



**Residential Courses**

Centre Start & Finish	Age Range	Start Dates	2 weeks	3 weeks	Extra weeks or 1 week	Extra Information
<b>ABBOTS BROMLEY SCHOOL</b> 06/07 to 03/08 Mondays	10 to 17	06/07, 13/07, 20/07, 27/07*	£1420	£2130	£710	FREE 5 Star Activity Programme – including: Archery, Horse Riding, Climbing, Professional Dance Classes and Skiing Premier League Experience: two professional football coaching sessions at the school every week plus a Premier League stadium tour once every 2 weeks. Supplement £50 per week
<b>ALDENHAM SCHOOL</b> 29/06 to 03/08 Mondays	10 to 17	29/06, 06/07, 13/07, 20/07, 27/07*	£1420	£2130	£710	FREE The London Experience – 3 afternoons & 2 evenings per week in the heart of London including sightseeing tours, shopping trips and visits to London's most famous museums
<b>AMPLEFORTH COLLEGE</b> 05/07 to 09/08 Sundays	10 to 17	05/07, 12/07, 19/07, 26/07, 2/08*	£1500	£2250	£750	FREE overnight stay in London including travel by coach, accommodation, River Boat Trip, Sightseeing Tour; Shopping Coaching Programmes: qualified coaches 5 hours per wk Supplement - £30 per week for Tennis, £50 for Golf
<b>DEAN CLOSE SCHOOL</b> 29/06 to 03/08 Mondays	10 to 17	29/06, 06/07, 13/07, 20/07, 27/07*	£1470	£2205	£735	FREE Extra English Programme – 4 hours extra per week Supplements: Single room with shared en-suite - £15 per week Shared room with en-suite - £10 per week
<b>EDINBURGH COLLEGE</b> 28/06 to 09/08 Sundays	12 to 17	28/06, 05/07, 12/07, 19/07, 26/07, 02/08*	£1470	£2205	£735	FREE The Edinburgh Experience – 3 afternoons & 2 evenings per week in the heart of Edinburgh in the heart of Edinburgh including local tours and museum visits
<b>HARROGATE COLLEGE</b> 06/07 to 17/08 Mondays	10 to 17	06/07, 13/07, 20/07, 27/07, 03/08, 10/08*	£1500	£2250	£750	FREE Extra English Programme - 4 hours extra per week FREE overnight stay in London including travel by coach, accommodation, River Boat Trip, Sightseeing Tour; Shopping 2 week courses for Trinity Exams start 20/07 & 03/08; £295 including 15 hours coaching & exam fee
<b>PRIOR PARK COLLEGE</b> 06/07 to 10/08 Mondays	10 to 17	06/07, 13/07, 20/07, 27/07, 03/08*	£1470	£2205	£735	FREE Extra English Programme – 4 hours extra per week FREE Multi Sport activity programme – including Kwik Cricket, football coaching, tag rugby, modern dance
<b>QUEEN ETHELBURGA'S COLLEGE</b> 28/06 to 02/08 Sundays	10 to 17	28/06, 05/07, 12/07, 19/07, 26/07*	£1590	£2385	£795	FREE overnight stay in London including travel by coach, accommodation, River Boat Trip, Sightseeing Tour; Shopping FREE Multi Sport activity programme – including Kwik Cricket, football coaching, tag rugby, modern dance FREE extra half-day excursion each week
<b>ROYAL RUSSELL SCHOOL</b> 05/07 to 16/08 Sundays	10 to 17	05/07, 19/07, 26/07, 02/08, 09/08*	£1500	£2250	£750	The London Experience – 3 afternoons & 2 evenings per week in the heart of London including sightseeing tours, shopping trips and visits to London's most famous museums – Supplement £45 per week
<b>ST LAWRENCE COLLEGE</b> 28/06 to 16/08 Sundays	10 to 17	28/06, 12/07, 19/07, 26/07, 02/08, 09/08*	£1420	£2130	£710	En-suite supplements – Single Room £25 per week, Shared Room £10 per week Premium en-suite supplements – Single Room £35 per week, Shared Room £20 per week

1 Week courses only\*

**Prices include:** 15 hours of English lessons per week in multinational classes + Full board residential accommodation + Activity programme with 5 daytime activities, 7 evening activities, 1 half day and 1 full day excursion per week.

**Lesson Times:** We operate a zig-zag teaching programme at St Lawrence College, so lessons may be in the morning or afternoon. We reserve the right to run zig-zag programmes at other centres.

**Extra Nights:** £75 per night, by arrangement only.

*Accommodation is in twin or multi-bedded rooms sharing with students of a different nationality although friends can share together. Single rooms are available at some centres as shown above.*

## Homestay Courses

<b>EDINBURGH</b> 28/06 to 09/08 Sundays	12 to 17	28/06, 05/07, 12/07, 19/07, 26/07, 02/08 *	£1190	£1785	£595	FREE The Edinburgh Experience – 3 afternoons & 2 evenings per week in the heart of Edinburgh, including sightseeing tours and local visits
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<b>HARROGATE</b> 06/07 to 17/08 Mondays	12 to 17	06/07, 13/07, 20/07, 27/07, 03/08, 10/08 *	£1190	£1785	£595	FREE Extra English Programme - 4 hours extra per week FREE overnight stay in London including travel by coach, accommodation, River Boat Trip, Sightseeing Tour; Shopping 2 week courses for Trinity Exams start 20/07 & 03/08; £295 including 15 hours coaching & exam fee
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**Prices include:** 15 hours of English lessons per week in multinational classes + Full board homestay accommodation + Activity programme with 5 daytime activities, 2 evening activities, 1 half day and 1 full day excursion per week. **SUPPLEMENTS:** Single Room £25. Extra Nights £75 per night, by arrangement only.

**1 Week courses** are available on dates with \*

<b>RAMSGATE</b> 21/06 to 29/08 Sunday to Saturday	12 to 17	21/06, 28/06 05/07, 12/07, 19/07, 26/07	<b>With Activity Programme PLUS</b>				<b>With Activity Programme</b>			
			2 weeks	3 weeks	4 weeks	Extra Weeks	2 weeks	3 weeks	4 weeks	Extra Weeks
			£1050	£1575	£2100	£525	£940	£1410	£1880	£470
		02/08, 09/08, 16/08	£950	£1425	£1900	£475	£840	£1260	£1680	£420

**Prices include:** 15 hours of English lessons per week in multinational classes + Half board homestay accommodation. Courses with **Activity Programme Plus** include 4 daytime activities, 5 evening activities, 1 half day trip & 1 full day trip per week. Courses with **Activity Programme** include 4 daytime activities, 5 evening activities.

**Lesson Times:** We operate a zig-zag teaching programme at Ramsgate, so lessons may be in the morning or afternoon. We reserve the right to run zig-zag programmes at other centres

**SUPPLEMENTS:** Full Board £25 per week. Single Room £25. Extra Nights £25 per night by arrangement only. 2 week courses for Trinity Exams start 12/07, 26/07 & 09/08; £295 including 15 hours coaching & exam fee.

## OTHER INFORMATION

**POCKET MONEY:** Pocket money and personal expenditure may be included with payment for course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Students need only bring personal spending money - everything else is included. However there are always a range of exciting optional trips available at all centres which could be an extra £30 a week.

**ARRIVAL & DEPARTURE DAYS:** Students should arrive and depart on Sundays or Mondays as shown in the price list. Extra nights may be possible by agreement.

**TRINITY GESE EXAMS:** The GESE (Graded Examinations in Spoken English) exam is an internationally recognised qualification. Our 2 week Trinity coaching course at Harrogate with 15 hours of extra lessons specifically guides students in the preparation of their topic discussion and the fundamentals of the exam. Courses start on 20/07 & 03/08. Supplement - £295 including 15 hours coaching & exam fee.

Groups only: GESE exams can be booked at any of our centres (min. 1 months' notice required). Price: £600 for up to 15 entrants. Includes exam and 2 hours of preparation

**ACTIVITIES AT RAMSGATE:** There are 2 programmes available. The Activity Programme Plus has a weekly programme of 4 daytime activities, 5 evening activities, 1 half day trip & 1 full day trip. The Activity Programme has a weekly programme of 4 daytime activities, 5 evening activities but no trips. Juniors must book an Activity Programme Plus. Young Adults (16 & 17 years) must book either the Activity Programme or the Activity Programme Plus.

**LAUNDRY:** A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

**INTENSIVE COURSES AT RAMSGATE:** Young Adults aged 16 & 17 arriving on 05/07 or 02/08 can have intensive courses of 20 hours per week (supplement £40 per week) or 25 hours per week (supplement £75 per week).

**JUNIORS:** At Churchill House the wellbeing of our juniors (aged 15 and under) is particularly important. Juniors are always under the supervision of our staff whether in class or in activities and are placed in specially selected families. We have a Liaison Officer responsible for overall care and supervision. On trips, Juniors must stay with our staff escort, group leader or other responsible adult at all times. After full day coach trips we arrange for students to leave the coach close to their families and after evening activities we ensure that students get home safely. **At Ramsgate, Junior students must choose full board (for which there is a supplement of £25 per week) and the Activity Programme Plus.**

**TRANSFER SERVICE – INDIVIDUAL STUDENTS**

Prices shown are one way

TO ↓	FROM →	Heath row →	Gat wick →	Stans ted →	Luton →	Lon don City →	Bris tol →	Birm ing ham →	East Mid lands →	Man ches ter →	Liver pool →	Leeds Brad ford →	Glas gow →	Edin burgh →
Abbots Bromley	shared	£65	-	£65	-	-	-	-	-	£50	-	-	-	-
	taxi	£200	£230	£220	£200	£300	-	£85	£110	£110	£155	£220	-	-
Aldenham	shared	£45	-	£55	-	-	-	-	-	-	-	-	-	-
	taxi	£70	£100	£85	£55	£100	-	-	-	-	-	-	-	-
Ampleforth	shared	£65	-	£65	-	-	-	-	-	£50	-	-	-	-
	taxi	£350	£370	£270	£270	£350	-	-	£170	£150	£180	£95	-	-
Dean Close	shared	£60	£60	£60	-	-	-	-	-	-	-	-	-	-
	taxi	£140	£180	£195	£180	£185	£95	£95	£140	-	-	-	-	-
Edinburgh	shared	-	-	-	-	-	-	-	-	£75	-	-	£50	£25
	taxi	-	-	-	-	-	-	-	-	£615	£630	£520	£185	£65
Harrogate	shared	£65	-	£65	-	-	-	-	-	£50	-	-	-	-
	taxi	£360	£380	£280	£280	£360	-	-	£190	£160	£190	£75	-	-
Prior Park	shared	£65	£65	-	-	-	-	-	-	-	-	-	-	-
	taxi	£180	£205	£300	£245	£230	£80	£225	£195	-	-	-	-	-
Queen Ethelburgas	shared	£65	-	£65	-	-	-	-	-	£50	-	-	-	-
	taxi	£350	£370	£270	£270	£350	-	-	£170	£150	£180	£95	-	-
Royal Russell	shared	£50	£50	£55	-	-	-	-	-	-	-	-	-	-
	taxi	£95	£80	£135	£135	£85	-	-	-	-	-	-	-	-
Ramsgate & St Lawrence	shared	£65	£65	£65	-	-	-	-	-	-	-	-	-	-
	taxi	£150	£135	£160	£160	£135	-	-	-	-	-	-	-	-

These Shared Transfer Services by Coach operate on arrival days between 09:00 hours and 17:00 hours (waiting time 0-3 hours) and on departure days for flights leaving between 10.00 hours and 18.00 hours.

These Shared Transfer Services use two coaches on each arrival day leaving the airport at 13.00 hours and 17.00 hours so choose flight times to match. On departure days the return flight must be between 10.00 hours and 18.00 hours.

This Shared Transfer Service uses two coaches on each arrival day leaving the airport at 13.00 hours and 17.00 hours so choose flight times to match. On departure days the return flight must be after 12.00 mid-day.

All students are met at the flight arrival gate on arrival and are supervised at all times.

**Our Taxi Service** is available on any arrival day at any time from any arrival point – airport, railway station, ferry port etc.

**Other Taxi possibilities include**

York or Thirsk Railway Station to Ampleforth	£50	Ebbsfleet International Railway Station to Royal Russell	£75
Dover to Ramsgate/St.Lawrence	£50	Stafford Railway Station to Abbots Bromley	£45

**Juniors** (aged 15 and under) All students must use our transfer service or be accompanied by a responsible adult aged 18 years or older. If not using our transfer service, customers must provide Churchill House with confirmation of travel arrangements to/from the centre before the course starts and these arrangements must meet our safeguarding requirements.

**HOW DO I ENROL?**

- Complete the enrolment form and either e-mail, fax, or post it to us as soon as possible.  
E-mail: [welcome@churchillhouse.co.uk](mailto:welcome@churchillhouse.co.uk) Fax: +44 1843 584827.  
Address: Churchill House School of English Language, Spencer Square, Ramsgate, Kent, CT11 9EQ
- You must also pay a deposit of £250 at the same time (see 'How do I pay?' below).
- Alternatively you can book online on our website. Just click 'Apply Online' on the home page [www.churchillhouse.com](http://www.churchillhouse.com)

**HOW DO I PAY?**

The deposit of £250 must be paid when you book. It is also possible to make full payment at this stage. You can pay:

- By bank transfer (Airmail, Telex, Swift). Bank details: A/C name: Churchill House School of English Language. A/C no: 41133659. Bank: HSBC. 1 High Street, Ramsgate, Kent CT11 9AD, UK. Sort code: 40-38-02  
IBAN: GB79MIDL40380241133659 BIC/SWIFT CODE: MIDLGB22  
*Please fax/post/email attaching a copy of the transfer document to us together with your enrolment form.*

2. By credit card: Payment may be made by Visa, Mastercard, American Express or an internationally accepted Debit Card such as Visa Electron. Simply complete the credit card slip on the enrolment form. **Please note that a 3% surcharge will be added to payments made by credit card.**

All payments must be in UK Sterling.

When we have received your enrolment form and £250 deposit we will reserve the course and accommodation for you and send you a Certificate of Enrolment confirming your course dates and the total price.

**Please note: We must receive full payment for your course at least 21 days before you arrive.**

## TERMS AND CONDITIONS - INDIVIDUAL STUDENTS

All enrolments are subject to the following conditions which become legally binding on acceptance of enrolment by Churchill House School of English Language (Churchill House).

### 1. PAYMENT OF FEES

All fees must be paid in full no later than 21 days before arrival. When we have received your enrolment form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price. The deposit of £250 must be paid when you enrol for a course. All payments must be made in UK Sterling; on credit card payments a 3% surcharge will be added on the total amount to cover credit card charges. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

### 2. VISAS

Some students require a Student Visa or Tourist Visa. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in the UK. Arranging the correct Visa is the sole responsibility of the student or agent but Churchill House will provide what help is necessary. Visa support documentation will be provided on receipt of £250 deposit.

### 3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel and medical problems, cancellation or the termination of their course. If you opt out of the school's Studentguard policy designed specifically for students (£4.65 per week) Churchill House will not be held responsible for any cost for not having an adequate travel insurance policy. For more information please contact the school's sales department.

### 4. GENERAL REFUND POLICY

All refunds will be sent to the account of the person who has paid it. If a student's visa application is rejected after payment has been received all fees will be refunded on providing we receive a visa refusal letter.

### 5. CANCELLATION POLICY

- If you cancel your course because your visa application was refused we will refund 100% of fees paid on receipt of the original written visa refusal.
- If you cancel your course up to 21 days before the start date, we will refund the total fees paid. If you cancel your course less than 21 days before the start date, the full value of all fees paid, will be transferred to another course of your choice at a later date.

### 6. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made

### 7. OUR STUDENT DISCIPLINE PROCEDURE

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely in our opinion to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. Churchill House reserves the right to terminate the programme of any person whose behaviour is contrary to applicable local laws. This behaviour includes but is not limited to: underage purchase or consumption of alcohol, possession of illegal substances, damage to property, threatening or violent behaviour.

If students are found to be involved in bullying and harassment, in breach of school rules then action will be taken in accordance with our anti-bullying policy and our Student Discipline Policy. Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class for longer periods and further sanctions. More serious offences may result in formal disciplinary procedures and a written warning. At this stage parents or the agent will be informed that another reoccurrence will lead to expulsion at their expense. The final course of action will be expulsion from the school.

### 8. EXPULSION

Students found to be in serious or persistent breach of the Churchill House Summer Centres school rules, or the rules of the venue school, may be expelled. In this case, their parent/guardian is required to make arrangements for their return home immediately. Churchill House will not be liable for any costs incurred in repatriating a person. No refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

### 9. RESOLUTION OF DISPUTES

#### ▪ Sales

If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director of Sales and Marketing.

#### ▪ Summer Centres

If you have a problem with any aspect of your course, activities or accommodation, please tell your Individuals Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Director at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

#### **10. SERVICES**

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, accommodation and dates of the programmes where circumstances beyond Churchill House control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

#### **11. LIABILITY**

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

#### **12. FORCE MAJEURE**

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside it's control.

#### **13. PROMOTIONAL ACTIVITY**

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

#### **14. DATA PROTECTION**

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

#### **15. AGENTS**

All the above terms are applicable to direct students and agents unless variations are expressly agreed between the agent and Churchill House in writing.

#### **16. EMERGENCY CONTACT DETAILS**

Customers must provide 'next of kin' details (name and telephone number of a parent/guardian). In case of emergency medical/legal consent is required.



## GROUP TRANSFERS

Prices are per person and INCLUDE ARRIVAL & DEPARTURE. Prices for smaller groups - please contact us.

FROM → TO ↓	Heath row →	Gat wick →	Stans ted →	Luton →	Lon don City →	Bris tol →	Birm ingham →	East Mid lands →	Man ches ter →	Liver pool →	Leeds Brad ford →	Glas gow →	Edin burgh →
Abbots Bromley	B	B	B	B	B	-	A	A	A	A	B	-	-
Aldenham	A	A	A	A	A	-	-	-	-	-	-	-	-
Ampleforth	B	B	B	B	B	-	-	A	A	A	A	-	-
Dean Close	B	B	B	B	B	A	A	A	-	-	-	-	-
Edinburgh	C*	-	-	-	-	-	-	-	C	C	C	A	A
Harrogate	B	B	B	B	B	-	-	A	A	A	A	-	-
Prior Park	B	B	C	B	B	A	B	B	-	-	-	-	-
Queen Ethelburga's	B	B	B	B	B	-	-	A	A	A	A	-	-
Royal Russell	A	A	B	B	A	-	-	-	-	-	-	-	-
Ramsgate & St Lawrence	B	B	B	B	B	-	-	-	-	-	-	-	-

	Number of Students			
	15-24	25-34	35-44	45 +
<b>Transfer A Price</b>	£75	£65	£55	£45
<b>Transfer B Price</b>	£90	£70	£60	£50
<b>Transfer C Price</b>	£105	£85	£75	£65

### ARRIVAL AND DEPARTURE TIMES:

To ensure host families (and students) are not unduly inconvenienced the latest scheduled arrival time at an airport should be no later than 21.00 and the earliest scheduled departure from an airport should be no earlier than 10.30. All group members must arrive and leave together.

\* Edinburgh–Heathrow price is one way only

## CONDITIONS & TERMS OF BUSINESS FOR GROUPS 2015

Please read our terms of business below carefully and if there is anything that is not clear please ask us for clarification. When we send you quotes, proformas and invoices it is on the understanding that you have accepted and agreed our terms of business in their entirety

### 1. PAYMENT OF FEES

All fees must be paid in full no later than 21 days before arrival. If this is not done then the original terms of contract may be deemed to be invalid and we therefore reserve the right to reduce the agreed commission by 5%. To confirm a reservation we must receive a deposit of £250 per student to be irrevocably credited to our bank account for the number of places reserved. We cannot guarantee acceptance of any group or part of a group until the entire deposit is paid. We accept no liability for any losses incurred by failure to pay a deposit. We advise that deposits be made by April 1st for all summer courses. Advantageous commissions are available for agents who pay deposits earlier than April 1st. If optional trips are booked which require payment in advance by us (e.g. multi day tours) then the full price of these must be paid at the same time as the deposit. All payments must be made in UK Sterling; on credit card payments a 3% surcharge will be added on the total amount to cover credit card charges. Group payments must be made as a group and not as a series of individual payments. We are aware that this is not always possible and will accept a reasonable number of payments. However, if a series of individual payments are made an administration fee of £50 per payment will be charged. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

### 2. VISAS

Arranging the correct Visa for each group is the sole responsibility of the agent but Churchill House will provide any help that is necessary. Visa support documentation will be provided on receipt of the group deposit.

### 3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel and medical problems, cancellation or the termination of their course. If you opt out of the school's Studentguard policy designed specifically for students (£4.65 per week) Churchill House will not be held responsible for any cost for not having an adequate travel insurance policy. For more information please contact the school's sales department.

### 4. STUDENT DETAILS

We send you an Electronic Input Form (EIF) which is a spreadsheet for you to fill in with all students' details - names, dates of birth, emergency contact numbers etc. We will not accept any other means of supplying us with student details and not fully completed forms will be returned until fully complete. We must receive the fully completed EIF no less than 30 days before the arrival date.

We reserve the right to refuse the enrolment of any student for any reason including inappropriate level of English.

### 5. ACCOMMODATION

The number of each type of accommodation varies from centre to centre. Until we have received a deposit we cannot confirm requests for any particular accommodation type. If standard price rooms are requested and these are fully booked when we receive your deposit the group will be accommodated in premium accommodation and be charged the appropriate supplement.

## 6. GROUP LEADERS

The minimum group size for free places is 15 students

15–19 students - 1 free place 20–35 students - 2 free places 36–47 students – 3 free places 48+ students - 4 free places

Group Leaders must be responsible adults aged 21 years or older who are required to take an active part in supervising and managing the welfare of the group, and to carry out the duties as detailed in the Group Leader Manual. The free places offered for group leaders must be taken up by named responsible adults and are not transferable to students. If, for any reason, the school deems a group leader incapable of carrying out the duties required of them, we reserve the right to replace him/her with a member of our staff and we reserve the right to claim reimbursement from the agent for costs incurred.

Group leaders must be responsible adults known to agents and you must have made all the appropriate checks available to you in your country (e.g. Police certificate of good conduct or other criminal record checks, etc.) and that these indicate that there is no reason why this person should not have responsibility for supervising a group of children.

For groups of less than 15 students a charge based on the list price will be made for the group leader depending on the actual number of students in the group. This charge will also be made on group leaders additional to the free ones as above.

Percentage of list price: 12-14 students 35%, 9-11 students, 50%, 6-8 students 65%, 3-5 students 80%.

## 7. OUR STUDENT DISCIPLINE PROCEDURE

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely in our opinion to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. Churchill House reserves the right to terminate the programme of any person whose behaviour is contrary to applicable local laws. This behaviour includes but is not limited to: underage purchase or consumption of alcohol, possession of illegal substances, damage to property, threatening or violent behaviour.

If students are found to be involved in bullying and harassment, in breach of school rules then action will be taken in accordance with our anti-bullying policy and our Student Discipline Policy. Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class for longer periods and further sanctions. More serious offences may result in formal disciplinary procedures and a written warning. At this stage parents or the agent will be informed that another reoccurrence will lead to expulsion at their expense. The final course of action will be expulsion from the school.

## 8. EXPULSION

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## 9. RESOLUTION OF DISPUTES

### ▪ Sales

If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director of Sales and Marketing.

### ▪ Summer Centres

If you have a problem with any aspect of your course, activities or accommodation, please tell your Individual Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Director at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

## 10. CANCELLATION POLICY

- *Cancellation of any of the reserved places up to 30 days before arrival.*

We will make a refund of the total amount paid less deposit and less any administrative costs we have incurred such as courier & visa charges.

- *Cancellation of any of the reserved places between 29 and 8 days before arrival.*

We will make a refund of 75% of the total course value less any administrative costs we have incurred such as courier & visa charges.

- *Cancellation of any of the reserved places within 7 days of arrival.*

We will make a refund of 50% of the total course value less any administrative costs we have incurred such as courier & visa charges.

- Refunds cannot be made once a course has commenced.
- Refunds cannot be made where a group arrives later or leaves earlier than booked.
- If a group member cancels after we have received the final details and is replaced with another, we will make no cancellation charge or administration charge.

## 11. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, accommodation and dates of the programmes where circumstances beyond Churchill House control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably. The School reserves the right to amend the activity programme according to prevailing circumstances and to substitute one activity for another, the replacement to be of equal or greater value. The School reserves the right to change the order of activities. Bookings for an Activity Programme or additional trips must normally be for the complete group. We cannot guarantee a choice of activities for reservations made after March 1<sup>st</sup>. We reserve the right to charge an administration fee for changes made to the booking and for non-standard requests and variations.

## 12. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

## 13. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

## 14. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

## 15. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

## 16 AGENTS

All the above terms and conditions are applicable to all groups unless variations are expressly agreed between the agent and Churchill House in writing.

## 17. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

## 18. RAMSGATE ACCOMMODATION

The price list is for half board. The number of meals provided is equivalent to the number of days' accommodation. Any extra meals will incur an additional charge. For full board there is a supplement of £25 per person per week. No commission is payable on this supplement. Group members must all have either full board or half board and shared room or single room. All members of a group must also have the same course of lessons.

## 19. EMERGENCY CONTACT DETAILS

Customers must provide 'next of kin' details (name and telephone number of a parent/guardian). In case of emergency medical/legal consent is required.

