

## **Terms and Conditions**

### **Absolutely English Young Learners at Wrekin College, Summer 2018**

Once your registration has been accepted by Absolutely English Young Learners Ltd. ('the School'), the following terms and conditions apply. Our acceptance is represented by the sending of our letter of confirmation along with the invoice. The booking of a place is regarded as your acceptance of all our terms and conditions.

#### **Deposit and Payment**

A non-refundable deposit of £300 is required at the time of booking.

Payment of the balance of fees must be paid at least 6 weeks before the course begins, or at time of booking if less than 6 weeks before the start date. Please quote the student name and invoice number on all payments. All fees must be received before the course begins in order to guarantee the student's place. All bank charges must be paid by the student/agent.

The supplement for any extra services ordered and provided at the centre e.g. transfers, extra individual lessons, extra nights etc., must be paid for by the student or agent in cash, by credit card or bank transfer before the student leaves the centre.

#### **Prices**

Prices are correct at time of going to print and are subject to change without notice.

#### **Changes or cancellation of a course by Absolutely English Young Learners Ltd.**

Absolutely English Young Learners Ltd. reserves the right to cancel a course, or make changes to course arrangements, without liability, if a minimum number of bookings is not reached or if forced to do so for reasons beyond its control. If this happened the school would seek to offer alternative arrangements or dates.

#### **Visas**

Absolutely English Young Learners Ltd. will provide visa invitation letters to support a visa application. We reserve the right to request payment in full before such a letter is provided. If a visa application is rejected or delayed you must inform us in writing immediately. Failure to do so may result in charges being incurred. We will refund the full amount, minus any charges for courier services, bank charges or credit card fees, if notified in writing and on receipt of the visa refusal letter.

#### **Cancellations**

Notice of cancellation must be made in writing as soon as possible. Failure to provide written notification will result in charges being incurred. Cancellation fees will be charged as follows:

- More than 30 days before start date, loss of deposit.
- Less than 30 days before start date, loss of full fees.

For enrolments online, the buyer is entitled to a cooling off period of 7 working days and the right to cancel free of charge.

#### **Further conditions specific to Young Learners (9-17 year-olds)**

The School reserves the right to issue disruptive students with a warning letter and, if there is no improvement in behaviour, to send them home at their parents' expense and without reimbursement. The School further reserves the right to send home without a warning letter any student committing a serious offence, especially one involving the police, and to include the following: theft, smoking on campus, the possession of, purchase of or consumption of alcohol or illegal drugs, leaving the school campus without permission unaccompanied by an adult, setting off the fire alarms without good reason.

#### **Changes on or after the start date**

No refund of course fees will be given if a student leaves before the end of the period of study, downgrades to a less expensive course, or is absent for any of the course unless due to exceptional circumstances.

#### **Refunds**

Any refund must be made in the same way and to the same source as the original payment. Fees paid by bank transfer must be refunded to the same account. Fees paid by credit card must be refunded to the same card.

## **Travel arrangements**

We recommend that you do not book flights or make travel arrangements until the course booking is confirmed. If the student requires an airport transfer please send through their arrival details as early as possible and at least 2 weeks before the start date of the course. It is your responsibility to provide us with the transport details and to inform us of any changes.

## **Liability and Insurance**

Students should make sure that they organise their own travel insurance to cover medical costs and repatriation costs in the case of an illness or accident. Absolutely English Young Learners Ltd. acts only as an intermediary between its students and travel organisations. Unless and to the extent caused by the School's negligence, the School cannot be held responsible for any delay or accident during a journey.

The School reserves the right not to allow on the course a student suffering from any illness, medical condition, or mental or physical disability which has not been disclosed on the Registration Form. We cannot be held responsible for any incident arising due to medical information not being provided. The Welfare section on the Registration Form must be completed and emergency contact details provided.

On arrival to the centre, students must hand in their pocket money, plane tickets, passport, insurance documents and any other valuables to the office for safekeeping. Absolutely English Young Learners cannot be held responsible for any loss of money and/or personal items.

## **Photographs and Blog**

Absolutely English Young Learners Ltd. may take photos of students for promotional purposes. If you do not want the child to appear in our promotional material please tick the relevant box on the registration form.

We run a blog of the summer school during the session. This is a great way for parents and agents to see what is happening at the school. If you do not want the child to appear on our blog please tick the relevant box on the registration form. Your wishes will always be respected.

## **Privacy Policy**

### **1. About this Policy**

1.1 This policy explains when and why we collect personal information about our students, how we use it and how we keep it secure and your rights in relation to it.

1.2 We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you – for example when you complete the enrolment form.

1.3 We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website [www.absenglish.co.uk](http://www.absenglish.co.uk) for any amendments (such amendments will not apply retrospectively).

1.4 We will always comply with applicable UK Data Protection legislation including the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

### **2. Who are we?**

2.1 We are Absolutely English Young Learners Ltd. registered in England company number 05634655 at Regent Court, 68 Caroline Street, Jewellery Quarter, Birmingham B3 1UG. We can be contacted at [sales@absenglish.co.uk](mailto:sales@absenglish.co.uk)

### 3. What information we collect and why

Type of Information	Purposes	Legal Basis of Processing
Students' name, address, telephone numbers, email addresses, date of birth, age, course information	Managing the booking and the stay of the student.	Performance of the company's contract with the student.
Emergency Contact Details	Contacting next of kin in event of emergency	Protecting your vital interests
Medical information	In case you need medical treatment or assistance in the event of an accident/illness/current medical condition	Protecting your vital interests
Contact details	For us to send you details of similar courses	Legitimate interest
Course information	In order that we can comply with statutory obligation eg. accounting	Legitimate interest
Photos	For the identity badge so we can identify students	Legitimate interest

### 4. How we protect your personal data

4.1 We will not transfer your personal data outside the European Economic Area without your consent.

4.2 We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

4.3 Please note, however, that where you are transmitting information to us over the internet, then given the internet is not a secure medium, we cannot definitely guarantee the security of this information. Note also that for your safety emergency contact information and medical details need to be kept close at hand so cannot always be kept securely.

4.5 We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

### 5. Who else has access to the information you provide us?

5.1 We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law or as set out in the table in paragraph 3 above or paragraph 5.2 below.

5.2 We may pass your personal data to third parties who are service providers, agents and subcontractors to us for the purposes of completing tasks and providing services to you on our behalf (e.g. to provide transport, outside activities). However, we disclose only the personal data that is necessary for the third party to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

### 6. How long do we keep your information?

6.1 We will hold your personal data on our systems for as long as you are on a course and for as long afterwards as is necessary to comply with our legal obligations.

6.2 We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data with the exception of retaining your personal data in an archived form in order to be able to comply with future legal obligations, including but not limited to compliance with tax requirements and exemptions, and the establishment exercise or defence of legal claims.

6.3 We securely destroy all data once we have used it and no longer need it.

## 7. Your rights

7.1 You have rights under UK and EU data protection law, including:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed
- (f) to have your personal data transferred to yourself or to another business in certain circumstances.

7.2 If you wish for us to erase your data as outlined in paragraph 7.1 above then please contact us at [annie@absenglish.co.uk](mailto:annie@absenglish.co.uk)

7.3 If you have any concerns about how we process your personal data please contact us at [sales@absenglish.co.uk](mailto:sales@absenglish.co.uk)

7.4 You also have the right to take any complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

Tel: 0303 123 1113

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire SK9 5AF

For more details, please address any questions, comments and requests regarding our data processing practices to our Director Sian Choma-Peters on [sp@absenglish.co.uk](mailto:sp@absenglish.co.uk)

### **Governing Law**

These are the only terms and conditions that can be referred to in the event of a disagreement between the student and the School. These terms and conditions are governed by English law and do not affect your statutory rights under English law.

### **Complaints**

Any disputes should be sent to your agent or directly to Absolutely English Young Learners Ltd. within two weeks from the end of your course.

### **School details**

In these terms 'the School' means Absolutely English Young Learners Ltd. at Wrekin College.

Absolutely English Young Learners Ltd. is registered in England and Wales under company number 05634655 and with registered office at Regent Court, 68 Caroline Street, Jewellery Quarter, Birmingham B3 1UG, United Kingdom.

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All information correct at time of publication. Please see our website at [www.absenglish.co.uk](http://www.absenglish.co.uk) for the most up-to-date information.