travel expenses.
4. Blocks of classes (including any recovery classes) must be completed within the period stated on the invoice. For the avoidance of doubt, a ‘month’ refers to a block of 4 consecutive weeks.
5. The School will try to accommodate the Student when classes are missed due to illness or circumstances beyond the Student’s control; however, this is solely at the School’s discretion.
6. Where the School has accommodated a date-change request, the Student must attend the new allocated date or will lose their tuition fee. The allocated date is subject to class availability and may not be the Student’s first choice.
7. It is the Student’s responsibility to ensure that they can commit to attending the courses they have booked as no full or partial refunds will be offered for paid courses after the start date due to cancellations. The School’s cancellation policy is: 30 days or more notice – full refund; less than 30 days but more than 14 days notice – 50% refund; less than 14 days but more than 7 days notice – 25% refund; 7 days or less – No refund.
8. In addition to the above notice periods, international students have a 14 day cooling off period, providing that they have not started their course in that period.
9. If you decide to leave the course for whatever reason, you will not receive a refund. This will not apply if we cancel or shorten a course due to unplanned circumstances, in which case you will receive a full refund for that portion of the course not yet taken. Exceptional circumstances may be considered if the students give the school acceptable evidence but only the School Director can make any final decision. Requests for a refund should be made in writing.
10. The Student will be required to provide the School with such personal information as the School reasonably requires and will ensure that such personal information is updated in the event of any changes.
11. All Richmond English School courses are subject to demand and the School reserves the right to cancel courses where demand is not met. Alternative courses will be offered when appropriate, otherwise fees will be refunded in full.
12. Richmond English School has the right to expel the Student from the course for unacceptable behaviour, and expects Students to show tolerance and respect to others regardless of race, religion, disability, gender, sexual orientation or any other difference. For the avoidance of doubt, the School views unacceptable behaviour as including, but not limited to, causing damage to property, causing disturbance or nuisance, abusive or disrespectful conduct, failing to observe house rules.
13. The School will not be held liable for loss, damage or injury to persons or property.
14. Force Majeure. The School will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations in relation to the Student’s course or accommodation that is caused by events outside the School’s reasonable control.
15. Richmond English School does not accept Students under the age of 18.
16. This agreement is governed by English Law.