

Residential Courses

Centre Start & Finish	Age Range	Price per week	Course	Course dates	Extra Information
ALDENHAM SCHOOL 02/07 to 13/08 Mondays	10 to 14 15 to 17	£745	London Experience Programme	02/07, 16/07, 23/07, 30/07, 06/08*	2 afternoons & 1 evening a week and 1 day in the heart of London + 1 full day trip per week
DEAN CLOSE SCHOOL 02/07 to 06/08 Mondays	10 to 15 16 & 17	£760	Classic Course	02/07, 09/07, 16/07, 23/07, 30/07*	15 hours full board, activities, excursions See overleaf
		£775	Young Adults Programme		Separate activities for 16-17 year olds: 1 afternoon & 1 evening a week, with optional paid social evening
		£810	Premier Football Experience	02/07, 16/07	Includes 4 hours professional football coaching & a Premier League Stadium Tour (Minimum 2 week course)
		£795	Intensive English Course	02/07, 09/07, 16/07, 23/07*	Includes 4 hours extra English per week. Trinity GESE Exam (see Other Information)
Harry Potter Studio Tour supplement £75 (please see Other Information) Single room with shared en-suite £15 per week / Shared room with shared en-suite £10 per week					
DUKE OF YORK SCHOOL 08/07 to 12/08 Sundays	8 to 10† 11 to 14 15 to 17	£620	Classic Course	08/07, 15/07, 22/07, 29/07, 05/08*	15 hours full board, activities, excursions See overleaf
		£660	Junior Programme		Special lessons & activities for 8-10 Year olds for groups only
		£645	Explorer Programme		Includes an extra half day excursion per week
All courses at Duke of York include FREE guided climbing experience					
DUKE OF YORK Centenary House 08/07 to 12/08 Sundays	11 to 14 15 to 17	£745	Classic Course	08/07, 15/07, 22/07, 29/07, 05/08*	15 hours full board, activities, excursions See overleaf
		£770	Explorer Programme		Includes an extra half day excursion per week
INCLUDES Single or Twin En-suite All courses at Duke of York include FREE guided climbing experience					
EDINBURGH COLLEGE 08/07 to 05/08 Sundays	12 to 17	£795	Edinburgh Experience Course	08/07, 15/07, 22/07, 29/07*	2 afternoons per week in Edinburgh PLUS a full day excursion to other Scottish cities & attractions.
PRIOR PARK COLLEGE 09/07 to 13/08 Mondays	10 to 15 16 & 17	£740	Classic Course	09/07, 16/07, 23/07, 30/07, 05/08*	15 hours full board, activities, excursions See overleaf
		£765	Explorer Programme		Includes an extra half day excursion per week
		£755	Young Adults Programme	09/07, 16/07, 23/07, 30/07*	Separate activities for 16-17 year olds: 1 afternoon & 1 evening a week, with optional paid social evening
		£775	Intensive English Course		Includes 4 hours extra English per week. Trinity GESE Exam (see Other Information)
On all courses: FREE Archery experience. Harry Potter Studio Tour supplement £75 (please see Other Information)					
QUEEN ETHELBURGA'S COLLEGE 01/07 to 05/08 Sundays	10 to 14 15 to 17	£825	Explorer Programme	01/07, 08/07, 15/07, 22/07, 29/07*	Includes an extra half day excursion per week
		£850	Tennis Coaching Programme		Includes 3 hours of Tennis Coaching with a Tennis Coach
		£835	Intensive English Course	01/07, 08/07, 15/07, 22/07*	Includes 4 hours extra English per week. Trinity GESE Exam (see Other Information)
FREE shared en-suite rooms included in all courses. FREE Multi Sport programme: Kwik Cricket, tag rugby, modern dance, basketball, swimming, football, volleyball					
ROYAL RUSSELL SCHOOL 08/07 to 19/08 Sundays	10 to 14 15 to 17	£765	Classic Course	08/07, 22/07, 29/07, 05/08, 12/08*	15 hours full board, activities, excursions See overleaf
		£825	London Experience Programme		London Experience: 3 afternoons & one evening per week in the heart of London. This is in addition to the normal weekly trips.
FREE Multi Sport programme: Kwik Cricket, tag rugby, modern dance, basketball, swimming, football, volleyball					
ST LAWRENCE COLLEGE 01/07 to 19/08 Sundays	10 to 14 15 to 17	£725	Classic Course	01/07, 15/07, 22/07, 29/07, 05/08, 12/08*	15 hours full board, activities, excursions See overleaf
		FREE drumming, dance & beach activities including volleyball & sand art En-suite supplements – Single Room £25 per week, Shared Room £10 per week Premium en-suite supplements – Single Room £35 per week, Shared Room (mostly doubles) £20 per week			

Classic Course and all other courses include: 15 hours of English lessons per week in multinational classes + full board residential accommodation + Activity Programme with 5 daytime activities, 7 evening activities, 1 half day and 1 full day excursion per week.

Extra Nights: £75 per night, by arrangement only. **Accommodation is in twin or multi-bedded rooms sharing with students of a different nationality although friends can share together. Single rooms may be available at some centres as shown above at supplement.**

St Lawrence College programme: We operate a zig-zag teaching programme at this centre so lessons and activities alternate in the mornings or afternoons. We reserve the right to run zig-zag programmes at other centres.

Duke of York Junior programme: Group students only

Individual students: Must be at least 10 years old at start of course on all courses

Ramsgate Homestay Courses

RAMSGATE 17/06 to 25/08 Sunday to Saturday	Age Range 12 to 17	Start Dates	With Activity Programme PLUS				With Activity Programme			
			2 weeks	3 weeks	4 weeks	Extra Weeks	2 weeks	3 weeks	4 weeks	Extra Weeks
			17/06, 24/06, 01/07, 08/07, 15/07	£1080	£1570	£2060	£490	£970	£1405	£1840
22/07, 29/07, 05/08, 12/08	£1000	£1450	£1900	£450	£890	£1285	£1680	£395		

PRICES INCLUDE: 15 hours English lessons per week in multinational classes, half board homestay accommodation, activities, trips, Enrolment Fee and Accommodation Finding Fee. Prices shown above are for a standard homestay. Supplements may be charged for families who cater for special dietary requirements.

SUPPLEMENTS: Full Board £30 per week. Single Room £25. Extra Nights £25 per night by arrangement only. If the extra night is the last Sunday of the course, the price is £45 including an extra full day excursion on the last Saturday.

RAMSGATE ACTIVITIES: There are three programmes available:

Activity Programme Plus is 4 daytime activities, 4 evening activities (other evenings with Homestay family), 1 half day trip & 1 full day trip per week (weekends).

Activity Programme is 4 daytime activities & 5 evening activities per week.

Intensive Course Activity Programme is 5 evening activities and 1 full day trip (weekends) per week.

Students aged 12 to 15 must book an Activity Programme Plus and Full Board.

Students aged 16 & 17 with 15 hours lessons must book an Activity Programme Plus or an Activity Programme. Students with 20 or 25 hours lessons must book a course with an Intensive Course Activity Programme (same price as Activity Programme).

INTENSIVE COURSES: Students aged 16 & 17 arriving during the summer can choose 15, 20 or 25 hours lessons per week. Supplement: for 20 hours lessons - £40 per week, for 25 hours - £75 per week. Add to the Activity Programme prices shown above.

RAMSGATE JUNIORS (aged 15 & under): At Churchill House the wellbeing of our Juniors is particularly important. Juniors are always under the supervision of our staff whether in class or in activities and are placed in specially selected families. We have a Liaison Officer responsible for overall care and supervision. On trips, Juniors must stay with our staff escort, group leader or other responsible adult at all times. After full day coach trips we arrange for students to leave the coach close to their families and after evening activities we ensure that students get home safely.

ARRIVAL & DEPARTURE TIMES: To ensure host families are not inconvenienced, the latest scheduled arrival time at an airport should be no later than 21:00 and the earliest scheduled departure from an airport should be no earlier than 10.30. Our transfer prices include the cost of taxis to and from host families for all students.

RAMSGATE HOMESTAY FAMILIES: Most of our families are within a 20 walk of the school. However some may be a short bus ride away for which a bus pass costing £15 a week is needed, which also allows unlimited local travel.

RAMSGATE PROGRAMME: We operate a zig-zag teaching programme at this centre so lessons alternate between mornings and afternoons.

INDIVIDUAL STUDENTS - TRANSFER SERVICE

Prices shown are one way, per person

TO ↓	FROM →	Heathrow ↑	Gatwick ↑	Stansted ↑	Luton ↑	Bristol ↑	Birmingham ↑	East Midlands ↑	Manchester ↑	Liverpool ↑	Leeds Bradford ↑	Glasgow ↑	Edinburgh ↑
Aldenham	shared	£45	-	-	-	-	-	-	-	-	-	-	-
	taxi	£85	£115	£95	£75	-	-	-	-	-	-	-	-
Dean Close	shared	£65	-	-	-	-	-	-	-	-	-	-	-
	taxi	£155	£190	£205	£190	£110	£110	£145	-	-	-	-	-
Duke of York	shared	£70	£70	-	-	-	-	-	-	-	-	-	-
	taxi	£145	£125	£145	£165	-	-	-	-	-	-	-	-
Edinburgh	shared	-	-	-	-	-	-	-	-	-	-	£60	£30
	taxi	-	-	-	-	-	-	-	£460	£450	£405	£135	£50
Prior Park	shared	£70	-	-	-	-	-	-	-	-	-	-	-
	taxi	£195	£240	£295	£240	£80	£220	£305	-	-	-	-	-
Queen Ethelburga's	shared	£95	-	-	-	-	-	-	£65	-	-	-	-
	taxi	£365	£385	£285	£285	-	-	£175	£150	£185	£95	-	-
Royal Russell	shared	£50	£40	-	-	-	-	-	-	-	-	-	-
	taxi	£95	£70	£145	£145	-	-	-	-	-	-	-	-
Ramsgate & St Lawrence	shared	£70	£70	-	-	-	-	-	-	-	-	-	-
	taxi	£145	£125	£145	£165	-	-	-	-	-	-	-	-

These transfers are by shared coaches, which on arrival days leave the airport between 09:00 and 17:00 so choose your flight time to match. On departure days your return flight must leave between 10.00 and 18.00.

These transfers are for arrivals on July 1 and July 15 and for departures on July 15 and July 29. On these days your arrival time at Heathrow must be between 09.00 & 13.00 and your departure time between 15.00 & 19.00.

Our Taxi Service is available on any arrival or departure day between 08:00 & 20:00 (flight arrival/departure times) If you arrive outside of these times, please contact our Transfer Department for prices. In addition to the possibilities above, if you require a transfer to/from any other location (airport, railway station, ferry port etc.) please contact our transfer team for a price. Prices are per person, if you are sharing a taxi the price above still applies but a small discount may be available. Please contact our transfer team for details.

Other Taxi possibilities include:

St Pancras International Railway Station to Royal Russell

£75

Ashford International Railway Station to Ramsgate/St Lawrence/Duke of York

£65

Dover to Ramsgate/St Lawrence

£50

All students using our transfer service are met at the flight arrival gate on arrival, are taken to check in and security on departure and are supervised by our own airport staff at all times. For shared transfers a waiting time of up to 3 hours is possible, but always supervised by our staff.

Students aged 15 and under must use our transfer service or be accompanied by a responsible adult aged 18 years or older. If not using our transfer service, you must provide Churchill House with details of your travel arrangements to/from the centre before the course starts and these arrangements must meet our safeguarding requirements.

For children who travel as Unaccompanied Minors on airlines we provide an extra service at the airport on arrival and departure - Supplement £35 per person.

Please note that if you book a shared transfer and then your flight time means that a shared transfer is not possible we will arrange a taxi transfer and you will have to pay the extra cost.

If it is not possible for Churchill House to operate a shared transfer to/from any airport on any particular day then we will arrange taxi transfers and you will be asked to pay the extra cost. We will notify you of this before your arrival in the UK.

Ramsgate shared transfer price includes taxis to/from coach point to Homestay on arrival and departure.

If you need any help or more information do please contact our transfer team on transfer.manager@churchillhouse.co.uk

HOW DO I ENROL?

- Complete the Enrolment Form and either e-mail, fax, or post it to us as soon as possible.
E-mail: welcome@churchillhouse.co.uk Fax: +44 1843 584827.
Address: Churchill House School of English Language, Spencer Square, Ramsgate, Kent, CT11 9EQ
- You must also pay a deposit of £250 at the same time (see 'How do I pay?' below).
- Alternatively, you can book online on our website. Just click 'Apply Online' on the home page www.churchillhouse.com

HOW DO I PAY?

The deposit of £250 must be paid when you book. It is also possible to make full payment at this stage. You can pay:

1. By bank transfer (Airmail, Telex, Swift). Bank details:
Account name: Churchill House School of English Language.
Sort code: 40-38-02 **Account no:** 41133659 **Bank:** HSBC. 1 High Street, Ramsgate, Kent CT11 9AD, UK
IBAN: GB19HBUK40380241133659 **BIC/SWIFT CODE:** HBUKGB4B
Please fax/post/email attaching a copy of the transfer document to us together with your Enrolment Form.
2. By credit card: Payment may be made by Visa, Mastercard, American Express or an internationally accepted Debit Card such as Visa Electron. Simply complete the credit card slip on the Enrolment Form.

All payments must be in UK Sterling.

When we have received your Enrolment Form, and £250 deposit, we will reserve the course and accommodation for you and send you a Certificate of Enrolment confirming your course dates and the total price.

We will invoice for your transfer once we have received your flight details with arrival and departure times.

Please note: We must receive full payment for your course at least 28 days before you arrive.

INDIVIDUAL STUDENTS - TERMS AND CONDITIONS

All enrolments are subject to the following conditions which become legally binding on acceptance of enrolment by Churchill House School of English Language (Churchill House).

1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. When we have received your Enrolment Form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price. The deposit of £250 must be paid when you enrol for a course. All payments must be made in UK Sterling. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

2. VISAS

Some students require a Student Visa or Tourist Visa. Please contact your local British Embassy, Consulate or High Commission to ensure they are allowed to enter and study in the UK. Arranging the correct Visa is the sole responsibility of the student or agent but Churchill House will provide what help is necessary. Visa support documentation will be provided on receipt of £250 deposit.

3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel and medical problems, cancellation or the termination of their course. If you opt out of the school's Studentguard policy designed specifically for students (£5.00 per week) Churchill House will not be held responsible for any cost for not having an adequate travel insurance policy. For more information please contact the school's sales department.

4. DAMAGES

Students are responsible and may be charged for any damage that they cause, by accident or through misconduct.

5. GENERAL REFUND POLICY

All refunds will be sent to the account of the person who has paid it. If a student's visa application is rejected after payment has been received all fees (minus bank transfer costs and enrolment fee) will be refunded on providing we receive a visa refusal letter.

6. CANCELLATION POLICY

- If you cancel your course because your visa application was refused we will refund 100% of fees paid (minus bank transfer costs and £75 enrolment fee) on receipt of the original written visa refusal.
- If you cancel your course up to 21 days before the start date, we will refund the total fees paid minus the £250 deposit, and bank transfer costs.
- If you cancel your course less than 21 days before the start date no refund will be issued but the full value of all fees paid minus the £250 deposit can be transferred to another course of your choice up to the end of the following calendar year, at the end of which the credit lapses.

7. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

8. ROOM ALLOCATIONS

Rooms and beds are allocated on a first come first served basis and we do our best to allocate them, but we cannot guarantee it. The earlier we receive the request the better chance we have to meet them. We suggest sending us rooming requests no later than May 31st.

9. OUR STUDENT DISCIPLINE PROCEDURE

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely in our opinion to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. Churchill House reserves the right to terminate the programme of any person whose behaviour is contrary to applicable local laws. This behaviour includes but is not limited to: underage purchase or consumption of alcohol, possession of illegal substances, damage to property, threatening or violent behaviour.

If students are found to be involved in bullying and harassment, in breach of school rules then action will be taken in accordance with our anti-bullying policy and our Student Discipline Policy. Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class for longer periods and further sanctions. More serious offences may result in formal disciplinary procedures and a written warning. At this stage parents or the agent will be informed that another reoccurrence will lead to expulsion at their expense. The final course of action will be expulsion from the school.

10. EXPULSION

Students found to be in serious or persistent breach of the Churchill House Summer Centres school rules, or the rules of the venue school, may be expelled. In this case, their parent/guardian is required to make arrangements for their return home immediately. Churchill House will not be liable for any costs incurred in repatriating a person. No refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

11. RESOLUTION OF DISPUTES

Sales

If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director of Sales and Marketing.

Summer Centres

If you have a problem with any aspect of your course, activities or accommodation, please tell your Student Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Director at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

12. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, accommodation and dates of the programmes where circumstances beyond the control of Churchill House necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

13. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

14. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

15. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

16. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

17. AGENTS

All the above terms are applicable to direct students and agents unless variations are expressly agreed between the agent and Churchill House in writing.

18. EMERGENCY CONTACT DETAILS

Customers must provide 'next of kin' details (name and telephone number of a parent/guardian). This is a British legal requirement in case emergency medical/legal consent is required.

19. ACTIVITY PROGRAMMES

Individual students must buy an activity programme when they enrol.

INDIVIDUAL STUDENTS - OTHER INFORMATION

POCKET MONEY: Pocket money and personal expenditure may be included with payment of course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Residential students need only bring personal spending money - everything else is included. However there are always a range of exciting optional trips available at all centres which could be an extra £50 a week. Homestay students aged 16 & 17 in Ramsgate should allow an extra £15 a week for taxis back to the family after evening activities.

ARRIVAL & DEPARTURE DAYS: Students should arrive and depart on the dates shown in the price list and should arrive at the centre after 2pm. Extra nights may be possible by agreement and are subject to a supplement.

LANGUAGE LEVEL: Our courses are available for students from Elementary level to Advanced. We are unable to cater for those at any lower level.

TRINITY GESE EXAMS: The GESE (Graded Examinations in Spoken English) is an internationally recognised qualification. Our 2 week coaching courses at Dean Close, Prior Park and Queen Ethelburga's guide students in preparation of their topic discussion and exam fundamentals. Courses start the first and third week of the centre only and can only run with a minimum of 4 students. Supplement for 4 hours coaching and exam fee - £200.

LAUNDRY: A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

HARRY POTTER STUDIO TOUR: Is provided as an optional excursion for Dean Close and Prior Park on specific days at a cost of £75 per person (Dean Close: 10/07 & 24/07. Prior Park: 17/07 & 31/07). Places on the tour are limited and full payment must be received before reserving your place. We can only confirm the booking when full payment has been received. We reserve the right to change the day of the excursion or cancel completely if numbers don't reach a practical level. Packed lunch and Packed dinner will be provided for this trip.

GROUP AIRPORT TRANSFERS

Prices are per GROUP and INCLUDE ARRIVAL & DEPARTURE

FROM → TO ↓	Heathrow ↑	Gatwick ↑	Stansted ↑	Luton ↑	London City ↑	Bristol ↑	Birmingham ↑	East Midlands ↑	Manchester ↑	Liverpool ↑	Leeds Bradford ↑	Glasgow ↑	Edinburgh ↑
Aldenham	A	A	A	A	A	-	-	-	-	-	-	-	-
Dean Close	B	B	B	B	B	A	A	A	-	-	-	-	-
Duke of York	B	B	B	B	B	-	-	-	-	-	-	-	-
Edinburgh	-	-	-	-	-	-	-	-	-	-	-	A	D
Prior Park	B	B	C	B	B	A	B	B	-	-	-	-	-
Queen Ethelburga's	C	C	C	C	C	-	-	B	A	A	A	-	-
Royal Russell	A	A	B	B	A	-	-	-	-	-	-	-	-
Ramsgate* & St Lawrence	B	B	B	B	B	-	-	-	-	-	-	-	-

	Number of Students					
	7-10	11-14	15-24	25-34	35-44	45 +
Transfer A Price	£725	£975	£1250	£1950	£2175	£2675
Transfer B Price	£1125	£1225	£1525	£2075	£2425	£2975
Transfer C Price	£1425	£1575	£1775	£2475	£2975	£3875
Transfer D Price	£550	£700	£850	£850	£975	£975

Transfer Prices are based on the original group size and are not changed if the group size reduces.

Groups of under 15 students may be required to share a transfer which may mean a wait.

For groups of 6 or less students, Individual Transfer prices are charged.

All Group members should arrive and leave together otherwise a supplement will be payable.

* Ramsgate price includes taxis to/from coach point to Homestay on arrival and departure.

GROUPS TERMS AND CONDITIONS 2018

Please read our terms of business below carefully and if there is anything that is not clear please ask us for clarification. When we send you quotes, proformas and invoices it is on the understanding that you have accepted and agreed our terms of business in their entirety.

1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. If this is not done then the original terms of contract may be deemed to be invalid and we therefore reserve the right to reduce the agreed commission by 5%. To confirm a reservation we must receive a deposit of £250 per student to be irrevocably credited to our bank account for the number of places reserved. We cannot guarantee acceptance of any group or part of a group until the entire deposit is paid. We accept no liability for any losses incurred by failure to pay a deposit. We advise that deposits be made by April 1st for all summer courses. Advantageous commissions are available for agents who pay deposits earlier than April 1st. If optional trips are booked which require payment in advance by us (e.g. Harry Potter Studio Tours) then the full price of these must be paid at the same time as the deposit. All payments must be made in UK Sterling. Group payments must be made as a group and not as a series of individual payments. We are aware that this is not always possible and will accept a reasonable number of payments. However, if a series of individual payments are made an administration fee of £50 per payment will be charged. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

2. VISAS

Arranging the correct Visa for each group is the sole responsibility of the agent but Churchill House will provide any help that is necessary. Visa support documentation will be provided on receipt of the group deposit.

3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel and medical problems, cancellation or the termination of their course. If you opt out of the school's Studentguard policy designed specifically for students (£5.00 per week) Churchill House will not be held responsible for any cost for not having an adequate travel insurance policy. For more information please contact the school's sales department.

4. DAMAGES

Students are responsible and may be charged for any damage that they cause, by accident or through misconduct.

5. STUDENT DETAILS

We send you an Electronic Input Form (EIF) which is a spreadsheet for you to fill in with all students' details: names, dates of birth, emergency contact numbers etc. We will not accept any other means of supplying us with student details and not fully completed forms will be returned until fully complete. We must receive the fully completed EIF no less than 30 days before the arrival date.

We reserve the right to refuse the enrolment of any student for any reason including inappropriate level of English.

6. ACCOMMODATION

The number of each type of accommodation varies from centre to centre. Until we have received a deposit we cannot confirm requests for any particular accommodation type. If standard price rooms are requested and these are fully booked when we receive your deposit the group will be accommodated in premium accommodation and be charged the appropriate supplement. Rooms and beds are allocated on a first come first served basis and we do our best to allocate them, but we cannot guarantee it. The earlier we receive the request the better chance we have to meet them. We suggest sending us rooming requests for July no later than May 31st.

7. GROUP LEADERS

The minimum group size for free places is 12 students.

12–17 students - 1 free place 18–32 students - 2 free places 33–47 students – 3 free places 48+ students - 4 free places.

Additional Group Leaders are charged £450 per week.

For groups with less than 12 students, Group Leaders are charged as follows:- 11-9 students £300 per week, 8-7 students £450 per week, 6 and less students £600 per week.

Group Leaders must be responsible adults aged 21 years or older who are required to take an active part in supervising and managing the welfare of the group, and to carry out the duties as detailed in the Group Leader Manual. The free places offered for Group Leaders must be taken up by named responsible adults and are not transferable to students. If, for any reason, the school deems a Group Leader incapable of carrying out the duties required of them, we reserve the right to replace him/her with a member of our staff and we reserve the right to claim reimbursement from the agent for costs incurred.

Group Leaders must be responsible adults known to agents and you must have made all the appropriate checks available to you in your country (e.g. Police certificate of good conduct or other criminal record checks, etc.) and that these indicate that there is no reason why this person should not have responsibility for supervising a group of children.

8. OUR STUDENT DISCIPLINE PROCEDURE

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely in our opinion to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. Churchill House reserves the right to terminate the programme of any person whose behaviour is contrary to applicable local laws. This behaviour includes but is not limited to: underage purchase or consumption of alcohol, possession of illegal substances, damage to property, threatening or violent behaviour.

If students are found to be involved in bullying and harassment, in breach of school rules then action will be taken in accordance with our anti-bullying policy and our Student Discipline Policy. Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class for longer periods and further sanctions. More serious offences may result in formal disciplinary procedures and a written warning. At this stage parents or the agent will be informed that another reoccurrence will lead to expulsion at their expense. The final course of action will be expulsion from the school.

9. EXPULSION

Students found to be in serious or persistent breach of the Churchill House Summer Centres school rules, or the rules of the venue school, may be expelled. In this case, their parent/guardian is required to make arrangements for their return home immediately. Churchill House will not be liable for any costs incurred in repatriating a person. No refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

10. RESOLUTION OF DISPUTES

Sales

If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director of Sales and Marketing.

Summer Centres

If you have a problem with any aspect of your course, activities or accommodation, please tell your Student Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Director at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

11. CANCELLATION POLICY

- *Cancellation of any of the reserved places up to 30 days before arrival*
We will make a refund of the total amount paid less deposit and less any administrative costs we have incurred such as courier & visa charges.
- *Cancellation of any of the reserved places between 29 and 8 days before arrival*
We will make a refund of 75% of the total course value less any administrative costs we have incurred such as courier & visa charges.
- *Cancellation of any of the reserved places within 7 days of arrival*
We will make a refund of 50% of the total course value less any administrative costs we have incurred such as courier & visa charges.
- Refunds cannot be made once a course has commenced.
- Refunds cannot be made where a group arrives later or leaves earlier than booked.
- If a group member cancels after we have received the final details and is replaced with another, we will make no cancellation charge or administration charge.

12. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, accommodation and dates of the programmes where circumstances beyond the control of Churchill House necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably. The School reserves the right to amend the activity programme according to prevailing circumstances and to substitute one activity for another, the replacement to be of equal or greater value. The School reserves the right to change the order of activities. Bookings for an Activity Programme or additional trips must normally be for the complete group. We cannot guarantee a choice of activities for reservations made after March 1st. We reserve the right to charge an administration fee for changes made to the booking and for non-standard requests and variations.

13. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

14. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

15. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

16. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

17. AGENTS

All the above terms and conditions are applicable to all groups unless variations are expressly agreed between the agent and Churchill House in writing.

18. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

19. RAMSGATE ACCOMMODATION

The price list is for half board. The number of meals provided is equivalent to the number of days' accommodation. Any extra meals will incur an additional charge. For full board there is a supplement of £30 per person per week. No commission is payable on this supplement. Group members must all have either full board or half board and shared room or single room. All members of a group must also have the same course of lessons.

20. RAMSGATE HOMESTAY ACTIVITY PROGRAMME

Students aged 12 to 15 must have an Activity Programme Plus. Students aged 16 & 17 with 15 hours lessons must have an Activity Programme Plus or an Activity Programme.

By special arrangement, Agents known to us can provide their own activity programme providing it is comprehensive and culturally suitable. A detailed programme must be provided at least 14 days before the course begins. This will include destinations, travel plans and risk assessments of each given activity. Contact information for each Group Leader and student must also be provided to us. Agents must ensure Group Leaders know their duty in organising the activity programme. A £50 activities deposit per student may be charged and if the Group Leader fails to carry out the programme on their own, Churchill House will organise it and deduct the cost from this deposit.

21. EMERGENCY CONTACT DETAILS

Customers must provide 'next of kin' details (name and telephone number of a parent/guardian). This is a British legal requirement in case emergency medical/legal consent is required.

GROUPS - OTHER INFORMATION

POCKET MONEY: Pocket money and personal expenditure may be included with payment of course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Residential students need only bring personal spending money - everything else is included. However there are always a range of exciting optional trips available at all centres which could be an extra £50 a week. Homestay students in Edinburgh and students aged 16 & 17 in Ramsgate should allow an extra £15 a week for taxis back to the family after evening activities.

ARRIVAL & DEPARTURE DAYS: Students should arrive and depart on the dates shown in the price list and should arrive at the centre after 2pm. Extra nights may be possible by agreement and are subject to a supplement.

LANGUAGE LEVEL: Our courses are available for students from Elementary level to Advanced. We are unable to accept students at a lower level.

TRINITY GESE EXAMS: The Trinity GESE (Graded Examinations in Spoken English) is an internationally recognised qualification. Our 2 week coaching courses at Dean Close, Prior Park and Queen Ethelburga's guide students in preparation of their topic discussion and exam fundamentals. Courses start the first and third week of the centre only. Trinity GESE exams can be booked at Dean Close, Prior Park and Queen Ethelburga's with a minimum 1 months' notice. Group price - £1250 for up to 12 entrants including exam and 4 hours of preparation.

LAUNDRY: A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

HARRY POTTER STUDIO TOUR: Is provided as an optional excursion for Dean Close and Prior Park on specific days at a cost of £75 per person (Dean Close: 10/07 & 24/07. Prior Park: 17/07 & 31/07). Places on the tour are limited and full payment must be received before reserving your place. We can only confirm the booking when full payment has been received. We reserve the right to change the day of the excursion or cancel completely if numbers don't reach a practical level. Packed lunch and Packed dinner will be provided for this trip.