



## Course Description

The Speak English Buddy System has been developed to totally immerse the delegate into the English language to enable them to not only speak English, but to think in English.

Delegates will be partnered with a variety of carefully selected native English speakers to facilitate the unique experience of colloquial phrasing and accents. Our system concentrates on conversational English to improve on the speed of speaking, listening, understanding and pronunciation.

There are no text books and no classroom setting. Accommodation in 3 or 4 star hotels, which are nestled in the beautiful Sussex countryside with all facilities on site, so there is no travelling involved each day, this helps with a more relaxed approach to enable conversation to flow naturally as delegates and Buddies can choose to disburse and relax in the hotel lounges for conversations.

We will have a meeting room at the hotel for presentations and for fun and informal activities to further stimulate conversations and team building.

One to one from 10am to 4.30pm each day with English Buddies broken down into 50 minute sessions – Buddies will even join delegates over lunch for continuation of conversation.

During each session delegates and Buddies will be set tasks and suggestions for conversations which will involve telephone conferencing, presentations, situations and role playing either one to one or in small groups.

By the end of the week the delegate can expect to have improved on their speaking and listening skills and will be awarded a certificate of attendance at our closing ceremony.

## Teacher/Delegate/Buddy Profile

**Teacher:** Each course is conducted by a fully qualified TEFL/ TESOL teacher with many years experience.

**Delegate:** Each delegate has to be over the age of 18 years and reached the minimum of Intermediate level to be able to conduct conversations.

**Buddy:** Each buddy will be carefully selected to match the professional and social background of our delegates, although throughout the week the buddies and delegates will swop around to facilitate variety.

# Speak English Buddy System (SEBS)

## Minimum Requirement

You must be 18 years old or over (there is no upper age limit)

You must have attained intermediate level of English

## UK Entry Documentation

Our bookings are available to those who do not require visa support documentation from SEBS Ltd to enter the UK. It is the responsibility of delegates to ensure that they have the correct documentation for entry into the UK.

## How to book

- Complete the booking form from our website and submit it to us, please ensure you have selected a 1<sup>st</sup> 2<sup>nd</sup> & 3<sup>rd</sup> choice of dates. This is a pre-booking submission and subject to availability.
- We will send you a Provisional Placement Confirmation email with the date that is available, within 10 working days (working days are Monday-Friday).
- Attached to this email will be a copy of our Terms & Conditions which can also be viewed on our email.

## Payment of fees

- If all is in accordance with our terms and conditions then a proforma invoice will be emailed to you, which will have details of payment and how to pay and advise you to then commence making your travel arrangements. To secure your booking, 100% of payment must be received within 10 working days from the date of the invoice otherwise the booking date may no longer be available.
- **PLEASE NOTE:** delegates will not be allowed to start their week unless FULL PAYMENT has been received by SEBS Ltd.
- All bank charges and transfer fees must be paid by the delegate.
- All fees are to be made in Sterling by bank transfer and our bank details will be on the proforma invoice.
  
- SEBS operates from the second Sunday in January till the end of the second week in December
- The booking is valid only for the person specified on the Proforma Invoice and not transferable.
- There is no reduction in fees where there is a UK public holiday.
  
- As soon as you have finalised your travel arrangements these must be notified to SEBS.
- You must agree to our terms & conditions before submitting booking form.

## Cancellation Charges if Delegate cancels

**Cancellation for whatever reason must be received in writing and the following charges will apply:**

- Less than 14 days before the commencement of the course: 100% of the booking fee.
- 14 - 30 days before the commencement of the course: 50% of the booking fee.
- More than 30 days before the commencement of the booking: 25% non refundable charge.

Please note that if a course is curtailed by the delegate AFTER commencement for whatever reason, no refund can be given. Delegates must arrange insurance to cover this.

## **Change or Cancellation of a booking by SEBS**

SEBS reserves the right to cancel or change a booking, without liability, if forced to do so for reasons beyond its control or if in the unlikely event, the number of delegates drops below the minimum number required to make the booking viable. If this happens, SEBS will seek to offer alternative arrangements, dates or venues. If no alternative arrangements can be made, or if the alternative arrangement is unacceptable to the delegate then a full refund of fees less the 25% non refundable charge will be made. Once a refund has been made SEBS Ltd shall have no further liability.

## **Travel, Liability & Medical Insurance**

It is strongly recommended that all delegates have appropriate travel, liability and medical insurance. Such insurance should ensure that you are properly covered against cancellation charges, medical costs, repatriation, and loss of money or personal belongings and personal illness or accident claims. SEBS, its representatives and staff will not be liable for loss, damage, illness or injury to persons or property. It is the delegates' responsibility to take out personal insurance against such risks. Please ensure that the all necessary insurance documents are brought with you.

SEBS acts only as an intermediary between the delegate and travel organisations unless and to the extent caused by SEBS negligence, SEBS cannot be held responsible for any delay or accident during a journey nor for any incident which may happen during the delegates stay with SEBS.

## **Transfers to and from Venue**

If the delegate would like us to make arrangements for transfer to and from venue then this can be done upon request at an additional cost. Please indicate this on the full booking form and this will be arranged as soon as we receive your travel arrangements, the transfer costs will be detailed on the Proforma Invoice and must be paid in full together with the booking fee.

## **Health Declaration**

Delegates must disclose on the Booking Form any mental or physical illness, allergy, disability or condition that might interfere with their ability to successfully participate in the programme or that may impact on the health or well-being of any other delegate or staff member or that may require monitoring, treatment or emergency intervention of any kind during your time with us. SEBS reserves the right to reject or terminate a delegates' booking if their continued participation represents a risk to their own health and safety and well-being or to the health and safety and well-being of other delegate's or staff. No refund will be given in this event and all costs or repatriation will be the responsibility of the delegate.

## **Medical Information**

In the event of a serious accident or illness, SEBS will inform next of kin immediately and, for this purpose, it is essential that you provide us with an emergency address and telephone numbers on your booking form.

## **Force Majeure**

No compensation or refund is payable if any aspect of the booking has to be changed or altered in any way due to circumstances beyond our control. This covers incidents and circumstances such as war, terrorism, riot, natural or manmade disaster, pandemics, fire, adverse weather, technical problems, breakdowns, closure or congestion at airports or ports or industrial dispute.

## **Accommodation**

- Accommodation begins on the Sunday before commencement on Monday with arrival between 14.00 -16.00
- Departure on Saturday between 10.00 - 12.00 midday
- All bedrooms have en-suite shower facilities
- English Television in each bedroom
- Free Wi-Fi
- All bed linen & Towels are included
- You will be issued with a key to your bedroom and front door whilst you are with us
- There are laundry facilities available for you to use at an extra charge of £5.00
- All meals are included consisting of Breakfast – Cereals & Toast &/or Cooked Breakfast, Light Lunch, 2-3 Course Evening Meal with coffee &/or wine

## **Photographs, video and DVD**

SEBS reserves the right to use photographs taken during your time with us to illustrate on its promotional material. If a delegate wishes that his or her photo should not appear in this material, they should write to SEBS within one month of the photo-shoot. These photos have no commercial or contractual value.

## **Data Protection**

We use the personal information that you give us, including information about your health and religious or dietary requirements, to perform our contract with you. We may also use it to ensure that we comply with UK law, for internal training, or to send you further information about our services. If you do not want to receive further information from us, please write to us. We do not share your details with third parties other than as necessary to perform our contract with you. The information you give us is kept securely on our computer system, and is accessible by SEBS personnel only and in accordance with the Data Protection Act 1988 you are entitled to see the information relating to you personally which is held by us manually or on our computer system.

## **Complaints Procedure**

We hope you will be fully satisfied with your booking, but if you have a complaint about our services please submit it in writing to SEBS Ltd before the date of departure. We aim to resolve any issues instantly, so we ask you to bring any problems to our attention straight away. We will take your complaint seriously, and will address it and respond to it as quickly as possible.

## **Expectations of Delegates**

We expect all delegates to be respectful to everyone at all times whilst with us and reserve the right to repatriate any delegate at any time if we consider the delegate's behaviour to be detrimental to the general welfare and well being of other delegates or Staff. In such cases, there will be no refund of fees.

## **Validity of conditions**

These Terms and Conditions are subject to English Law and the English language version is legally binding in all cases.



## **Fee**

**£1,895.00 per week**

*Price is Exclusive of VAT and applicable to all delegates residing in the UK*

## **Arrangements**

- ❖ Arrival on Monday between 9.00pm – 10.00am *(if Sunday night accommodation is required then it is the delegates responsibility to make arrangements separately).*
- ❖ Departure Friday 4.30pm *(if Friday night accommodation is required then it is the delegates responsibility to make arrangements separately)*
- ❖ Bookings taken in 5 day blocks, delegates wishing to book for more than one can be arranged, with the connecting weekend being the delegates own free time, accommodation arrangements can be made separately or through us.

## **Price includes:**

- ❖ All one to one with an 'English Buddy'
- ❖ Accommodation in a three or four star hotel located in the heart of the Sussex countryside or in close proximity to the Sussex coast. All hotel rooms have English television and free Wi-Fi.
- ❖ All meals (English or Continental Breakfast, Lunch & 2-3 Course Evening Meal)
- ❖ Beverages during the day.
- ❖ Transportation to Mid-Week Cultural Excursion
- ❖ Certificate of Attendance

## **Additional Costs Not Included**

- ❖ Entry fee into place of mid week cultural excursion,
- ❖ Any additional hotel facilities used i.e. telephone use in rooms, additional beverages.

## Speak English Buddy System (SEBS)

	9.00am – 10am	10.00am – 1.00pm	1.00pm – 2.00pm	2.00pm – 4.30pm	4.30pm – 6.00pm	6.00pm – 7.00pm
Mon	Arrival	Meet English Buddies Orientation Ice Breaker	Conversational lunch with English Buddies	Various One to One or small group activities with English Buddy	English Buddies leave at 4.30pm	Evening meal  Free evening
Tues	Breakfast	Various one to one or small group activities with English Buddy	Conversational lunch with English Buddies	Various one to one or small group activities with English Buddy	English Buddy leaves at 4.30pm Group meeting	Evening meal  Free evening
Wed	Breakfast	Excursion to local & historical places of interest with English Buddies light lunch included			English Buddies leave at 4.30pm	Evening meal  Free evening
Thurs	Breakfast	Various one to one or group activities with English Buddy	Conversational lunch with English Buddies	Preparation for Theatre presentation with English Buddies	English Buddies leave at 4.30pm Group Meeting	Evening meal  Free evening
Fri	Breakfast	Last minute preparation & Showing of Theatre Presentation	Conversational lunch with English Buddies	Group activities & Closing ceremony	English Buddies leave at 4.30pm	Evening meal  Free evening

- ❖ **During weeks where there is a Bank Holiday then the mid-week excursion will be scheduled for the day the Bank Holiday falls on. On these occasions there will be no English Buddies accompanying on the excursion.**