



## Terms and Conditions

# Newcastle International School (NIS): Terms & Conditions (Effective Jan 1, 2024)

**Age: You must be 16 or older for adult programs.**

Opening times: The school operates from Monday to Friday, 9:00 to 17:00.

### **Course Placement:**

We reserve the right to adjust your course if it doesn't match your skill level or study goals. Alternative options will be recommended based on availability.

### **Deposits & Payments:**

- 50% of the total invoice is required as a deposit at the time of booking, or a financial guarantee for government-sponsored students.
- Full fees are due at least 21 working days before the course starts. Late enrollments (within 21 working days) require immediate full payment.
- To receive a visa support letter, full payment or a financial guarantee is necessary. For Visa denials, See the relevant sections for refund details.
- Unpaid fees will prevent you from starting the course.

### **Information Requirements:**

To fulfil our obligations, we need you to complete the online application form. The following information will be required:

- Copies of your passport and visa (if applicable)
- Your contact details in Newcastle (including mobile phone number *if available*)
- Emergency contact information in your home country and in the UK , required for under 18s

Please provide this information before the course starts. It's your responsibility to inform us of any changes during your stay. The same applies to visa renewals.



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### Booking & Course Changes:

- Course changes from expensive to cheaper options with less than 10 working days' notice (before or after course starts) will not receive refunds or extra lessons.
- A £30 rebooking fee applies to any course changes made after starting the program. This covers administration and new course materials.
- We reserve the right to adjust teachers, combine classes, or transfer students between classes. We strive for minimal disruption and make such changes infrequently.
- Customers may not downgrade their courses after starting the course.

### English Level Assessment:

#### It's crucial to be placed in the correct class level.

- We use the Oxford Placement test and you will be charged £12 for each test.
- If your English falls below the minimum requirement for your chosen specialised course, we may place you in a General English class until you're ready for the originally applied-for course.
- This applies to courses like IELTS Exam Prep (B1), Business English (B1), or Academic English (A2+).

### English Study Materials:

- We use published coursebooks, handouts and monthly portfolios to deliver the courses of study. Students will be charged £50 for each level of study.
- Students must pay £50 per level of study, regardless of the length of time they have booked or studied in a level or class.

### Course Postponement:

- Postponements require a written notice at least 21 working days before your initial course start date.
- Requests within 21 working days will result in a charge for the first 2 weeks' course fees. Standard accommodation cancellation terms will also apply.

### Postponement Conditions:

- The postponed course must be taken within 12 months of the original start date.
- Only one postponement is allowed per person. Subsequent requests will be subject to regular cancellation terms.



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### Cancellations by Email:

- All course cancellations must be done via email.
- Penalties apply based on notice provided before the course starts:
  1. More than 21 working days' notice: Only administration fees charged.
  2. Less than 21 working days' notice: 50% of course fees + administration fees.
  3. After course start: Full course fees + administration fees.

### Visa Cancellation with Proof:

- Provide written proof of visa rejection to qualify for these terms:
  1. At least 5 working days before arrival: Only administration fees charged.
  2. Less than 5 working days before arrival: 50% of course fees + administration fees.
  3. Notice after course start: Standard cancellation terms apply (see above).
- **Important:** You are responsible for timely visa applications.

### Accommodation Cancellation (Visa or Late Arrival (any reason)):

- Standard accommodation cancellation terms apply regardless of visa status.
- If you arrive late due to visa issues (less than 21 working days' notice):
  1. Homestay: The weeks missed will be still be charged as per the agreed and booked dates
  2. Residence: The weeks missed will be still be charged as per the agreed and booked dates
  3. All course fees : The weeks missed will be still be charged as per the agreed and booked dates
- Lost weeks from the study plan due to late arrival will not be refunded or compensated.

### Refunds & Unforeseen Events:

- No refunds or compensation for insurable events. Purchase appropriate insurance to cover unavoidable cancellations or postponements.



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- Our terms apply even in unforeseen circumstances ("force majeure") that might not be covered by insurance.

### Course Extensions (Visa Permitting):

- Course extensions are subject to visa validity.
- Fees depend on total booking length and student type (sponsored/private).
- Course changes incur the new course fee.

### Extension Payment:

- Full fees for extensions are due 7-21 working days before the extension starts.
- If extending within 7-21 working days of course completion, full fees are due at the time of extension.

### Shortening Your Booking:

- You can shorten your course or reduce study hours after starting, but no refunds are provided for unused weeks or hours.
- Sponsored students need written embassy/company consent and 21 working days' notice to shorten their course.

### Increasing Study Hours:

- Want more study hours? Pay the difference between your current and desired plan.
- Sponsored students must follow the number of hours on their sponsor letter (increases/decreases require embassy/company and school approval).

### Class Changes:

- Availability determines class changes.
- All changes require Academic Director approval.
- Mid-week transfers are not allowed. New classes depend on director's approval and your suitability for the level.
- You can only attend classes on your scheduled timetable.

### Holidays:

- Holidays must make written requests (before 10 days of the holiday starting) for holidays required during your course and are subject to these conditions:



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1. No holidays for courses under 12 weeks.
2. 1 week holiday for 12-23 week courses.
3. Up to 2 weeks for 24-35 week courses.
4. Up to 3 weeks for 36-44 week courses.
5. Holidays must be taken in whole weeks.

### **Holiday Booking & Approval:**

- Provide at least 10 working days' notice before booking and taking a holiday.
- All holidays require Managing Director approval.
- Authorised holidays will be added to your course end, visa permitting.
- Accommodation will always be payable while you are away on holiday unless there is prior approval from the Managing Director to leave the accommodation before your holiday begins.
- We will hold your study/class spot but reserve the right to change your class during your holiday.
- No refunds for holidays you don't extend or can't extend due to visa limitations.

### **Unauthorised Absences & Holidays:**

- Courses under 12 weeks don't allow holidays. Missed days are marked as unauthorised absences.
- Courses won't be extended due to unauthorised absences, including holidays taken during the term.

### **School Closures:**

- The school closes for UK public holidays (Bank Holidays) and 1 week at Christmas (check website for exact dates).
- Courses booked during the Christmas week will not be charged because your study plan will take into account the extra week. However, as you will require an extra week of accommodation, you must pay the extra week for your accommodation.

### **Government Sponsored Students & Holidays:**

- Embassy authorisation (via email) is required at least 10 working days before sponsored student holidays.
- We won't adjust attendance for unauthorised holidays.
- Holidays must be taken in full weeks.

### **Homestay Accommodation Basics:**



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- Accommodation is available during your course (usually booked in whole weeks).
- Full payment is required before reserving accommodation.
- You must pay for your entire stay, though payment plans might be available for sponsored students receiving monthly salaries.

### Homestay Accommodation:

- Homestay bookings run from Sunday before your course starts to the Sunday after it ends.
- Cancellation before arrival to homestay accommodation with less than 21 working days' notice incur 4 weeks accommodation fee and placement fee.
- Changes to homestay accommodation during your stay which are requested by the student without reasonable justification and with less than 21 working days' notice incur 2 weeks accommodation fee and placement fee.
- Weekly retention fees of £190.00 apply to hold your homestay room while you're away (homestay provider's agreement required, not available in July/August).
- You are responsible for any damage caused at your homestay.
- Students aged 16 - 18 must book "full-board" homestay accommodation.
- Homestay accommodation is not available for under 16s.

### Residence Accommodation:

- NIS does not take any responsibility for residential bookings, rented accommodation or advice provided by us about residential or rented accommodation booking.

### Airport Transfers:

- Airport transfers can be arranged by the school upon request (flight details required at least 10 working days before arrival). Transfers must be prepaid.
- Excess waiting fees of £20 per 30 minutes apply if the taxi waits longer than 45 minutes after your flight lands.
- Cancellations for airport transfers:
  - More than 48 hours' notice: No penalty.
  - Less than 48 hours' notice: Full transfer fee charged.
- We are not responsible for any transportation you arrange yourself if the arranged transfer has any issues.

### Late Arrivals:

- Students arriving more than 15 minutes late to morning or afternoon classes may be denied entry. Missed lessons will be marked as absent.



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### Attendance & Behavior:

- Irregular attendance or unacceptable behaviour may result in exclusion without a refund. Refer to our attendance policy for details.

### Course Cancellations:

- We strive to run all advertised courses/levels, but reserve the right to cancel due to unforeseen circumstances. We will always offer an alternative when possible.

### Minimum Enrollment:

- Courses with less than 4 enrolled students may be cancelled. We will always offer an alternative course option in such cases.

### Course Location:

- We reserve the right to hold courses at alternatives to our Newcastle centre location or a suitable offsite location, regardless of the published location.

### Unforeseen Circumstances:

- In situations not covered by these Terms & Conditions, we reserve the right to take fair and reasonable action as deemed necessary.

### Terms & Conditions Updates:

- We reserve the right to modify these Terms & Conditions at any time. Updated versions will always be available on our website.