

1. Class Attendance and Punctuality

- a. Class attendance is required for all courses. Students should keep records in support of absence due to illness. Such records and evidence, in addition to college records may be required by the Home Office for students intending to extend their stay in the United Kingdom.
- b. Students must arrive in good time for classes. Admission of latecomers will be at the discretion of the teacher.
- c. The student will be placed in a class that is appropriate to his/her level. It may be possible for the college to offer a choice of session times subject to availability. However, the student is not guaranteed to be placed in the session time of his/her first choice.
- d. The college reserves the right to cancel a student's course if an extended period of non-attendance has been recorded. Refunds will not be due to students excluded in this way.
- e. The college reserves the right to cancel a student's course if the student fails to take up the course on the start date as agreed. Refunds will not be due to students that fail to take up their course.
- f. Where a student has enrolled for a specialist course with a minimum English level requirement and the student is found by the College Director of Studies to be below that level, the student will be placed in a General English class until the required level has been attained.

2. Holidays

- a. The student is responsible for consulting the college calendar (as published on the college website www.edenhouse.co.uk) for dates of the college terms and other dates on which the college is closed.
- b. When enrolling on a course the student understands that in addition to UK public holidays there will be no classes on the following dates:
 - i. 01/04/10, 25/06/10, 17/09/10, 17/12/10 to 31/12/10
- c. Courses of 40 weeks have "Fixed Holidays" of 10 weeks during the Summer term. Students enrolling on such courses will attend classes during the Spring, Autumn and Winter terms. For these courses the holiday taken during the summer term in this way will constitute the full holiday allocation for the student.

3. Student Administrative Documents

- a. Student cards will be issued upon enrolment and will remain the property of the college.
- b. Students should allow two full working days' notice if requesting any additional administrative documents.
- c. Some administrative documents are chargeable. A full list is available from the college reception.

4. Cancellations and Refunds

- a. It is strongly recommended that students take out student travel insurance.
- b. The following items are not refundable under any circumstances:
 - i. The college registration fee.
 - ii. The accommodation finding fee.
 - iii. The first two (2) weeks' accommodation fee.
 - iv. Insurance premiums
 - v. Bank transfer fees
 - vi. Document courier costs
- c. Items listed in (b) below may be refunded provided that ALL the following conditions are met:
 - i. The college course fees have been paid in FULL.
 - ii. The student has not started the course.
 - iii. The student has made an application for leave to enter the UK as a student and has been refused.
 - iv. Original documentary evidence of the visa refusal from the UKBA is received by the college. For students applying under TIER 4 of the Points Based System this must be evidence that the VISA was refused solely because the student was not awarded the full 40 points.
 - v. Written notification of the refusal and the student's request to cancel the course is received by the college at least two (2) weeks before the course start date.
 - vi. The student's original "Letter of Acceptance" has been returned to the college.
- d. If the above conditions are met then a refund may be made. If two (2) weeks written notification has been received then the student will be charged £150 administration fee. For notice less than two weeks, the student will be charged for any weeks of the course that have elapsed between the course start date and the date on which the college received the written notification irrespective as to whether the student was in attendance or not during this period. As a minimum the student will be charged an amount equal to the cost of a four (4) week course of the same type. Where the course was less than four (4) weeks then the charge will be limited to the amount received for that course.
- e. Provided all of the above conditions are met the following items may be refunded:
 - i. The college course fee less an administration cost of £150 per student.
 - ii. Accommodation beyond the first two (2) weeks.
 - iii. Airport Transfer fees.
 - iv. Book Vouchers

- f. Where due, refunds will be made thirty (30) days after the original course start date.
- g. Refunds will not be made to any person other than he/she that made the original payment.
- h. Where due, refunds will be made by company cheque (UK£), credit card refund or bank transfer. A charge of £35 will be applied for refunds made by bank transfer.

5. Change to course start dates (deferral)

- a. Subject to availability, it may be possible for a student to ask for a course deferral. A written request for deferral must be received by the college no later than two (2) weeks before the course start date.
- b. Granting a course deferral is at the discretion of the college.
- c. If a deferral is possible and granted the student will be charged the deferral fee of £75.

6. Payment by Cheque

- a. Students' enrolment will not be complete until payment has cleared to the college bank account. Cheques returned as unpaid will incur a £35 charge.

7. Personal Details

In order to fulfill our obligations to our students and, in some cases, to the British authorities, it is necessary for us to see and copy your passport (and visa if appropriate), to have contact details for you in London (including a mobile phone number if you have one), and to have details of your next of kin in your own country. You therefore agree to provide these and keep them up to date if they change.

8. Accommodation Availability

All accommodation is booked subject to availability.

Method of Payment

I have arranged a bank transfer for

Direct Bank Transfers should be made to:

HSBC Bank, 69 Pall Mall, London SW1Y 5EY

Account Name: Eden House College

Account Number: 31263730

Sort Code: 40-05-27

Swift Code: MIDLGB2107J

IBAN: GB07MIDL400527/31263730

Please ask the bank to give your name as a reference.

I wish to pay by credit card Please charge

to my Visa MasterCard Switch Maestro Solo

Credit card number:

Valid from: Expiry date:

Issue Number:

Name of Cardholder: _____

Signature of Cardholder: _____

I enclose a cheque for

Payable to Eden House College drawn on a UK-based bank

I wish to pay in person

Please read the full College Terms and Conditions as provided above. If you are not the student, but are making payment on their behalf, please provide your full name here:

I agree to the terms and conditions as provided above.

Signed: _____ Date: