



Chaucer College

Terms & Conditions

How to Book:

Our English courses for adults are available to students aged 16 years and over at course start date, with the exception of the Junior Summer Camp which is available to individual enrolments aged 16 or 17 years.

Any students aged 16 or 17 years must have permission from their parent/guardian and submit a parental consent form prior to their arrival.

1. Email completed booking form to: enrolment@chaucercollege.co.uk
2. As soon as received, a member of staff will be in touch, within three working days, to confirm your booking
3. Payment of a £50.00 non-refundable registration fee on confirmation of booking (excluding online courses), with the balance of fees due 4 weeks prior to course commencement
4. Full fees are payable if booking less than 4 weeks prior to course commencement

Cancellations:

Cancellations must be made in writing and adhere to the rules below:

- A refund of 80% of prepaid tuition fees is granted if a student cancels four weeks or more before the course begins
- A refund of 50% of prepaid tuition fees is granted if a student cancels less than four weeks but more than seven days before the course begins
- No refund is granted if a student cancels seven days or less before the course begins

Course Postponement:

If you choose to postpone or amend your booking, we will honour your enrolment and reserve your place on your revised requested dates. If fees have increased on your new course dates, the difference will become payable. We must receive at least 7 days' notice before your course begins if you require to postpone your start date. Failure to do so will result in the accommodation fees for your original reservation being payable.

Visas:

It is your responsibility to ensure that you have the correct visa to remain in the UK. In the event of an incorrect visa, Chaucer College will terminate your course immediately and you will not be entitled to any refund of fees. For more information, please visit: <https://www.gov.uk/check-uk-visa>

In the event that your visa is refused, Chaucer College will refund all paid course fees, minus the non-refundable registration fee on receipt of the official visa refusal letter.

Accommodation:

Accommodation is reserved from the day prior to your course commencement and is charged weekly. Students must inform us of their specific arrival and departure dates and times prior to arrival. Check-in is from 4pm and students are entitled to an evening meal. Check-out is at 9am when all keys must be returned. You are entitled to breakfast on your departure day.

Chaucer College reserves the right to charge a damage deposit to cover any damages or breakages caused to the accommodation as a result of the resident's actions. This is fully refundable on the day of departure, once your room has been checked and agreed that everything is in order.

If you require a change to your accommodation, Chaucer College must be given 4 weeks' notice in order to find suitable alternative accommodation. We will make every effort to meet your requests but this cannot always be



guaranteed.

Transfers:

Please let us know as soon as possible if you would like us to arrange a transfer for your stay. We must receive all flight details and arrival information 7 days prior to your arrival and inform us immediately of any changes. Transfers will only be arranged upon receipt of full payment in advance of arrival.

Insurance:

It is your responsibility to arrange appropriate travel and medical insurance prior to arrival and should be purchased independently. Chaucer College cannot be held responsible for any costs incurred by students who are not insured.

College Discipline:

Chaucer College reserves the right to remove from the course and premises in extreme circumstances any person who in the opinion of the College is not suitable to remain on the premises. For example, a student will be asked to leave as a consequence of unacceptable/threatening behaviour or infringement of the College Rules. No refund can be given on fees paid and the student will return home at their expense.

The student agrees to pay for any damage or loss to the premises. The student is responsible for organising their own travel insurance policy against all liabilities in respect of any damage caused and any injury or loss which may be suffered during the course. Chaucer College accepts no liability for damage or injury sustained during the course.

Marketing:

We are continuously updating and making changes to our marketing activities and publications. Chaucer College may take photographs or video clips of students throughout the duration of their course and these may be used in Chaucer College's publicity or on its social media outlets.

Chaucer College must be informed in writing if you do not give consent for any photographs or videos to be taken of you during your stay and if you do not consent for them to be used in any of marketing materials and activities. This does not affect your statutory rights.

Data Protection:

We know how important data protection is and Chaucer College will only collect and process personal data that is required to deliver the services chosen by you. We will not share your information with any third parties, except in cases where the health and safety of the student would be at risk. The information you provide will be saved securely whilst you are a student at Chaucer College.

Complaints:

If a student has a complaint about an aspect of his/her studies or another element of their stay at Chaucer College, they should tell a member of staff as soon as possible in order to try to resolve the issue during their stay.

If you feel your complaint has not been resolved, you may write to your Course Director at Chaucer College, University Road, Canterbury, Kent CT2 7LJ, who will respond within 10 working days.

Force Majeure (unforeseeable circumstances) & Liabilities:

Chaucer College is not responsible for any events outside our reasonable control which may cause the closure of part or all of the College and the cancellation of any classes, courses or any other services provided. Such events may include but are not limited to war, public disturbances, road closures and incidents, acts of terrorism, industrial dispute, natural weather disaster or factors outside our control. We will endeavour to offer compensatory classes, however this cannot be guaranteed.

Chaucer College cannot be held responsible for any loss, damage, or injury to persons or property while attending the College, in accommodation or during any arranged activities. Chaucer College does not accept liability for personal injury or death of a course participant. The student is responsible for the safety of any personal items and possessions during their stay.

