

1. HOW TO ENROL

Student application can be made via our online booking forms, email, within our branches, by post or via an accredited agent. In order to book a course, the student/agent must either pay in full or make a deposit payment of 50% of the total course fees plus the enrolment fee. If booking accommodation with us, 2 weeks of accommodation must also be paid (see 9.1). No documents such as Visa Letter or Enrolment Letters will be issued before this payment has been received.

2. PAYMENTS

2.1. How to Pay

Payments must be made to TEG English before the student's start date in British pounds (GBP). Students are responsible for all bank charges and exchange rate fees, both in the country of origin and from the United Kingdom.

The student can pay by any of the following means:

- By credit/debit card payment at Reception or over the telephone
- By cash at Reception only
- By Bank transfer to the following account:

Name of Bank: HSBC Bank plc.

Address of Bank: 118 Commercial Road, Portsmouth, Hampshire PO1 1EP

Account Name: Portsmouth Language College Ltd. (Also trades under TEG English or Tompkins Educational Group).

Account Number: 61784528

Sort Code: 40-37-15

IBAN: GB68HBUK40371561784528

SWIFT/BIC: HBUKGB4B

Reference: [Student's name]

Please note that proof of payment must be sent to the appropriate branch of TEG English before starting the course. Students are reminded that payment by bank transfer may take as long as 5 working days to reach our account and adequate time must be allowed for this.

3. ENROLMENT FEE

The enrolment fee is payable by all new students to TEG English. If a student extends their period of study, they will not be required to pay any additional enrolment fee. They may need to buy an additional coursebook (See point 8.3). For what is included in the Enrolment Fee, please see our marketing information. **Please note that the Enrolment Fee is non-refundable in all circumstances.**

4. CANCELLATIONS AND REFUNDS

Cancellations must be made in writing. Once a booking has been confirmed, if the student wishes to cancel **fewer than 14 days before their start date**, the following cancellation notice periods and fees apply.

4.1. Course Cancellation Fees:

Fewer than 14 days before start date:

- 50% of Course fees

On or after start date:

- 100% of Course fees

4.2. One-to-one/Online Class Cancellation or Postponement

One-to-one or online classes can only be postponed or cancelled if the College is advised two working days in advance. If a student arrives late for a lesson, the missing minutes from the class will not be credited. In the event of non-attendance, money will not be refunded, nor lessons added on to the end of a course.

4.3. Homestay Accommodation Cancellation Fees:

Fewer than 14 days before arrival date:

- 1 week of Homestay Fees

On or after arrival date:

- 2 weeks of Homestay fees

4.4. Halls of Residence Accommodation Cancellation

Cancellation is subject to the Residence's Terms & Conditions – please contact us for more information.

4.5. Transfer Cancellation:

Fewer than 14 days before start date:

- 50% of Airport Transfer fees

Fewer than 7 days before start date:

- 100% of Airport Transfer fees

4.6. Work Experience:

Fewer than 14 days before start date:

- 100% of Work Experience Placement Fees

4.7. Students with TEG issued Visa Letter

If a student, who has been issued with a Short-term Study Visa letter signed and stamped by the College, cancels their course before their start date (for any reason other than visa refusal), no refund will be given. For Visa Refusal please see point 5.5.

4.8. Changing or shortening courses

If a student shortens their course or change to a less expensive course on or after the course start date, we will not refund any tuition fees. It is not possible to transfer fees to premium courses such as one-to-one lessons.

4.9. Distance Booking

If the student booked their course via our website, email or over the phone, they have the right to cancel within 14 days of making the payment. Within this period, they are entitled to a full refund of all fees minus any bank charges. However, if a student starts their course during the 'cooling off' period, the College is entitled to charge the student for days taken, should they decide to cancel. Please note that the cooling off Period does not apply to accommodation or to students who have been provided with a Visa Letter from TEG English.

4.10. Refund Payments

Please note that all refunds are minus the Enrolment Fee and any bank charges. Any refunds must be made by the same payment method and to the same source as the original payment. Handling charges and fees levied by the card company on any card payments are non-refundable. Refunds are not transferable to other students. Refunds can take up to 5 business days.

4.11. Transfer of fees/courses

Fees and deposits are not transferable, either in full or in part. They are only valid for the person specified.

4.12. Reasons for no refund

No refund will be given in the event of:

- Self-cancellation (or ending the course early) after the course starts.
- Study days lost through personal sickness or holidays (see point 12 for more information)
- A student being deregistered by a TEG English College due to consistent low attendance.
- A student being asked to leave the College because of their serious misconduct (See Point 15 for examples).
- A student being asked to leave the country by the British Authorities.
- A student being refused re-entry by UKVI if they leave the UK during the course.

4.13. TEG cancelling course

TEG English reserves the right to cancel or alter the time of a course where there are circumstances beyond the College's control, or where the course itself is undersubscribed. The College will offer alternative provision or a refund, as it deems appropriate.

5. VISAS

It is the responsibility of the student to check their own visa requirements for entry to the UK. Students are advised to visit the United Kingdom government website (<https://www.gov.uk/study-visit-visa>) or to contact the nearest British embassy, consulate or high commission to check on current visa requirements. TEG English Colleges are fully accredited by Accreditation UK (run by the British Council) and we are able to issue Short-term Study Visa letters (up to 11 months English language study permitted for over 16s and up to 6 months for under 16s). It is the student/agent's responsibility to check that details in the Visa Letter provided by TEG English are correct.

5.1. Minimum Booking

Students who are visa nationals are required by TEG English to attend full-time (daytime) courses of a minimum of 15 hours per week.

5.2. Requirements

To receive a visa letter from TEG English, we must receive: a completed application form, online level test result, a copy of the student's passport (and a copy of their parent or guardian's passport if under 18), 50% of the course fee and £60 Enrolment Fee (and 2 weeks accommodation if booked).

5.3. Remaining Fees

The remaining fees must be paid in full before the start of the course.

5.4. Visa Delay

If the student has not received the visa 2 weeks before the course starts, they must inform TEG English so we can work with the student to make any necessary arrangements. If we receive less than 2 weeks' notice of a visa delay, and the student wishes to postpone their course, we will charge 1 week's course fees and 2 weeks' accommodation fees, if accommodation has been booked. If the student informs us after the course start day, they will not qualify for a full refund or a postponement. All course and accommodation postponements are subject to availability.

5.5. Visa Refusal

If a visa application is rejected, we must receive written notice and a copy of the Visa Refusal Letter before any refund can be processed. Please note that all refunds are minus the Administration Fee below, Enrolment Fee and any bank charges.

More than 14 days before start date:

- £250 Administration Fee

Fewer than 14 days before start date:

- £250 Administration Fee
- 2 weeks Accommodation (if applicable)

On or after the start date:

- £250 Administration Fee
- 2 weeks Accommodation (if applicable)
- Airport Transfer (if applicable)

A copy of the Visa Refusal Letter must be sent within 1 month of refusal date and any submitted later than this will not be accepted and no refund will be given.

6. SPONSORED STUDENTS

TEG is able to issue Short-term Study Visa letters for sponsored students once we receive their completed application form, copy of their passport, address in the UK, online test results, sponsorship letter and a refundable deposit (see below). The offer letter will be issued together with the visa letter and has to be sent to their sponsor before the start of their course. Sponsored students are responsible for making sure that the financial guarantee letter is received by the College prior to or on the first day of their course. They must also ensure that the sponsor pays their course fees as soon as possible and liaise with the sponsor in case of any delays.

Once a Short-term Study Visa letter is issued, sponsored students must have 100% attendance for the length of course given on the application form. In case a sponsored student does not comply with these requirements, the College has the right to deregister the student.

6.1. Deposits & Payments

6.1.1. 6 Month Visa

A £300 deposit + £60 Enrolment Fee is required.

6.1.2. 11 Month Visa

A £550 deposit + £60 Enrolment Fee is required.

If a student is sponsored, and we have not received the financial guarantee by the start date, the student will have to pay for the first week and any subsequent weeks until we receive the financial guarantee.

Once we receive payment from the Embassy, these deposits and payments will be refunded to the student or agent.

7. ARRIVALS & DEPARTURES

7.1. Booking flights

The student should not book flights or make travel arrangements until they have received the booking confirmation from TEG English.

7.2. Airport transfer

Students who want to book an arrival or departure transfer with TEG English must submit their travel details no less than 10 days before departure.

7.3. Waiting fee

If the driver has to wait more than 1.5 hours at the airport there will be an additional charge which must be paid by the student.

8. COURSES

8.1. Level requirements & Placement test

We are unable to allocate a student to a specific class before registering at the College. On arrival at the College for registration and before joining a course, a student will have to do a placement test. Students cannot change level without permission from the teacher and the DoS.

8.2. Minimum bookings

For Full-Time courses of 15, 20 and 25 hours per week, the minimum booking is 1 week. For Part-time courses of 5.5 hours students require a minimum booking of 4 weeks. For other Part-time courses please see point 8.5.

8.3. Coursebook

The first coursebook is included in the Enrolment Fee (unless otherwise stated). This may take up to a week to be delivered after registering if we have to order new copies. Additional coursebooks (e.g. if the student changes levels) must be bought by the student and are available at Reception for £30 each. All students must have their own copy of the coursebook for each level/class they are studying in if the course requires one.

8.4. Work Experience

Unpaid work experience must be taken at the same time as a 15-hour English course for a minimum of 2 weeks and a maximum of 12 weeks.

Only students from the EU, Switzerland, Norway, Iceland and Liechtenstein may work in the UK. Students from other countries are not allowed to work, unless otherwise stated on their Visa Document.

Work Experience placements are not run by TEG English and are subject to their own Terms and Conditions. Contact us for details.

8.5. Part-Time study

When available during Off-Peak periods, our colleges can offer students the option of studying part-time during the Daytime. In these situations, students will pay our Daily Rates, however a discount is given if the student is able to pay in advance for 5 weeks or more – please ask for details.

8.6. Subject to demand and availability

TEG English reserves the right to cancel or alter the time of a course where there are circumstances beyond the College's control, or where the course itself is undersubscribed. The College will offer alternative provision or a refund, as it deems appropriate.

8.7. College Holidays 2020

8.7.1. Bank Holidays

The College is closed for Bank Holidays on 10th April, 13th April, 8th May, 25th May, 31st August. There are no fee reductions for these days unless a student has booked a course for fewer than 2 weeks.

8.7.2. Christmas & New Year

The College is closed from 1st to 3rd January 2020 and from 21st December 2020 to 3rd January 2021. Students will not be charged for these two weeks.

8.8. Times

TEG English reserves the right to change class times during busy periods (July/August), for example changing a Morning class (e.g. 09:30-12:45) into an Afternoon class (e.g. 14:15-17:30).

8.9. Premises

The College also reserves the right to change the location of a course within the respective area of the branch (e.g. a TEG English Portsmouth student may need to relocate to another building within the Portsmouth area).

8.10. Attendance

All students are required to attend their classes regularly and on time. Any student whose attendance level falls below 80% during the course for which he or she is enrolled will receive a verbal or written warning and may be dismissed by TEG English without any refund of tuition fees if their attendance level continues to be below the required minimum. This may also result in the student being asked to leave their accommodation without refund. For visa national students, this could affect their legal status in the UK.

8.11. Certificates

Students will automatically be given an Attendance Certificate and Academic Report. If attendance falls below 80%, they will have their attendance printed on the certificate.

9. ACCOMMODATION

All homestay providers are inspected to Accreditation UK Guidelines before we place a student with them.

9.1. Payment

A minimum of 2 weeks' accommodation fees must be paid in advance to secure accommodation. The student should pay accommodation fees directly to the College. The College will pay the accommodation provider each week.

9.2. Changing Homestay

The student has the right to change their homestay accommodation up to 2 times (if alternative accommodation is available). If the student wishes to change their homestay, then they will need to provide at least 7 days' notice to the College. This does not apply if the student is asked to leave immediately by the provider or the homestay fails to provide the minimum they have agreed to. In these circumstances we will do our best to find suitable alternative accommodation as soon as possible after being notified.

9.3. Early/late arrival

If the student arrives or leaves after 11pm or before 6am, they may have to pay an additional fee of £30.

9.4. Misconduct

If a Homestay provider wishes the student to leave the Homestay due to misconduct, TEG English will not be under any obligation to find alternative accommodation and refunds will not be given as in point 15.

9.5. Holiday

If the student leaves the Homestay for a limited number of days (minimum 7 nights) for a holiday and leaves their belongings within the house, they will be asked to pay for self-catering accommodation for this period for full weeks. Students must inform the College if they are not going to be at the Homestay at least one week in advance of the holiday.

9.6. Shared Room

Please note that if the student chooses to be hosted in a 'shared room' this must be with a friend or family member who is attending the school at the same time.

9.7. Halls of Residence

We reserve the right to change Halls of Residence prices without advance notice due to supplier increases.

10. STUDENTS UNDER THE AGE OF 18

Students under the age of 18 are considered children by UK law and we require additional information and consent to be able to accept these students onto our adult courses.

10.1. Courses for 16-17 year olds

We welcome students aged 16 or 17 on our adult daytime courses. To accept a student, the parent/guardian will be required to supply a copy of the parent/guardian's ID or Passport and complete the Application Form for 16-17s.

10.2. Programmes for 10-15 year olds

10.2.1. Junior Summer Programme

Typically, each TEG English College runs courses for under-16s during the summer holidays from the end of June to August. These are closed groups with a teacher and no other over-16s present. Junior Summer courses are charged at a flat weekly fee for morning English lessons (9:30-12:45) and supervised afternoon activities (13:15-16:00 approx.). A parent may choose for their child not to attend the afternoon activities, if their consent is put in writing. However, the full weekly rate still applies with no reduction in fees.

10.3. Individual Bookings

We can only accept individual under 16s if they have a parent or guardian directly responsible for their welfare and living in the local area (unless they are on our Residential Programme). The Application Form for under 16s must be completed by the parents/guardian and a copy of the parent/guardian's ID or Passport must be provided with the application form. Parents must also notify TEG English of the name and address of the local guardian.

10.4. Group Bookings

We can accept groups of under-16s providing they have an appointed group leader who accompanies them to the UK and accepts overall responsibility for the students and their conduct during their time registered at the College. Appointed group leaders must possess the equivalent of a Disclosure and Barring Service (DBS check) from their country and must sign our Group Declaration Form. The Application Form for under 18s must be completed by the parents/guardian when enrolling individual under 16s and a copy of the parent/guardian's ID or Passport must be provided with the application form.

10.5. Summer Residential Programme

For information about our summer residential courses, please contact us for Terms & Conditions for this programme.

10.6. Safeguarding

All our teaching and administrative staff are required to have a DBS check, Safeguarding Training and Prevent Training. For our full Safeguarding Policy please see our website.

11. HOLIDAYS

Students must inform us of any holiday weeks before starting their course to ensure they won't be charged. Holidays can only be taken as complete weeks (Monday to Friday) and individual days taken as holiday are not added on to the end of a course. If a student tells us their holiday weeks after they begin their course, no refunds or additional weeks will be added. Visa students can take a maximum of 1 holiday week for every 11 weeks studied.

12. SICKNESS

Absence due to sickness or accident can only be postponed in the event that the student is off sick between 4 and 14 consecutive days and is able to provide a medical certificate confirming the illness and covering the period in question. If the student has a more serious illness and is absent for more than 15 days, they should use their Student Travel Insurance if purchased.

13. INSURANCE

TEG English strongly recommends that the student invests in comprehensive travel and medical insurance for their stay.

14. MEDICAL INFORMATION

For safeguarding purposes, the student must inform us at the time of booking of any disabilities, medical, dietary or other information that may affect the student on the premises. If the student does not inform us of any physical or mental issues, we reserve the right to make suitable arrangements for them to return to their country at their expense and inform any relevant authorities or embassies.

15. TEG ENGLISH RULES

Students are expected to participate actively in their class, to take progress tests periodically, and to do homework regularly.

The College reserves the right to refuse re-admission or to dismiss any student in the event of serious misconduct, perpetual lateness (without a satisfactory reason) or unsatisfactory work. In such instances there will be no refund of tuition fees or certificates issued.

Examples of serious misconduct and abusive behaviour

- Verbal or physical abuse to a student or a member of staff. Verbal abuse can include bullying, harassment, abuse on grounds of physical, sexual, racial, sexual orientation or national differences, threatening violence or threatening damage to personal property. Physical abuse includes actual violence, sexual harassment or indecent assault. This applies on and off the College premises.
- Deliberate damage or misuse of school resources or vandalism to the College building or property.
- Misuse of IT facilities by downloading offensive or pornographic material.
- Theft of college resources or another student's/member of staff's personal property.
- Repeated refusal to follow College rules.
- Behaviour outside the school that could bring the College into disrepute.
- A student breaking UK law (e.g. drug abuse or driving offences).

16. PRICES

TEG English Course fees are non-negotiable. All prices are charged at the published pricelist available on our website, in published material and at reception.

16.1. Booking through third parties/agents/ETO

Please note that if a student books through an agent or third-party website, their terms & conditions may apply. Agency fees may be added to prices where a recognised intermediary agent is involved but TEG English does not receive any higher rate for this.

16.2. Special Offers

Special offers can be withdrawn at any time by the College (though obviously not after a student has paid the special offer amount in full) and are available purely at the discretion of the College. If a student has already paid the full price, then we cannot refund it in favour of a special offer price.

16.3. Other

No reductions or refunds for holidays, work or other study commitments are available. Any other study price rates are at the discretion of the Principal.

17. DISABLED ACCESS

TEG English Colleges currently have no comprehensive access for disabled students.

18. COMPLAINTS PROCEDURE

We take complaints and feedback very seriously. Please see our policy website for more information.

19. PUBLICITY

The College may take photographs and/or videos of students for promotional purposes. On the application form, students are given the option to opt out to allow us to use any photographs taken or comments made in questionnaires issued by TEG Colleges for promotional purposes. Students can withdraw their consent by writing to the Principal.

20. PRIVACY POLICY

Students are responsible for giving the College accurate and up-to-date information about their address, phone numbers, e-mail address and emergency contact details in the UK and home country whilst studying at the College. TEG English Colleges will collect and maintain the student's personal information lawfully and fairly, in accordance with the 2018 General Data Protection Regulation (GDPR). This confidential information will be protected against loss, theft, unauthorised access, disclosure, copying or modification. It will not be supplied to third parties without the student's permission. TEG English will only disclose it without consent if any regulatory or governmental body requests or requires it. TEG English Colleges are registered in accordance with ICO (No: Z208732)

21. INTELLECTUAL PROPERTY

All intellectual property rights in TEG English's name, logo, website, promotional and marketing materials and all course and examination content and materials belong to TEG English. Anyone seeking to use, publish or copy any of TEG English's materials needs to seek our permission in order to do so.

22. LIABILITY

TEG English and their staff and representatives will not be liable for loss, damage or injury to persons or property however caused, except where such liability is expressly imposed by UK law. The College is not responsible for the safekeeping or delivery of any mail or parcels sent to students at the College.

23. FORCE MAJEURE

No TEG English College or its representatives are liable for refunds or damages, however they arise, in cases where the College is unable to provide any services to which they are contractually bound because of labour disputes, insufficient demand for courses or for any other reasons that are beyond their control.

24. THE COMPANY

Tompkins Educational Group (TEG) is the name for all Colleges owned and controlled by the Director of the holding company, which is Portsmouth Language College Ltd. (Registered at Companies House UK No. 6181002). The Director's name is David Tompkins.

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