

VISAS

- All visitors will require a passport to enter the UK. On arrival in the UK, tell the immigration officer that you plan to study and show them your Certificate of Registration.
- The majority of our students who need a visa will come on either a Standard Visitor Visa (valid for up to 6 months) or a Short-Term Study Visa (valid for up to 11 months), depending on the length of your course. For more information about visas, please see our website or speak to your local representative.
- Students studying on a Short Term Study Visa must leave the UK no later than 30 days after their course finishes. This cannot run over the visa expiry date.
- EU/EEA students can study in the UK for a maximum of 6 months without a visa. If you wish to study for more than 6 months, you should apply for a Short-Term Study Visa.
- You will be asked to show evidence of the date of entry to the UK (for example a boarding pass) on your first day at school.

ENROLMENT PROCEDURE

- Complete the enrolment form and send it to the school or give it to your local representative together with a deposit of £400.00. We cannot confirm your booking until we have received the deposit.
- We then send you an acceptance letter, a Certificate of Registration (or Visa Letter if required) and an invoice.
- The balance of your fees is payable 2 weeks before your course begins.
- Scan and send us a copy of your visa if it is issued in advance.
- If possible, students should arrive on a Sunday and leave on a Saturday.
- Please contact your accommodation provider 1 week before you come to let them know your arrival time. This is very important so that they can be home when you arrive.
- So we can prepare your student card before you arrive, please send a selfie photo with your name, student number and course dates to info@elcbristol.co.uk
- If you are making a booking less than 2 months before the course starts, please check availability with the school before sending your deposit and don't book your flight until you have received confirmation of your enrolment.

PAYMENT

- **FLYWIRE** - our preferred method of payment – Flywire allows you to pay from almost any country and in almost any currency by bank transfer, credit card and other local payment methods with no transaction fees and at an agreed currency rate. Go to PAYMENT / PAY YOUR FEES on the school website, then click the 'PAY NOW WITH FLYWIRE' button. Help is available in several different languages.
- **BANK TRANSFER** If you prefer to pay by direct bank transfer, please see your invoice for our bank details. With direct transfers you are responsible for paying bank charges, so, when transferring the money, you should add £20.00 to cover the charge made by our bank. In most cases, it is better to make a bank transfer by FLYWIRE as there will be no bank charges.

TERMS AND CONDITIONS

- Terms and conditions apply to students who book directly with the school. If you book via a representative, the representative's terms and conditions may apply.
- All fees should be paid in full no later than two weeks before your course start date.
- ELC Bristol reserves the right to refuse an enrolment.
- If we accept your enrolment, the **£400.00** deposit is **non-refundable**. However, if you enrol online, directly in person or by telephone, you are entitled to a 'cooling off period' of 14 days with the right to free cancellation of your course. If you start your course within these 14 days, we can charge a reasonable sum for services based on the proportion of the course undertaken.
- If you have to **postpone** your course for any reason – for example, if you **need a visa and you are still waiting** for the visa to be issued – you must let us know at least **1 week before** you are due to arrive, otherwise you will be charged for 1 week's accommodation.
- If you need a visa and you have your visa application refused, we will refund your fees less the deposit, once we have received a copy of the visa rejection letter.
- If, for any reason, you have to stop your course early, your tuition fees are **non-refundable**.
- ELC Bristol is not liable for loss of tuition or other services caused by factors outside our control (natural events e.g. flooding, earthquake, storms and pandemics). Refunds in this instance will not be made.
- If you wish to change or leave your accommodation, the school will refund your accommodation fees in full provided you give at least 2 full weeks' notice, except during the first 4 weeks of your stay when only 1 week's notice is necessary. Changes should always happen at weekends.

- Refunds are paid back to the issuing account (not necessarily to the student).
- Visa students, please note that if you do not have the correct visa to allow you to study or you lose your right to remain in the UK, then any contract you have with the school or your representative will be cancelled.
- We reserve the right to ask you to leave the school without refunding the tuition fees in the event of misconduct, criminal behaviour or serious attendance problems. Please see the school's website for our disciplinary procedures.
- Unacceptable behaviour in school accommodation may result in students being asked to leave the accommodation – we cannot guarantee that we will be able to find alternative accommodation. You will need to pay two weeks' notice if asked to leave the accommodation.
- Lost keys or student damage are paid for by the student.
- Student Information Privacy Policy:

www.elcbristol.co.uk/documents/student-privacy

STUDENT TRAVEL INSURANCE

- ELC cannot arrange your Insurance. We strongly recommend you take out travel and medical insurance before leaving home. Insurance should cover the loss of your fees and flights in case of cancellation or curtailment (shortening of your course), medical expenses, personal injury, personal liability, overseas legal expenses and the loss of personal belongings and money.

HOLIDAYS

- You can only take a holiday if you are enrolled on a course of 20 weeks or more and if you have been at school for at least 10 weeks.
- Only one holiday is permitted every 12 weeks.
- If you want to take a holiday, you must give 2 full weeks' written notice.
- It is not possible to refund your tuition fees, but if it is convenient for the school and within your visa conditions, the holiday week(s) can be added to the end of your course.
- **Homestay accommodation:** If you go away for at least 7 nights (weekend to weekend) and you give two weeks' notice, you will be refunded 50% of the homestay fees. There is no refund for parts of the week. During the Christmas holiday, when the school is closed, if you vacate your room, you will not have to pay anything for your accommodation.
- **Self-catering accommodation:** No refunds are given if you go away. However, during the Christmas holiday, when the school is closed, if you want to keep the same room when you come back and you go away for at least 7 nights (weekend to weekend), you must pay 50% of the self-catering fees.

ARRIVAL

- **BY BUS**
Bristol Airport – Bristol Coach station: 30 minutes, £9.00 single, £15.00 standard return. You can buy your ticket online: www.bristolairport.co.uk
Heathrow – Bristol Coach station: 2 hours, varies from £35.00 - standard return
Gatwick – Bristol Coach station: 3 ½ hours, varies from £39.00 - standard return
You can buy your ticket online: www.nationalexpress.com
When you get to Bristol coach station, take a taxi to your accommodation. Approximate cost £15.00.
- **AIRPORT TRANSFER SERVICE** (Recommended for students under 18)
Prices are for transfer on arrival only. Reduced rates for students arriving together.
Bristol Airport £68.00* *If you take a taxi yourself, the cost is about £40.00
Heathrow £260.00
Gatwick £300.00
At Heathrow and Gatwick, the school driver meets you as you come through customs. At Bristol Airport, **students over 18** should go to the **Arrow Cars taxi office**, which is just outside the terminal building. **Students under 18** are met by the school driver.

STUDENTS UNDER 18

- Courses are aimed primarily at adult students, so students under 18 will need to feel comfortable in an adult environment. We have a responsibility to provide a safe environment for all our students but especially for students under 18.
- Minimum age 18 (16 when the Young Adult Summer Residence is available or at any time of the year if students have their own accommodation)
- Before a student under 18 starts a course, we require the parent / guardian and the student to sign and send us the **Parental Agreement for Students under 18** to confirm that they understand the procedures and the rules that we have in place for the welfare of under 18s and the level of supervision that we provide. See our website for more information.