

Regent's School of English Terms and Conditions

Age

1. The minimum age for students is 16 years. Students below the age of 16 will not be accepted.
2. Students aged 16 and 17 are placed in classes with 18+ and are not supervised outside of lessons and school activities/trips.
3. Written consent is required from parents/guardians of under 18s and students will not be accepted on our courses without such consent.
4. Students aged 16 and 17 cannot be accommodated on campus. Homestay accommodation can be arranged, or students can stay in privately arranged accommodation with their parents/guardians or nominated responsible adults.

Bookings and payments

1. An online form must be completed and submitted together with a valid passport copy.
2. A place on the course and in accommodation is not secured until a full payment for the course and accommodation has been received by Regent's. Students are advised to make their payments as soon as possible to secure their places on the course.
3. A course acceptance letter can only be issued when a full payment for the course has been received.
4. Payments can only be made by credit/debit card or a bank transfer via Flywire, using the link provided by Regent's. Payments must be made in the local currency of your bank account.

Level of English

1. Student's level of English is determined by Regent's School of English through a mandatory introductory interview and a short placement test. Students cannot choose their class level and are placed in appropriate level classes as determined by Regent's.
2. It normally takes approximately 12 weeks to move from one level to the next. The move is based on student's progress, determined by the monthly progress test results and feedback from the class teacher to student's performance in class.
3. If the student's English level is not suitable for the course they have booked, we reserve the right to move them onto a different course or to refuse them admission to the school.

Accommodation

1. On-campus accommodation is provided by Regent's. There are separate terms and conditions applicable to this accommodation option which will be made known to the student at the time of booking.
2. Off-campus accommodation is provided by external agencies. The contract is between guest (student) and host. Terms and conditions of the accommodation agencies will apply to off-campus accommodation bookings. These will be made known to the student at the time of booking.
3. Accommodation booking fee is non-refundable.

Visas

1. Students are responsible for obtaining a suitable UK visa, if applicable, in time for the start of the course.

2. Regent's Student Compliance and Immigration Team can provide guidance on the visa application process if requested.
3. In case of a visa refusal, course fees minus a cancellation fee of £400 will be refunded if you submit a visa refusal letter at least 1 week before of the start of the course. £400 cancellation fee is non-refundable.
4. Course fees are not refundable if your visa has been refused and you have not informed us at least 1 week before the course start date.
5. If you would like to change your course dates due to a delay in your visa application processing time, you need to inform us at least 1 week prior to the original start date of your course. If you do not give us at least 1 weeks' notice before the original course start date, the fees paid for the first week of the course will be lost. Course change fee of £60 will be applied.

Course Cancellations

1. **More than 4 weeks before the course start date:** You will receive a refund of your course fees minus a £400 cancellation fee.
2. **Less than 4 weeks before the course start date:** You will receive a refund of your course fees minus a £400 cancellation fee and minus two weeks' course fees.
3. **One week or less before the course start date or on the day the course starts or after the course start date:** No refund will be given.
4. Cancellations need to be made in writing via email on rse@regents.ac.uk
5. Refunds will be made using the same method as the original payment.

Course changes

1. Changes to course dates need to be made at least 4 weeks prior to the course start date and will incur a fee of £60.
2. Changes to course type (e.g., from General English to Intensive English) are subject to availability of a place on the course and the difference in fees is payable. If the new course is cheaper than the course originally booked, there is no refund of the difference.
3. It is not possible to convert a group course into private tuition.

Leaving early

1. If you choose to stop your course early, your fees are non-refundable under any circumstances.
2. We are unable to offer credits to students who leave early.
3. Fees are non-transferable to another person.

Course extensions

1. Courses may be extended provided there is a place available.
2. Extending the course will be considered as a new booking, and the fees will be charged at the published price but there is no booking fee for course extensions.
3. Payments for course extensions must be made via Flywire, using the link provided by Regent's.

Holidays

1. Regent's is closed on Saturdays and Sundays, UK bank holidays and for a Christmas holiday (which is normally 2 weeks around Christmas and the New Year).

2. Classes missed as a result of a public holiday or pre-scheduled days when the school is closed will not be refunded or made up.
3. Students can take 1 week of holiday (Monday to Friday) for every 12 weeks of their studies. If the holiday is requested 4 weeks in advance, a course extension of the same length as the holiday may be offered, subject to availability and visa requirements. If a 4-week notice is not given, a course extension will not be offered.

Attendance

1. Students are expected to attend all classes and arrive in class on time.
2. Attendance is monitored regularly.
3. Refunds will not be given for missed lessons, irrespective of the reason.
4. Missed lessons cannot be made up and courses cannot be extended as a result of missed lessons.
5. Fees will not be refunded if a student is asked to leave the school as a result of poor attendance or misconduct.
6. Students will only receive a certificate of attendance if their attendance has been 75% or more.

Conduct

1. Students are expected to adhere to Regent's rules and regulations and abide by the UK law.
2. Students are expected to behave reasonably and respectfully towards other students and staff.
3. In the event of gross misconduct or unsatisfactory attendance, students will be asked to leave the school and accommodation, and the fees will not be refunded.
4. Students will have to pay for any damage caused on the university premises or in accommodation.

Other

1. The maximum number of students per class is 16. In very rare circumstances the stated maximum class size might be exceeded. If this does happen, it will only be by 1 person and for one week.
2. Regent's reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund of all fees. If the student decides not to take the alternative course offered, we will not be liable for any losses incurred by the student for cancelled travel arrangements.
3. Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of individual lessons instead of the group course.
4. Regent's reserves the right to change teachers at any time during the course.
5. Regent's reserves the right to alter dates, fees and any particulars in the brochure without prior notice.

Personal information

1. We collect and store your personal information to provide and administer our courses to you.
2. If you book accommodation and airport transfer through Regent's, some of your details will be shared with third parties (i.e. accommodation and airport transfer providers).

3. Under UK law we must give information to UK Visas and Immigration if required to do so.
4. In order to fulfil our obligations to you, and, in some cases, to the British authorities, it is necessary for us to see and copy your passport (and visa if applicable), to have contact details for you in London (including a mobile phone number if you have one), and to have details of your next of kin. You must therefore agree to provide these details and keep them up to date if they change.

Force Majeure

1. Regent's is not liable for failure to perform its obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disasters that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.
2. In the event of an outbreak of an infectious disease, all students and or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the school.
3. If the school asserts Force Majeure as an excuse for failure to perform its obligations, then the school must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, agent etc.) was, where possible, notified of the likelihood or actual occurrence of the event.