

**Residential Courses** If your course includes **red dates** those weeks will be at the **bargain lower price**

Start & Finish	Age Range	Start dates	Price per week		Course	Extra Information
<b>ALDENHAM SCHOOL</b> 30/06 to 11/08 Sundays	10 to 14 15 to 17	30/06, 07/07, 14/07, 21/07, 28/07, 04/08	£975	<b>£925</b>	London Experience Programme	15 hours lessons per week, full board, excursions, activities LONDON EXPERIENCE: 2 afternoons & 1 evening per week + 1 day in the heart of London for students staying 2 weeks or longer. Sightseeing tours, shopping and visits to London's famous museums & galleries. This is in addition to the usual full day excursion each week.
<b>DUKE OF YORK SCHOOL</b> 07/07 to 18/08 Sundays	8 to 10 11 to 14 15 to 17	07/07, 14/07, 21/07, 28/07 04/08, 11/08	£795	<b>£745</b>	Classic Course	15 hours full board, activities, excursions and activities INTENSIVE ENGLISH: 5 hours extra lessons per week (G) - supplement £40 per week
			£1070	<b>£1020</b>	Junior Programme	Special lessons & activities for 8-10 year olds (G)
FREE guided climbing and archery. Dormitory style accommodation at an economical price						
<b>ROYAL RUSSELL SCHOOL</b> 07/07 to 18/08 Sundays	10 to 14 15 to 17		£990	<b>£940</b>	Classic Course	15 hours lessons per week, full board, excursions, activities
		07/07, 21/07 28/07, 04/08, 11/08	LONDON EXPERIENCE: 2 afternoons + 1 late afternoon per week in the heart of London. Sightseeing tours, shopping & visits to London's famous museums, galleries & attractions – supplement £80 per week			TENNIS COACHING – 4 hours small group tennis coaching with a qualified tennis coach – supplement £95 per week
		FREE Multi Sport programme: Kwik Cricket, tag rugby, basketball, swimming, football, volleyball FREE modern dance lessons				
<b>ST LAWRENCE COLLEGE</b> 07/07 to 25/08 Sundays	10 to 14 15 to 17	07/07, 21/07 28/07, 04/08 11/08	£895	<b>£845</b>	Classic Course	15 hours lessons per week, full board, excursions, activities including volleyball & sand art on Ramsgate beach. PREMIER FOOTBALL EXPERIENCE: includes 4 hours professional football coaching per week & Premier League Stadium Tour every 2 weeks (G) - supplement £185 per week YOUNG ADULT PROGRAMME: separate activities for 16 & 17 year olds 3 days a week (G) – supplement £95 p. week.
		18/08	<b>£685</b>			<b>OUR VERY BEST PRICE</b>
		FREE modern dance lessons FREE drumming En-suite supplements - Single Room £30 per week, Shared Room £20 per week. Premium en-suite supplements -Single Room £40 per week, Shared Room £25 per week				

(G) courses for groups. Only run with a minimum number of students – please ask us for details

ENROLMENT FEE: £75 per student to be added to the total course price

**Accommodation is in twin or multi-bedded rooms sharing with students of a different nationality although friends can share together. Single rooms may be available at some centres as shown above at a supplement.**

**Classic Course and all other courses include:** 15 or 19 hours English lessons per week in multinational classes + full board residential accommodation + Activity Programme with 5 daytime activities, 7 evening activities, 1 half day and 1 full day excursion per week.

**EXTRA NIGHTS:** £75 per night, by arrangement only.

**ST LAWRENCE COLLEGE & DUKE OF YORK PROGRAMMES:** We operate a zig-zag teaching programme at these centres so lessons and activities alternate in the mornings or afternoons. We reserve the right to run zig-zag programmes at other centres.

**DUKE OF YORK ACCOMMODATION:** Different to our other centres, accommodation at the Duke of York is hostel style with spacious multi-bedded rooms (3 to 6 beds) with shared bathrooms (although there are some singles). Everything else is at the same high standard as our other centres but the simpler accommodation means we can offer courses at the Duke of York at very economical prices.

**AGES:** Students must be at least 10 years old at the start of their course except on the Duke of York Junior Programme.

**St Lawrence Homestay Courses (groups only)**

<b>ST LAWRENCE HOMESTAY</b> 28/07 to 25/08 Sundays	12 to 14 15 to 17	2 week courses 28/07 to 11/08 11/08 to 25/08	<b>£795/£745</b>		Classic Course with Homestay	15 hours, full board, activities, excursions. Free drumming, dance & beach activities - volleyball & sand art.
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Stay with an English speaking family in Ramsgate and have lessons and activities at the College. Full board with 7 breakfasts, 2 lunches & 5 evening meals with the family and 5 lunches & 2 evening meals at the College. Most of our families are within a 20 minute walk of the College. However some may be a short bus ride away for which a bus pass costing £22 a week is needed, which also allows unlimited local travel.

## Churchill House Ramsgate Homestay Courses

RAMSGATE HOMESTAY 16/06 to 24/08 Sunday to Saturday	Age Range	Start Dates	With Activity Programme PLUS				With Activity Programme or Intensive Course Activity Programme			
			2 weeks	3 weeks	4 weeks	Extra Weeks	2 weeks	3 weeks	4 weeks	Extra Weeks
	12 to 17	16/06, 23/06, 30/06 07/07, 14/07, 21/07	£1,370	£2,055	£2,740	£685	£1,210	£1,815	£2,420	£605
		28/07, 04/08, 11/08, 18/08 *	£1,210	£1,815	£2,420	£605	£1,050	£1,575	£2,100	£525

- 1 week course only

**PRICES INCLUDE:** 15 hours English lessons per week in multinational classes, half board homestay accommodation, activities, trips and prices shown above are for a standard homestay. Supplements may be charged for families who cater for special dietary requirements (see 'Other Information').

**ENROLMENT FEE:** £75 per student to be added to the total course price

**SUPPLEMENTS:** Full Board £38 per week. Single Room £35 per week. Extra Nights £35 per night by arrangement only. If the extra night is the last Sunday of the course, the price is £60 including an extra full day excursion on the last Saturday. If a packed lunch is requested on departure, there is a supplement of £7.00 per student.

**RAMSGATE ACTIVITIES:** There are three programmes available:

**Activity Programme Plus** is 4 daytime activities, 4 evening activities, 1 half day trip & 1 full day trip per week (weekends). If staying for 3 weeks, you will have 4 full day trips (1 of which is free). If staying for 4 weeks, you will have 6 full day trips (2 of which are free).

**Activity Programme** is 4 daytime activities & 4 evening activities per week.

**Intensive Course Activity Programme** is 4 evening activities and 1 full day trip (weekends) per week.

**Students aged 12 to 15** must book an Activity Programme Plus and Full Board.

**Students aged 16 & 17** arriving during the summer can choose 15 hours lessons per week or an **Intensive Course** with 20 hours lessons per week (supplement £55 per week) or 25 hours lessons per week (supplement £110 per week). 15 hours students must book an Activity Programme or an Activity Programme Plus (prices above). Intensive Course students must book an Intensive Course Activity Programme.

**RAMSGATE JUNIORS (aged 15 & under):** At Churchill House the wellbeing of our Juniors is particularly important. Juniors are always under the supervision of our staff whether in class or in activities and are placed in specially selected families. We have a Liaison Officer responsible for overall care and supervision. On trips, Juniors must stay with our staff escort, group leader or other responsible adult at all times. After full day coach trips we arrange for students to leave the coach close to their families and after evening activities we ensure that students get home safely.

**ARRIVAL DATE MUST BE ON SUNDAY AND DEPARTURE DATE MUST BE ON SATURDAY**

**ARRIVAL & DEPARTURE TIMES:** To ensure host families are not inconvenienced, the latest scheduled arrival time at an airport should be no later than 18:00 and the earliest scheduled departure from an airport should be no earlier than 11.00.

**RAMSGATE HOMESTAY FAMILIES:**

**Nationality:** We will try very hard to ensure that there is only one student of each nationality in a family but we cannot guarantee it.

**En-suite:** A small number of our families have rooms with en-suite facilities, for which a supplement of £30 per week is charged.

**Distance from School:** Most of our families are within a 20 minute walk of the school, particularly those accommodating students aged 15 & under. However, for older students, some may be a short bus ride away for which a bus pass costing £22 a week is needed, which also allows unlimited local travel.

**Pets:** Most families in Ramsgate have pets so if a student has an allergy to any animals, it must be indicated on the booking form before arrival. If this is not done and the student has to move family once they arrive, a supplement of £25 will be charged to cover the cost involved.

**RAMSGATE PROGRAMME:** For some weeks of the summer we may operate a zig-zag teaching programme so lessons alternate between one week in the mornings and one week in the afternoons.

# INDIVIDUAL STUDENTS - TRANSFER SERVICE

Prices shown are one way, per person

TO ↓	FROM →	Heathrow ↑	Gatwick ↑	Stansted ↑	Luton ↑
Aldenhams	SHARED	£55	-	-	-
	TAXI	£130	£175	£140	£125
Duke of York	SHARED	£90	£85	-	-
	TAXI	£230	£200	£225	£240
Royal Russell	SHARED	£65	£50	-	-
	TAXI	£125	£105	£210	£210
Ramsgate & St Lawrence	SHARED	£90	£85	-	-
	TAXI	£230	£200	£225	£240

**OUR TRANSFER SERVICE GUARANTEE:** All our prices are guaranteed – there are no extra charges for waiting time or delays and we have a transfer team at the airport to supervise and help.

**SHARED:** Our Shared Transfer Service is by shared coaches from/to Heathrow and Gatwick, which on arrival days leave the airport between 09:00 and 17:00 so choose your flight time to match. On departure days your return flight must leave between 11.00 and 18.00.

**TAXI:** Our Taxi Service is available on any arrival or departure day between 08:00 & 20:00 (flight arrival/departure times) If you arrive outside of these times please contact our Transfer Department for prices. In addition to the possibilities above, if you require a transfer to/from any other location (airport, railway station, ferry port etc.) please contact our transfer team for a price. Prices are per person, if you are sharing a taxi the price above still applies but a small discount may be available. Please contact our transfer team for details.

Other Taxi possibilities include:

St Pancras International Railway Station, Dover, Ashford International Railway Station

All students using our transfer service are met at the flight arrival gate on arrival, are taken to check in and security on departure and are supervised by our own airport staff at all times. For shared transfers a waiting time of up to 4 hours is possible, but always supervised by our staff.

**All students** must use our transfer service unless accompanied by a responsible adult aged 18 years or older. If not using our transfer service, you must provide Churchill House with details of your travel arrangements to/from the centre – including the name/ID/contact details of the responsible adult - before the course starts and these arrangements must meet our safeguarding requirements.

For children who fly as **Unaccompanied Minors** we provide a personal meeting and accompanying service at the airport on arrival and departure during our shared transfer times - Supplement £40 per person. Outside of our shared transfer times the supplement will be £80 per person.

Please note that if you book a shared transfer and then your flight time means that a shared transfer is not possible we will arrange a taxi transfer and you will have to pay the extra cost.

If it is not possible for Churchill House to operate a shared transfer to/from any airport on any particular day then we will arrange taxi transfers and you will be asked to pay the extra cost. We will notify you of this before your arrival in the UK.

For Ramsgate Homestay we can arrange taxis on arrival from the school or coach drop off point to the host family for a supplement of £5 per person per journey. Also on departure from family to school or coach pick up point, supplement £5

**If you need any help or more information do please contact our transfer team on [transfer.manager@churchillhouse.co.uk](mailto:transfer.manager@churchillhouse.co.uk)**

## HOW DO I ENROL?

- Complete the Enrolment Form and either e-mail, fax, or post it to us as soon as possible.  
E-mail: [welcome@churchillhouse.co.uk](mailto:welcome@churchillhouse.co.uk) Fax: +44 1843 584827.  
Address: Churchill House School of English Language, Spencer Square, Ramsgate, Kent, CT11 9EQ
- You must also pay a deposit of £250 at the same time (see 'How do I pay?' below).
- Alternatively, you can book online on our website. Just click 'Apply Online' on the home page [www.churchillhouse.com](http://www.churchillhouse.com)

## HOW DO I PAY?

The deposit of £250 must be paid when you book. It is also possible to make full payment at this stage. You can pay:

- By bank transfer (Airmail, Telex, Swift). Bank details:  
**Account name:** Churchill House School of English Language.  
**Sort code:** 40-38-02 **Account no:** 41133659 **Bank:** HSBC, 26 Westwood Cross Shopping Centre, Broadstairs, Kent CT10 2BF  
**IBAN:** GB19HBUK40380241133659 **BIC/SWIFT CODE:** HBUKGB4B  
*Please fax/post/email attaching a copy of the transfer document to us together with your Enrolment Form.*
- By credit card: Payment may be made by Visa, Mastercard, American Express or an internationally accepted Debit Card such as Visa Electron. Simply complete the credit card slip on the Enrolment Form.

All payments must be in UK Sterling.

When we have received your Enrolment Form, and £250 deposit, we will reserve the course and accommodation for you and send you a Certificate of Enrolment confirming your course dates and the total price.

We will invoice for your transfer once we have received your flight details with arrival and departure times.

**Please note: We must receive full payment for your course at least 28 days before you arrive.**

# INDIVIDUAL STUDENTS - TERMS AND CONDITIONS

All enrolments are subject to the following conditions which become legally binding on acceptance of enrolment by Churchill House School of English Language (Churchill House).

## 1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. When we have received your Enrolment Form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price. The deposit of £250 must be paid when you enrol for a course. All payments must be made in UK Sterling. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

## 2. VISAS

Some students require a Student Visa or Tourist Visa. Please contact your local British Embassy, Consulate or High Commission to ensure they are allowed to enter and study in the UK. Arranging the correct Visa is the sole responsibility of the student or their advisor or Educational Tour Operator but Churchill House will provide what help is necessary. Visa support documentation will be provided on receipt of £250 deposit. Unless we receive confirmation of visa at least 4 days before the arrival date, the currently family reservation will be set aside and another reservation made, possibly for a different arrival date and possibly with another family.

## 3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel problems and the cost of medical treatment either under the National Health Service or privately. Currently, citizens of the EU have free treatment under the National Health Service providing they have a valid European Health Insurance Card. Churchill House offers a Studentguard policy designed specifically for students (£7.00 per week). For more information, please contact us for details.

## 4. DAMAGES

Any damage caused by students, either through accident or misconduct, must be paid for in full immediately. If the damage is not paid for, it will be invoiced to the client and payment will be required immediately.

## 5. GENERAL REFUND POLICY

All refunds will be sent to the account of the person who has paid it. If a student's visa application is rejected after payment has been received all fees (minus bank transfer costs and enrolment fee) will be refunded providing we receive a visa refusal letter.

## 6. CANCELLATION POLICY

- If you cancel your course because your visa application was refused we will refund 100% of fees paid (minus bank transfer costs and £75 enrolment fee) on receipt of the original written visa refusal.
- If you cancel your course up to 21 days before the start date, we will refund the total fees paid minus the £250 deposit, and bank transfer costs.
- If you cancel your course less than 21 days before the start date no refund will be issued but the full value of all fees paid minus the £250 deposit can be transferred to another course up to the end of the following calendar year, at the end of which the credit lapses.

## 7. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

## 8. ROOM ALLOCATIONS

The number of each type of accommodation varies from centre to centre. Until we have received a deposit we cannot confirm requests for any particular accommodation type. Rooms and beds are allocated on a first come first served basis and we do our best to allocate them, but we cannot guarantee it. The earlier we receive the request the better chance we have to meet them. We suggest sending us rooming requests no later than April 30<sup>th</sup>.

## 9. OUR STUDENT DISCIPLINE AND EXPULSION POLICY

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely, in our opinion, to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. If students are found to be involved in breach of school rules or bullying and harassment, then action will be taken in accordance with our Student Disciplinary Policy and our Anti-Bullying policy.

Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class/activities/excursions and further possible sanctions. Parents or guardians will be informed that further misbehaviour may lead to expulsion from the centre at their expense.

More serious offences may result in formal disciplinary procedures and possible expulsion. This behaviour includes, but is not limited to: possession or consumption of alcohol, possession of illegal substances (drugs), bullying, damage to property, underage purchase of cigarettes (including e-cigarettes), smoking in school buildings, serious breach of venue rules, harassment, threatening or violent behaviour, breach of British law.

Disciplinary decisions are the sole right of Churchill House Summer Centres and the decision of the company director is final. However, if a student in a residential centre is found to be in breach of venue rules, the venue has the right to require us to remove the student immediately. In the case of expulsion, the parent/guardian is required to make arrangements for their immediate return. Churchill House is not liable for any costs incurred in repatriating a person and no refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

## 10. RESOLUTION OF DISPUTES

### Sales

If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director of Sales and Marketing.

### Summer Centres

If you have a problem with any aspect of your course, activities or accommodation, please tell your Student Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Director at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

## 11. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, prices, accommodation and dates of the programmes where circumstances beyond the control of Churchill House necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

## 12. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

### 13. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, acts of God, pandemic, plague, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

### 14. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

### 15. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

### 16. APPLICABILITY

All the above terms are applicable to direct students and to Educational Tour Operators alike unless variations are expressly agreed between the two parties in writing.

### 17. EMERGENCY CONTACT DETAILS

Customers must provide 'next of kin' details (name and telephone number of a parent/guardian). This is a British legal requirement in case emergency medical/legal consent is required.

### 18. ACTIVITY PROGRAMMES

Individual students must buy an activity programme when they enrol.

## INDIVIDUAL STUDENTS - OTHER INFORMATION

**POCKET MONEY:** Pocket money and personal expenditure may be included with payment of course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Residential students need only bring personal spending money - everything else is included. Homestay students aged 16 & 17 in Ramsgate should allow an extra £15 a week for taxis back to the family after evening activities.

**ARRIVAL & DEPARTURE DAYS:** Students should arrive and depart on the dates shown in the price list and should arrive at the centre after 14:00 hours except for the Centre opening date when it is 16:00 hours. Extra nights may be possible by agreement and are subject to a supplement.

**LANGUAGE LEVEL:** Our courses are available for students from Elementary level to Advanced. We are unable to cater for those at any lower level.

**LAUNDRY:** A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

#### DIETARY REQUIREMENTS:

**Vegetarian:** A vegetarian diet can be provided if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £25 per week will be charged.

**Special Diet:** We can cater for most special diets e.g. Vegan, Celiac, Lactose free, Gluten free. A supplement of £25 per week will be charged, if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £50 per week will be charged. Please Note we cannot provide a Halal diet in Ramsgate Homestay. We can offer a vegetarian or non-pork diet but this must be indicated on the booking form.

# GROUP AIRPORT TRANSFERS

Prices are per GROUP and INCLUDE ARRIVAL & DEPARTURE

FROM → TO ↓	Heathrow ↑	Gatwick ↑	Stansted ↑	Luton ↑	London City ↑
Aldenham	A	A	A	A	A
Duke of York	B	B	B	B	B
Royal Russell	A	A	B	B	A
Ramsgate* & St Lawrence	B	B	B	B	B

All Group members should arrive and leave together otherwise a supplement will be payable. On arrival your flight should arrive between 09:00 and 18:00. On departure your flight should leave between 11.00 and 22.00. Supplements of £20 - £50 per person will apply for flights which are earlier or later than these times. London Heathrow and London Gatwick will have a Churchill House representative waiting to greet your group on arrival between 09:00-18:00. For all other airports we provide you with instructions on how to meet your transfer coach.

\* For Ramsgate homestay, taxis on arrival from the coach drop off point to the host families and on departure from family to the coach meeting point can be arranged at a supplement of £5.00 per person per journey

	Number of Students				
	8-14	15-24	25-34	35-44	45 +
Transfer A Price	£1200	£1450	£2000	£2225	£2725
Transfer B Price	£1400	£1800	£2125	£2475	£3025

**Our transfer service guarantee:** All our prices are guaranteed – there are no extra charges for waiting time or delays and we have a transfer team at Heathrow & Gatwick to supervise and help.

Transfer Prices are based on the original group size and are not changed if the group size reduces. Groups of fewer than 15 students may be required to share a transfer which may mean a wait. For groups of 7 or less students, Individual Transfer prices are charged.

## GROUPS TERMS AND CONDITIONS 2024

Please read our terms of business below carefully and if there is anything that is not clear please ask us for clarification. When we send you quotes, proformas and invoices it is on the understanding that you have accepted and agreed our terms of business in their entirety.

### 1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. If this is not done then the original terms of contract may be deemed to be invalid and we therefore reserve the right to reduce the agreed commission by 5%. To confirm a reservation we must receive a deposit of £250 per student to be irrevocably credited to our bank account for the number of places reserved. We cannot guarantee acceptance of any group or part of a group until the entire deposit is paid. We accept no liability for any losses incurred by failure to pay a deposit. We advise that deposits be made by April 1st for all summer courses. Advantageous commissions are available for Educational Tour Operators who pay deposits earlier than April 1st. If optional trips are booked which require payment in advance by us (e.g. Harry Potter Studio Tours) then the full price of these must be paid at the same time as the deposit. All payments must be made in UK Sterling. Group payments must be made as a group and not as a series of individual payments. We are aware that this is not always possible and will accept a reasonable number of payments. However, if a series of individual payments are made an administration fee of £50 per payment will be charged. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

### 2. VISAS

Arranging the correct Visa for each group is the sole responsibility of the Educational Tour Operator but Churchill House will provide any help that is necessary. Visa support documentation will be provided on receipt of the group deposit. Unless we receive confirmation of visa at least 4 days before the arrival date, the currently family reservation will be set aside and another reservation made, possibly for a different arrival date and possibly with another family.

### 3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel problems and the cost of medical treatment either under the National Health Service or privately. Currently, citizens of the EU have free treatment under the National Health Service providing they have a valid European Health Insurance Card. Churchill House offers a Studentguard policy designed specifically for students (£7.00 per week). For more information, please contact us for details.

### 4. DAMAGES

A refundable damage deposit of £75 per student maybe required. This is included in the invoiced value of the course and must be paid together with the other fees. The deposit will be refunded in full at the end of the course providing no damage has occurred. If damage has been caused by any member of the group by accident or misconduct the cost of the damage will be deducted from the group damage deposit, if not paid for at the centre.

### 5. STUDENT DETAILS

We send you an Electronic Input Form (EIF) which is a spreadsheet for you to fill in with all students' details: names, dates of birth, emergency contact numbers etc. We will not accept any other means of supplying us with student details and not fully completed forms will be returned until fully complete. We must receive the fully completed EIF no less than 30 days before the arrival date.

We reserve the right to refuse the enrolment of any student for any reason including inappropriate level of English.



## 6. ACCOMMODATION

The number of each type of accommodation varies from centre to centre. Until we have received a deposit we cannot confirm requests for any particular accommodation type. If standard price rooms are requested and these are fully booked when we receive your deposit the group will be accommodated in premium accommodation and be charged the appropriate supplement. Rooms and beds are allocated on a first come first served basis and we do our best to allocate them, but we cannot guarantee it. The earlier we receive the request the better chance we have to meet them. We suggest sending us rooming requests no later than April 30<sup>th</sup>.

## 7. GROUP LEADERS

The minimum group size for free places is 12 students.

12–17 students - 1 free place 18–32 students - 2 free places 33–47 students – 3 free places 48+ students - 4 free places.

Additional Group Leaders are charged £450 per week.

For groups with less than 12 students, Group Leaders are charged as follows: 11-9 students £300 per week, 8-7 students £450 per week, 6 and less students £600 per week.

Group Leaders must be responsible adults aged 21 years or older who are required to take an active part in supervising and managing the welfare of the group, and to carry out the duties as detailed in the Group Leader Manual. The free places offered for Group Leaders must be taken up by named responsible adults and are not transferable to students. If, for any reason, the school deems a Group Leader incapable of carrying out the duties required of them, we reserve the right to replace him/her with a member of our staff and we reserve the right to claim reimbursement from the Educational Tour Operator for costs incurred.

Group Leaders must be responsible adults known to the Educational Tour Operator who must have made all the appropriate checks available in their country (e.g. Police certificate of good conduct or other criminal record checks, etc.) and that these indicate that there is no reason why this person should not have responsibility for supervising a group of children.

## 8. OUR STUDENT DISCIPLINE AND EXPULSION POLICY

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely, in our opinion, to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. If students are found to be involved in breach of school rules or bullying and harassment, then action will be taken in accordance with our Student Disciplinary Policy and our Anti-Bullying policy.

Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class/activities/excursions and further possible sanctions. Parents or guardians will be informed that further misbehaviour may lead to expulsion from the centre at their expense.

More serious offences may result in formal disciplinary procedures and possible expulsion. This behaviour includes, but is not limited to: possession or consumption of alcohol, possession of illegal substances (drugs), bullying, damage to property, underage purchase of cigarettes (including e-cigarettes), smoking in school buildings, serious breach of venue rules, harassment, threatening or violent behaviour, breach of British law.

Disciplinary decisions are the sole right of Churchill House Summer Centres and the decision of the company director is final. However, if a student in a residential centre is found to be in breach of venue rules, the venue has the right to require us to remove the student immediately.

In the case of expulsion, the parent/guardian is required to make arrangements for their immediate return. Churchill House is not liable for any costs incurred in repatriating a person and no refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

## 9. RESOLUTION OF DISPUTES

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If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Director of Sales and Marketing.

### Summer Centres

If you have a problem with any aspect of your course, activities or accommodation, please tell your Student Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Director at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

## 10. CANCELLATION POLICY

- *Cancellation of any of the reserved places up to 30 days before arrival*  
We will make a refund of the total amount paid less deposit and less any administrative costs we have incurred such as courier & visa charges.
- *Cancellation of any of the reserved places between 29 and 8 days before arrival*  
We will make a refund of 75% of the total course value less any administrative costs we have incurred such as courier & visa charges.
- *Cancellation of any of the reserved places within 7 days of arrival*  
We will make a refund of 50% of the total course value less any administrative costs we have incurred such as courier & visa charges.
- Refunds cannot be made once a course has commenced.
- Refunds cannot be made where a group arrives later or leaves earlier than booked.
- If a group member cancels after we have received the final details and is replaced with another, we will make no cancellation charge or administration charge.

## 11. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, prices, accommodation and dates of the programmes where circumstances beyond the control of Churchill House necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably. The School reserves the right to amend the activity programme according to prevailing circumstances and to substitute one activity for another, the replacement to be of equal or greater value. The School reserves the right to change the order of activities. Bookings for an Activity Programme or additional trips must normally be for the complete group. We cannot guarantee a choice of activities for reservations made after March 1st. We reserve the right to charge an administration fee for changes made to the booking and for non-standard requests and variations.

## 12. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

### 13. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, acts of God, pandemic, plague, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

### 14. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

### 15. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

### 16. APPLICABILITY

All the above terms and conditions are applicable to all groups unless variations are expressly agreed between the Educational Tour Operator and Churchill House in writing.

### 17. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

### 18. RAMSGATE ACCOMMODATION

The price list is for half board. The number of meals provided is equivalent to the number of days' accommodation. Any extra meals will incur an additional charge. For full board there is a supplement of £38 per person per week. No commission is payable on this supplement. Group members must all have either full board or half board and shared room or single room. All members of a group must also have the same course of lessons.

### 19. RAMSGATE HOMESTAY ACTIVITY PROGRAMME

Students aged 12 to 15 must have an Activity Programme Plus. Students aged 16 & 17 with 15 hours lessons must have an Activity Programme Plus or an Activity Programme. Students aged 16 or 17 with 20 or 25 hours lessons must have an Intensive Course Activity Programme.

By special arrangement, Educational Tour Operators known to us can provide their own activity programme providing it is comprehensive and culturally suitable. A detailed programme must be provided at least 14 days before the course begins. This will include destinations, travel plans and risk assessments of each given activity. Contact information for each Group Leader and student must also be provided to us and it is essential that Group Leaders know before arrival that it is their duty to organise and manage the activity programme. A £50 activities deposit per student may be charged and if the Group Leader fails to carry out the programme on their own, Churchill House will organise it and deduct the cost from this deposit.

### 20. EMERGENCY CONTACT DETAILS

Customers must provide 'next of kin' details (name and telephone number of a parent/guardian). This is a British legal requirement in case emergency medical/legal consent is required.

## GROUPS - OTHER INFORMATION

**POCKET MONEY:** Pocket money and personal expenditure may be included with payment of course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Residential students need only bring personal spending money - everything else is included. Homestay students aged 16 & 17 in Ramsgate should allow an extra £15 a week for taxis back to the family after evening activities.

**ARRIVAL & DEPARTURE DAYS:** Students should arrive and depart on the dates shown in the price list and should arrive at the centre after 14:00 except for the centre opening date when it is 16:00. Extra nights may be possible by agreement and are subject to a supplement.

**LANGUAGE LEVEL:** Our courses are available for students from Elementary level to Advanced. We are unable to accept students at a lower level.

**LAUNDRY:** A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

#### DIETARY REQUIREMENTS:

**Vegetarian:** A vegetarian diet can be provided if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £25 per week will be charged.

**Special Diet:** We can cater for most special diets e.g. Vegan, Celiac, Lactose free, Gluten free. A supplement of £25 per week will be charged, if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £50 per week will be charged. Please Note we cannot provide a Halal diet in Ramsgate Homestay. We can offer a vegetarian or non-pork diet but this must be indicated on the booking form.

**ADDITIONAL EXTRAS ON TRIPS:** Our weekly programmes give full details of all the activities and trips at each centre. On many of these trips, it may be possible to add activities or entrances especially for your group.

For example:-

London - London Eye, Arsenal Football Stadium, Madame Tussauds, London Aquarium, Tower of London, London Dungeon

Brighton - Royal Pavilion, Sea Life Aquarium,

Oxford & Cambridge - Punting.

Please ask for the full list with prices of all these additional extras which must be booked in advance.

**EXTRA TRIPS & ACTIVITIES:** As an addition to the weekly programme, it is possible to book extra trips & activities especially for your group to other places and venues. These must be booked in advance - please contact Debbie Cook for help and information.

**HARRY POTTER STUDIO TOUR:** One popular extra trip is to the Harry Potter Studios. Places are limited and bookings and full payment must be received by March 31st. We can only confirm the booking when full payment has been received; payment is non-refundable.

## GROUPS LAST MINUTE SALES - 50% REDUCTION

*For groups that are looking for the best possible price, we have our Last Minute Sales offer with a net price of only 50% of the list price. Please contact us for details.*



Accredited by the  
 **BRITISH COUNCIL**  
for the teaching  
of English in the UK



A SPECIAL  
INTEREST GROUP  
OF ENGLISH UK





**Churchill House**  
Summer Centres



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
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