

Terms and Conditions

General information:

- I. Every attempt will be made to place you on the chosen course. However, NLS English cannot guarantee a particular course and timetable until you have completed a placement test. In the event of insufficient applications for a course, the school reserves the right to offer an alternative course of equal value.
- II. The minimum age to attend the group classes is 16.
- III. All new students need to pay a £40 registration fee.
- IV. The maximum size of group classes is 10 people.
- V. A minimum of 5 sessions must be booked for One-to-One sessions.
- VI. NLS English guarantees to provide all students with equal services and professional teachers.
- VII. Students must achieve 65% in the level exam to be able to go to the next level.
- VIII. All students will receive a **certificate of attendance** at the end of the course providing they meet all the requirements.

Attendance rules:

- I. Students **cannot reschedule, cancel or ask to make up** for missed sessions of group courses.
- II. To receive the "*certificate of attendance*" students must attend not less than **80%** of the course.
- III. Students are expected to attend lessons on a regular basis and on time. Students lose tuition if they are late, absent or leave before the lesson/course ends.
- IV. Students enrolled for one-to-one lessons are permitted to cancel or reschedule 1 lesson every 5 hours. Students must notify the school in writing by the close of business 2 days before the scheduled lessons.
- V. Make-up lessons must be scheduled within 2 weeks of the original lesson date. NLS English cannot guarantee that make-up lessons will be taught by the student's regular teacher. There will be no refunds or make-up lessons for absences without proper notification.

Payments:

- I. All new students are required to pay a **£40 registration fee** (valid for 1 year after completing a course).
- II. Full fees should be paid not later than **two weeks prior** to the commencement of the course. Failure to do so might result in a refusal to admit the student to the course.
- III. Should the course start in less than 14 days, payment must be received in full at the time of booking.
- IV. All payments should be made in pounds sterling (£) by bank transfer, debit card and by cash. Credit cards are accepted, subject to 3% surcharge.

Cancellation and refunds:

- I. Should students need to cancel their course, they need to notify the school in writing **at least 28 days** prior to the commencement of the course to receive **a full refund of the course fee**.
- II. Any cancellation between **27 days** and **7 days** prior to the commencement of the course would be subjected to a **25% deduction of the course fee**.
- III. Any cancellation between **7 days** and **2 days** prior to the commencement of the course would be subjected to a **50% deduction of the course fee**.
- IV. **No refund** is available for cancellations **within 48 hours** prior to the commencement of the course.
- V. No refund is available after the commencement of the course.
- VI. If students have to stop their course earlier than the finishing date of the course, their tuition and materials fees are non-refundable under any circumstances.
- VII. The registration fee is non-refundable under any circumstances.

Initials: _____

VIII. The accommodation booking fee is non-refundable under any circumstances.

Students' rights:

- I. All students are entitled to use all services equally.
- II. Students are encouraged to report to staff should they feel they are not treated equally.
- III. Students should report their complaints to staff members and their complaints will be dealt with in a timely manner.
- IV. To receive their certificate of attendance when completing a course, providing they have attended at least 80% of the course and obtained 65% in the overall progress results.
- V. Students are entitled to a set individual learning plan, follow up tutorials and a course report when completing a course.
- VI. Should NLS English cancel a course for any reason full fees will be refunded.
- VII. Should a teacher cancel a lesson students are entitled to receive a make-up lesson.

NLS English rights:

- I. NLS English is entitled to refuse students admission to classes should they refuse to comply with the school's terms and conditions.
- II. Group classes are held with 2 – 10 people. Students can join a course subject to availability.
- III. To ask students to provide proof of payment should the fees not have reached NLS English Bank account on the due date.
- IV. NLS English is entitled to ask for compensation should a student or their companions damage any of NLS English's possessions.

Promotional offers and purposes:

- I. Promotions are valid for new students only.
- II. NLS English may use film or still photographs of students for promotional purposes.
- III. Students' quotations and achievements might be used in our promotions.
- IV. Students (or students' parents if they are under 18 years of age) must inform the school in writing **before their course starts** if they will not allow us to use such materials.

Holidays:

All the holiday periods will be announced to students, minimum 2 weeks in advance. Please check the notice board close to each public holiday for further information.

I hereby accept that I have read, understood and received a copy of the above Terms and Conditions. Please sign below. By signing these Terms and Conditions, you agree to all North London School of English policies.

Student Signature:

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For and on behalf of NLS English
(Director) :

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Date:

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