



## **Terms and conditions of enrolment**

### **English Language Courses for adult students**

#### **Fees and deposits**

1. The registration fee must accompany the course registration. This is non-refundable under any circumstances.
2. Registration is by course. Deposits are required for each course for which a registration is being made and must be paid at the time of registration. The deposits are credited towards the full fees. Except as detailed below, deposits are not refundable.
3. When a completed registration form and deposit(s) have been received an invoice will be issued to the student for the balance of fees due. This amount should be paid **at least 3 weeks** before the course begins.
4. If the registration form is submitted less than 3 weeks before the course begins the registration fee, deposit(s) and the full costs of the course and accommodation must be paid at the same time.
5. If St. Clare's is not able to offer a place on the course or to arrange accommodation as requested deposits will be refunded.
6. If a student does not take up the accommodation or a place on the course the deposit will not be refunded.
7. St. Clare's must receive the full Sterling amount of fees without deduction of bank or any other charges. If bank or other charges are deducted they will have to be paid to the College on arrival.
8. Students will not be permitted to occupy accommodation or begin courses until all deposits and fees have been paid. Fees not paid on time will be surcharged at 1% per month or part month for which they remain unpaid.
9. The Governors of St. Clare's reserve the right to alter the fees if increases in cost make this necessary.
10. Acceptance and entrance to St. Clare's constitute a contract to pay all fees and associated charges due.

#### **Cancellation and refunds**

11. If St. Clare's cancels the course a full refund of fees will be made to students.
12. Fees are not refunded once a course has been started or accommodation occupied.
13. Fees are not refunded if a student is asked to leave St. Clare's because of unsatisfactory behaviour or work. Any additional costs associated with an early withdrawal will be charged to the student.



14. If a student has paid for a course in advance but is unable to attend because of ill health or other unforeseen circumstance, it may be possible to claim on the travel insurance. Acceptance of claims is a matter for the insurer and not the College. You should consult the travel insurance documents and contact the insurer to establish whether there is a valid basis for a claim. If an insurance claim is not allowed St. Clare's may make the following refunds provided that the College receives written notification from the insurance company that it will not meet a claim:

- for cancellation more than 6 weeks before the starting date, full fees will be refunded, less the deposits and any bank charges;
- for cancellation in the 6 weeks before the starting date, or non-arrival, fees will be refunded, less two weeks' tuition and accommodation fees and any bank charges.

The cancellation conditions given above apply to each course, or part of a course for which a student is registered, for example if a student registers for two or more courses and cancels, the deposit or two weeks' fees is retained by St. Clare's from fees for each course before a refund is made.

15. In the event that a student is not given the appropriate visa permitting him/her to undertake a course at St. Clare's, any **deposit** paid will be refunded providing that both
- (a) documentary evidence of the refusal by the UK Border Agency (UKBA) is sent to the College; and
  - (b) the reason for the refusal is not because of any failure to comply with the visa application requirements.
16. Refunds will not be given if the reason for failing to secure a visa is that the applicant has not provided the information required by the UKBA or has not done so in sufficient time to allow that visa application to be processed before the course begins.
17. Refunds are at the discretion of St. Clare's.

### Travel insurance

18. It is a requirement of booking that students are covered by St. Clare's travel insurance policy. Further details of the cover and the exclusions can be found in the 'Travel Insurance: Summary of Cover' document on the College's website.

### Changes to the booking

19. A student wishing to change accommodation, cancel meals or move out of St. Clare's accommodation must give four weeks' written notice. Failure to do so will result in a charge for the full four weeks.
20. St. Clare's reserves the right to make an administration charge of £20 for each change to, or cancellation of the original registration which is made without giving the required notice period.

### General matters

21. The College's prospectus and other marketing material, both printed and in electronic form, do not form part of the contract with the fee payer.



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22. No party to this agreement shall be held in any way responsible for any failure to fulfill its obligations under this agreement if such failure has been caused (directly or indirectly) by circumstances beyond the control of the defaulting party. This shall include war, riots, acts of terrorism, industrial action, accident or equipment failure (except where such accident has been caused by the negligence of the defaulting party, its employees, sub-contractors, agents or otherwise).
23. The rights of St. Clare's will not be affected if the College does not enforce, or delays enforcing, any of these terms.
24. This agreement is governed by English law. Any dispute arising from it shall be subject to the exclusive jurisdiction of the English Courts.

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