Terms and Conditions

GENERAL

1. By paying a deposit, you are committing to studying the full length of your course. Should your plans change i.e., finish earlier than intended, no refunds on tuition fees will be given. A course is considered to have started on the first day of tuition, after any payment has been received.
2. Course fees must be paid before the course is started.
3. In order to take advantage of a cheaper price bracket, any student wishing to extend their course must inform ICE within the first two weeks of study.
4. Courses will only take place if justified by demand. If a course is cancelled by ICE and a student is unable to attend a replacement course, a refund of course fees will be made minus the cost of the course already studied.
5. All students must tell reception of any change of address, email or telephone number.

REFUNDS & CANCELLATIONS (Non-Visa Student)

1. In the event of a cancellation by a **non-visa** student booking in advance, for whatever reason, the following will apply:
   a. Cancellations must be made in writing and proof of writing must be provided by the student.
   b. Where a course is cancelled **more than 14 days** before the course start date, a full refund of course fees minus registration fee will be given.
   c. Where a course is cancelled **less than 14 days and more than 7 days** before the course start date, 25% of course fees will be retained by the school.
   d. Where a course is cancelled **less than 7 days** before the course start date, 50% of the course fees will be retained by the school.
   e. Where a cancellation is received once the course has started, refunds will only be given at the discretion

of the Director.

   a. **48 hours'** notice of cancellation is required for 1-to-1 lessons or full payment will be charged.
   b. Cancellations must be received within the working hours of 9am – 5pm. Cancellations received outside working hours will not be processed until the next day.

1. Refunds will be paid within six weeks of a student providing ICE with bank details. The payment must be returned via the same method that was used to make the payment. i.e., to the same credit card or the same bank account.
2. **If in person classes transition to an online format for any reason, no refunds, credits or fee reductions will be issued, as the same high standards, curriculum quality and level of teaching excellence will be fully maintained.**

REFUNDS & CANCELLATIONS (Visa Student)

1. A refund will only be granted in the event of a visa refusal. No refund will be given if a student changes their plans after ICE have provided a visa letter.
2. In the event of an application based on **false documentation of any kind**, no refund will be given.
3. In the event in which a visa is granted later than desired, no refund will be given to a student whose course has to be shortened as a consequence.
4. Students must send the letter to us within 30 days of the refusal to qualify for a refund. Possible banking fees must be borne by a student.
5. Where a refund has been granted, the deposit paid will be refunded minus the administration and registration fee on receipt of the original visa refusal letter. The administration fee is £200.00, the registration fee is £85.00.
6. To avoid any possibility of money laundering, refunds can only be made by bank transfer to the same account or *Flywire* or to the *s*ame credit card from which the payment was made.
7. Overseas students are reminded that they must comply with the Home Office regulations on immigration.
8. Refunds will be paid within six weeks of a student providing ICE with bank details. The payment must be returned via the same method that was used to make the payment. i.e., to the same credit card or the same bank account.
9. **If in person classes transition to an online format for any reason, no refunds, credits or fee reductions will be issued, as the same high standards, curriculum quality and level of teaching excellence will be fully maintained.**

GROUPS

1. On receipt of the application, an invoice is sent detailing the fees. Fees should be settled at least 4 weeks before the course starting date. In the case of registration less than 6 weeks before the course starting date, the full amount of the cost of the course must be sent on receipt of the invoice. PLEASE NOTE: students will not be allowed to start their course unless FULL PAYMENT has been received by the school. If you require visas, the school will provide the visa invitation letters only when 50% of the course fees plus the registration fee for each student has been received by

the school. In the event of an unsuccessful application all fees will be returned in full, less the cost of the visa invitation letter per student, which is £150.00.

2. For group bookings with accommodation, accommodation fees plus the booking fees must be paid in full at the time of booking on receipt of the invoice. Please note that accommodation cannot be reserved or held without payment.
3.
    a. Group cancellations must be made in writing.
    b. Where a course is cancelled **more than 21 days** before the course start date, a full refund of course fees minus registration fee will be given.
    c. Where a course is cancelled **less than 21 days and more than 7 days** before the course start date, 25% of course fees will be retained by the school.
    d. Where a course is cancelled **less than 7 days** before the course start date, 50% of the course fees will be retained by the school.
    e. Where a cancellation is received once the course has started, refunds will only be given at the discretion

of the Director.

    a. Cancellations must be received within the working hours of 9am – 5pm. Cancellations received outside working hours will not be processed until the next day.
    b. No accommodation fees can be refunded less than 5 weeks prior to the arrival date.
1. Refunds will be paid within six weeks of a student providing ICE with bank details. The payment must strictly be returned via the same method that was used to make the payment. i.e., to the same credit card or the same bank account. Unfortunately, ICE cannot make refunds in cash.

HOLIDAYS

1. There can be no changes of course dates with less than 2 weeks' notice. A student may organise a replacement class within the same week if acceptable to the teacher and reception.
2. For all courses up to and including 6 weeks' duration, holidays can only be booked on the day of enrolment. It is not permitted to book a short course and then book a holiday (with or without 2 weeks' notice) and replace the lessons lost.
3. For courses of 7 weeks or more duration, holidays can be booked with a holiday application submitted 2 weeks in advance of the holiday period requested.
4. Students are entitled to 2 weeks holiday per 12 weeks of study. This must be arranged a minimum of 2 weeks in advance.
5. All students must take **2 weeks holiday during Christmas break when the school is closed** (generally from the last Friday before Xmas to the 1st Monday in January). The students booking 36 weeks or more must take 2 weeks of their holiday allowance in the summer months of **June, July or August**.
6. If a student is sick and wishes to replace lost lessons, he/she must present a doctor's note to reception. However, a student may be permitted to informally replace a lost lesson in the same week with the permission of his/her teacher as long as the maximum class size is not exceeded as a result.

BEHAVIOUR

1. The Directors reserve the right to expel a student if they do not fulfil the above requirements or for behaviour disruptive to the general conduct of the Centre. In such cases no refund of fees will be given.

DECLARATION

I have read, understood, and agreed to the Terms and Conditions above.

Sign:

Print Name:

Date: