



**2025**  
London Family Programme  
including enrolment details  
and fees



Experience  
in Teaching  
Families

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# Welcome to Frances King

Frances King has taught more than 20,000 families since the start of this unique programme in 1999. In our school, we aim, above all, to get your family speaking English, while making new friends and enjoying your stay in London – a capital city unlike any in the world. We look forward to welcoming your family to Frances King.



## SUPPORTING YOUR LEARNING



**Claire Granados**  
Executive Principal



**Jo Love**  
Family Programme Manager



**Daria Wrzesinska**  
Head of Student Engagement



**Garth Younghusband**  
Director, Partner Relations



**Paula Bailey**  
Executive – Partner Relations

## ACCREDITATIONS



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

Frances King School of English - London is accredited by The British Council for the teaching of English as a Foreign Language.

## MEMBERSHIPS



Frances King is a member of Quality English, the organisation of leading independent English language schools.



Frances King is also a member of IALC, the International Association of Language Centres.



Frances King School of English - London is a member of English UK, the organisation of accredited teaching establishments.

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# London Family Programme

Family study holiday in the heart of London, available in spring, summer, autumn and winter. Courses for children aged 5-16 and optional courses for parents and other family members. We can arrange accommodation in homestays, studios and apartments and the whole family can enjoy an activity programme, in the afternoons.



## LOCATION

Parents and their children study in the same location, in our Kensington school, opposite Gloucester Road Station, or a nearby annexe, within walking distance.



## AGES

Children of 6-16 years are accepted in winter, spring, summer and autumn. Children of 5 years are also accepted in the summer. Children of 12 years and above are accepted on the summer Day School Programme.

A parent or guardian of a child of 5 or 6 years, must either take a course or remain in the school during lesson times. The minimum age for an adult in charge is 21.



## PRIVATE LESSONS & MINI GROUPS

After group classes, we can also arrange private lessons for children, to concentrate on a particular skill or language area. We can also offer private lessons and Mini Group tuition for children at other times of the year. Please ask for more details.



## YOUR FREE TIME

Classes are in the mornings - families are free in the afternoons, to enjoy London's many attractions and to take part in a special activity programme, on 2 or 3 days a week. Weekend excursions outside of London, can be booked with a Tour Operator recommended by the school, at a discounted price. Students on the Day School have activities on 5 afternoons a week.

## NATIONALITIES (all courses)



- Western Europe
- Africa / Middle East
- Asia / Far East
- Central / South America
- Eastern / Central Europe

## AGE BREAKDOWN



# Perfect Central London Location

Frances King is perfectly located to explore London. The school is in Kensington, one of London's finest areas, opposite Gloucester Road underground station. There are many shops, cafes, restaurants, galleries, museums and places of entertainment, a short walk away. World-famous attractions are within easy reach. Whatever it is you love, you'll find something new to do every day with your family.

The map highlights the school's location in Kensington, near Gloucester Road station. It shows distances to several key locations:

- Kensington Palace**: 15 mins (Walking)
- Museum District**: 5 mins (Walking)
- Buckingham Palace**: 12 mins (By bus)
- Piccadilly Circus**: 10 mins (By underground)
- Design Museum**: 12 mins (By bus)
- Harrods**: 8 mins (By underground)
- Big Ben**: 10 mins (By underground)
- London Eye**: 18 mins (By underground)

Other nearby areas and landmarks include Notting Hill, Hyde Park, Knightsbridge, Chelsea, Mayfair, Soho, Covent Garden, Leicester Square, and Westminster.

Distance from Frances King Walking By bus By underground

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# London Family Programme Courses

## Family Junior Morning

This fun, dynamic and stimulating course is designed for young learners of all ages, with an emphasis on spoken English and communication, through imaginative activities and group project work. Teachers use a mix of interactive games, videos, and other resources and activities within lessons.

### Children will:

- Enhance their proficiency in all four language skills: listening, reading, writing, and speaking
- Improve pronunciation and fluency in spoken English
- Expand their English vocabulary
- Build confidence in speaking and develop skills to communicate more effectively
- Visit a local place of interest, each week, as part of a class project

## Family Adult

While their children are at school, parents and other family members have the option of taking a course at Frances King in the mornings too. During the summer, parents join the 30+ English Programme. There is an afternoon only option for a parent who is busy with child care in the mornings.

### Adults will:

- Enhance their proficiency in all four language skills: listening, reading, writing, and speaking
- Improve pronunciation, fluency and accuracy in spoken English
- Expand their English vocabulary and increase knowledge of grammar, vocabulary and colloquial phrases
- Build confidence in speaking and develop skills to communicate more effectively
- Gain valuable networking opportunities with other learners

## Family Junior Day School (Summer only)

This all day programme is for ages 12-16 in summer. Participants join the Family Junior Morning Course and in the afternoon there are activities, excursions and projects, on 5 afternoons a week.

Children should be dropped off at 8.45 and collected at 17.00. Students must bring a packed lunch and a travel card.

## COURSE FACTS

	FAMILY JUNIOR MORNING	FAMILY ADULT MORNING	FAMILY ADULT AFTERNOON	FAMILY JUNIOR DAY SCHOOL
<b>Class size</b>	Average 12 / maximum 15	Average 12 / maximum 14	Average 12 / maximum 14	Average 12 / maximum 15
<b>Age</b>	5-16 ① ②	16 and over (adult in charge 21 years)	16 and over	12-16
<b>Minimum level</b>	A1	A2 ③	A2	A2
<b>Lessons/week</b>	20	20	10	20 + projects/activities
<b>Hours/week</b>	16h 40m	16h 40m	8h 20m	16h 40m + projects/activities
<b>Timetable</b>	<u>Monday to Friday</u> 9.00-12.50	<u>Monday to Friday</u> 9.00-12.50	<u>Monday to Friday</u> 13.45-15.30	<u>Monday to Friday</u> 9.00-17.00

① Children of 5 years are only accepted in summer

② A child of 16 years can join either the Junior or Adult morning course

③ Adults at Beginner level are only accepted in summer

A1 Beginner A2 Elementary B1 Intermediate B2 Upper Intermediate C1 Advanced







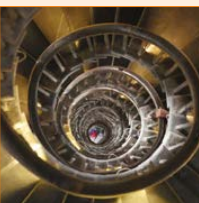

**“We all enjoyed our course and really improved our English. The school is very friendly and looked after our family very well.”**

**Alejandro, Gema and family, Spain**

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# London Family Programme Timetable

## Family Junior Programme - Example Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9.00 - 12.50	 <b>Classes</b>				
12.50 - 14.00	<b>FAMILIES MEET FOR LUNCH</b>				
14.00-16.45 (optional activities)	 <b>Free afternoon</b>	 <b>Harry Potter Walk</b>	 <b>River Cruise</b>	 <b>Climb The Monument</b>	 <b>Free afternoon</b>

Activities are guided. Parents must accompany their children. Entrance charges are not included.

## Family Day School Programme - Example Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45	<b>Parents drop children at school</b>				
9.00 - 12.50	 <b>Classes</b>				
12.50 - 14.00	<b>CHILDREN EAT PACKED LUNCH AT SCHOOL</b>				
14.00-16.45	 <b>Trafalgar Square / National Gallery</b>	 <b>British Museum</b>	 <b>Project work</b>	 <b>Tower of London</b>	 <b>Sports in Hyde Park</b>
17.00	<b>Parents pick up children from school</b>				

Parents must provide a packed lunch and travel card. Activities are guided and supervised. Entrance charges are included.

# Activity Programme For Families

Learning shouldn't stop when you leave the classroom – our Activity Programme for parents and children is an integral part of your learning experience. You will put your language skills into practice during fun activities with other families, building confidence and making friends as you go.

All our activities in London are guided by a Frances King Activity Leader. Activities are on 3 afternoons a week in summer and on 2 afternoons a week, in winter, spring and autumn. Students on the Day School Programme in summer, have activities on 5 afternoons a week.

Our Activity Programme for families is full of opportunities to discover London and make your time at Frances King an unforgettable experience!



**A few activities that your family can look forward to:**



## WALKS

Harry Potter Walk, Canal Walk to Camden market, Covent Garden Walk



## MUSEUMS

Science Museum, British Museum, Natural History Museum



## SIGHTSEEING

Tower of London, Riverboat Cruise, St Paul's Cathedral, The London Eye



## EXCURSIONS OUTSIDE OF LONDON AT THE WEEKEND

Oxford, Cambridge, Bath & Stonehenge, Windsor, The Cotswolds

# London Family Programme Accommodation

We can offer a variety of accommodation suitable for families, all located in excellent and safe locations within walking distance, or well connected with public transport to our school.

## Studios and Apartments

If you prefer to be independent, we offer studios and apartments, providing the comfort of a hotel at a lower price. They include private bathrooms and kitchens and are in excellent locations for our school.



**1 Citadines (South Kensington) \*\*\*\***

- Modern, stylish, self-contained studios (for 2 people) and 1 bedroom apartments (for 2-4 people)
- Available all year, minimum stay 1 week
- Location: zone 1, 🚶 Gloucester Road, less than 5 minutes' walk to Frances King Kensington, near fashionable restaurants, cafes and bars and a short walk to Hyde Park, Kensington Gardens and world-famous museums



Self Catering



Free WiFi



Private bathroom



Private Kitchen



Free coffee



Gym



**2 Chelsea Cloisters \*\*\***

- Attractively designed, self-contained serviced studios (for 2 people with double bed) and 1 bedroom (for 2-3 people with double bed and sofa in living room) and 2 bedroom apartments (for 2-4 people with double bed, single bed and sofa bed in living room)
- Available all year, minimum stay 1 week
- Location: zone 1, 🚶 South Kensington, about 15 minutes' walk to Frances King in Kensington, near the fashionable shops, cafes and restaurants of Chelsea and a short walk to world-famous museums



Self Catering



Free WiFi



Private bathroom



Private Kitchen



**3 Fraser Suites (South Kensington) \*\*\*\***

- Stylish, self-contained serviced studios (for 2 people with double bed), 1 bedroom (for 2-3 people with double bed and sofa in living room) and 2 bedroom apartments (for 2-4 people with double beds)
- Available all year, minimum stay 1 week
- Location: zone 1, 🚶 Gloucester Road, less than 5 minutes' walk to Frances King Kensington, near fashionable restaurants, cafes and bars and a short walk to Hyde Park, Kensington Gardens and world-famous museums



Self catering



Free WiFi



Private bathroom



Private Kitchen



Patio Garden



Breakfast Room



### Locations

📍 Frances King - Kensington

- 1 Citadines - South Kensington**
- 2 Chelsea Cloisters**
- 3 Fraser Suites - South Kensington**

### Quality Ratings

- ★★ Standard
- ★★★ Premium
- ★★★★ Deluxe

Prices for studios and apartments are for bookings of 7 nights or more, 1-6 night prices on request.



## Homestay

Staying in a Homestay is by far the most cost-effective way of living in London. Our hosts are friendly and welcoming and located in residential areas approximately 15-50 minutes from the school by public transport. Staying with a homestay is also the best way to learn about English life and culture and the opportunity for you and your family to practise your English.



### Standard Homestay \*\*

- Good homes in pleasant areas with kind hosts
- Location: zone 2 and 3
- Choose between:
  - Single bed and breakfast
  - Twin/double bed and breakfast
  - Single half-board
  - Twin/double half-board



Shared bathroom



### Premium Homestay \*\*\*

- Superior homes in excellent areas
- Location: zone 1-3
- Choose between:
  - Single bed and breakfast
  - Twin/double bed and breakfast
  - Single half-board
  - Twin/double half-board



Shared bathroom

OR



Private bathroom

## Hotels

The school does not arrange hotel accommodation but we recommend sites such as [www.booking.com](http://www.booking.com)



### Hotels

- To find a hotel near the school search for London Kensington
- The school postcode is SW7 4SS



# London Family Programme Fees 2025

Registration fee £125 per family

Code	Course	Lessons per week	Price per week			Ages	Minimum level
			1-3	4-11	12		
<b>Family Programme</b>							
FJ	Family Junior	20	£489	£440	£416	5-16 ❶	A1
FAS	Family Adult - Standard General English	20	£431	£388	£366	16 and over ❷	A2 ❸
FAS	Family Adult - General English Afternoon	10	£215	£194	£183	16 and over ❷	A2
FJD	Family Junior Day School (Summer only)	20 plus afternoon activities	£889	£800	£756	12-16	A2

❶ Children of 5 years are only accepted in summer    ❷ Adults at Beginner level are only accepted in summer    ❸ Minimum age adult in charge 21 years

## WINTER PROGRAMME 2025

January 6 (1-5 weeks)  
January 13 (1-4 weeks)  
January 20 (1-3 weeks)  
January 27 (1-2 weeks)  
February 3 (1 week)

## SPRING PROGRAMME 2025

March 24 (1-6 weeks)  
March 31 (1-5 weeks)  
April 7 (1-4 weeks)  
April 14 (1-3 weeks) ❶  
April 21 (1-2 weeks) ❷  
April 28 (1 week)

## SUMMER PROGRAMME 2025

June 9 (1-12 weeks)  
June 16 (1-11 weeks)  
June 23 (1-10 weeks)  
June 30 (1-9 weeks)  
July 7 (1-8 weeks)  
July 14 (1-7 weeks)  
July 21 (1-6 weeks)  
July 28 (1-5 weeks)  
August 4 (1-4 weeks)  
August 11 (1-3 weeks)  
August 18 (1-2 weeks)  
August 26 (1 week) ❸

## AUTUMN PROGRAMME 2025

October 6 (1-4 weeks)  
October 13 (1-3 weeks)  
October 20 (1-2 weeks)  
October 27 (1 week)

## WINTER PROGRAMME 2026

January 5 (1-5 weeks)  
January 12 (1-4 weeks)  
January 19 (1-3 weeks)  
January 26 (1-2 weeks)  
February 2 (1 week)

❶ Week commencing April 14: 16 lessons/week. Friday, April 18 is a public holiday.

❷ Week commencing April 22: 16 lessons/week. Monday, April 21 is a public holiday.

❸ Week commencing August 26: 16 lessons/week. Monday, August 25 is a public holiday.

## FAMILY PROGRAMME NOTES

Visa document courier £50

Optional medical, travel and course insurance £6.65/week

### Courses fees include

- placement test and assessment
- welcome pack
- school certificate
- some optional activities

### Course fees do not include

- bank charges
- lunch
- travel and excursions
- some optional activities

### Family Junior Day School - fees also include

- supervision 8.45-17.00
- projects, activities, excursions in afternoons
- any entrance charges

### Class size

Junior Course - maximum 15  
Adult Course - maximum 14

### Timetable

1 lesson = 50m  
10 lessons = 8h 20m  
20 lessons = 16h 40m

Monday-Friday  
9.00-12.50 Family Adult  
9.00-12.50 Family Junior  
9.00-17.00 Family Junior Day School  
13.45-15.30 Family Adult Afternoon

### Family Junior Day School

Monday-Friday  
Family Junior 9.00-12.50  
Lunchtime 13.00-14.00  
Activities, excursions 14.00-17.00  
Students must bring a packed lunch with drink every day and a travel card for Zone 1 & 2.

## ACCOMMODATION NOTES

### Arrival/departure

Arrival in homestay accommodation is on a Saturday or Sunday and departure on a Saturday. Departure on Sunday may be possible outside the summer months, i.e. June 7 - August 31.

Apartments and studios can be booked to start on other days. Studio and apartment prices are for bookings of 7 days or more, 1-6 night prices on request.

### Extra nights

Subject to availability at 1/7th of weekly fee.

### Frances King Quality Ratings

\*\* Standard  
\*\*\* Premium  
\*\*\*\* Deluxe

### Homestay travel zone and times

**Premium** 15-45 minutes (zones 1-3)  
**Standard** 30-45/50 minutes (zones 2, 3)

## TRANSFER NOTES

### Luggage

Prices are for one suitcase and one piece of hand luggage per person. If you intend to bring more than one suitcase, please contact us on [london@francesking.com](mailto:london@francesking.com) and we will explain alternatives.

### Waiting time

90 minutes from flight landing time included. Extra time: 0-15 mins £20; 15-30 mins £30; 30-45 mins £35; 45-60 mins £40; 60-90 mins £50.

### Arrival time

It is not always possible to arrive at accommodation before 7.00 or after 22.00. Please check with us before making travel arrangements.

Code	Accommodation type	Star rating	Price
<b>Homestays</b>			
A2	Standard Homestay: Single Bed and Breakfast	**	£206 / week
A3	Standard Homestay: Twin/Double Bed and Breakfast	**	£182 / week / person
A5	Standard Homestay: Single Half-Board	**	£284 / week
A6	Standard Homestay: Twin/Double Half-Board	**	£241 / week / person
A7	Premium Homestay: Single Bed and Breakfast	***	£253 / week
A8	Premium Homestay: Twin/Double Bed and Breakfast	***	£212 / week / person
A10	Premium Homestay: Single Half-Board	***	£331 / week
A11	Premium Homestay: Twin/Double Half-Board	***	£292 / week / person
A12	Premium Homestay: Private Bathroom Supplement	***	£57 / week / room
A15	Special Diet Supplement		£49 / week / person
	Summer supplement (June 21 - August 31)		£30 / week / room

### Studios and Apartments (prices are per studio / apartment)

A410	Chelsea Cloisters: Studio (2 people), Self-Catering	***	January - April 30: £134 / night, from May 1: £186 / night
A411	Chelsea Cloisters: 1 bedroom Apartment (2-3 people), Self-Catering	***	January - April 30: £168 / night, from May 1: £217 / night
A412	Chelsea Cloisters: 2 bedroom Apartment (2- 4 people), Self-Catering	***	January - April 30: £325 / night, from May 1: £378 / night
A910	Citadines: Studio (2 people), Self-Catering*	****	£209 / night
A912	Citadines: 1 Bedroom Apartment (2-4 people), Self-Catering*	****	£299 / night
A291	Fraser Suites: Studio Deluxe (2 people), Self-Catering**	****	£242 / night
A292	Fraser Suites: 1 bedroom Deluxe Apartment (2 people), Self-Catering**	****	£276 / night
A293	Fraser Suites: 1 Bedroom Executive Apartment (2-4 people), Self-Catering**	****	£340 / night
A294	Fraser Suites: 2 Bedroom Apartment (2-4 people), Self-Catering**	****	£391 / night

\* Citadines Studios & Apartments: not available April 26-27; July 3-6,10-13. In peak summer season, prices will vary.

\*\* Fraser Suites Studios & Apartments: in peak seasons: April 26-27; July 3-6,10-13, prices will vary.

Transfers (from/to)	Price / Single Transfer (these prices are subject to change)	
	1-2 people travelling to same address	3-5 people travelling to same address
Heathrow	£169	£184
Gatwick	£205	£234
Stansted	£219	£248
Luton	£234	£255
London City	£169	£185
St Pancras	£148	£169

For information about using public transport to get from airports to London please go to: <https://francesking.com/school-of-english-london/more-information/airport-transfer/>

Overseas: +44 20 7870 6533 UK: 020 7870 6533 London: [london@francesking.com](mailto:london@francesking.com) [www.francesking.com](http://www.francesking.com)



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+86 183 2705 9463

# London Family Programme

## Enrolment details, terms and conditions 2025

### ENROLMENT

You can book in the following ways:

1. Online at [www.francesking.com](http://www.francesking.com)
2. By email to [london@francesking.com](mailto:london@francesking.com)  
Download the Family Programme Enrolment Form from <https://francesking.com/school-of-english-london/more-information/>
3. Visit our school  
77 Gloucester Road, London SW7 4SS  
Tel: 020 7870 6533
  - Take a test, pay a deposit and reserve a place on the next course
  - Please bring your passport/ID card with you to make a booking

### PAYMENT

You must send payment with your enrolment. We can confirm your course or accommodation booking and send a letter of confirmation when you or your company have paid:

- Registration fee of £125 per family and a deposit per person of
  - £200 if you want to book a course
  - £500 if you want to book a course and accommodation
    - 21 days before your arrival you need to pay the balance of your course and accommodation fees
    - Deposits are non-refundable and non-transferable
- Payment in full, in the following cases:
  - If you are applying for a Student Visa
  - If you are booking less than 21 days before arrival
    - Documents for visa applications will not be issued unless students have paid course and accommodation fees in full

You can pay by:

- Credit Card (Visa or MasterCard). Please request our card authorisation form
- Online at: <https://francesking.com/payment/>  
It is safe to give your credit card details on our secure server.
- International Bank Transfer to our bank  
Please refer to your invoice for full bank details.
  - Frances King is not responsible for any bank transfer charges. Payment must be received in full– please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.
  - You need to email a copy of the bank transfer with your Enrolment Form.
  - Please make certain that your name appears clearly on the bank transfer.
- Sterling cheque drawn on an British bank account.

### CONFIRMATION

When we receive your Enrolment Form and payment, we check the availability of your course and accommodation and send your confirmation documents by email or post within 3-4 working days. We can also send your documents by courier (DHL): £45/courier. We will contact you if the course or accommodation you want is not available and offer you an alternative.

If you would like us to arrange accommodation before your pre-entry visa is issued, you need to agree to our Accommodation Cancellation Policy, otherwise we will not arrange your accommodation until a visa has been issued.

If you want to book an airport transfer (either a single or return) you must email us your flight details and phone number. We will then confirm that we have booked this for you.

You must inform your homestay or other accommodation provider of your

arrival time. If you do not do this, we cannot guarantee that your host/ accommodation provider will be there to meet you.

### INSURANCE

Before you arrive in the UK, you should take out insurance for your own financial and personal security. EU nationals should bring their European Health Insurance Card (EHIC) which allows you access to health care services.

- You can take out your own insurance or the International Student Policy offered by Guard.Me Insurance

**For further details, please visit:**

<https://francesking.com/school-of-english-london/more-information/insurance/>

### COURSE INFORMATION

#### Passport/ID card

All students are required to present their passport/ID card on their first day and the school will retain a copy.

#### Contact details

You are required to provide, and keep up-to-date, your contact details in London and next of kin contact details in your own country and any other changes of circumstance that would affect your visa.

#### Private lessons

Requests for a change to your timetable must be made 48 hours in advance (during office hours, 9.00-17.00, Monday- Friday).

#### Photography/videos

Sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional material. It is your responsibility to absent yourself when photographs are being taken or videos made.

Unless directed by your teacher, classes cannot be filmed or otherwise recorded without the permission, in writing, of a Director, Principal or Academic Director. Teachers may organise filming and recording to enhance your educational experience.

#### Public holidays

There is no reduction in course fees when a course includes a public holiday.

#### Travel to/from school

Students must be accompanied to and from the campus by an adult of 21 years or over (unless 14 or over with parent/guardian permission). Students should be dropped off at 8.45 and collected at 13.00 (morning class only) or 17.00 (day school).

#### Cost of activities

Family Junior/Adult - any entrance charges not included. See details in More Information/Downloads on our website for upcoming and current Activity Programmes.

Day School - entrance charges included.

### CANCELLATION

#### a) Cancellation of group courses

**Before arrival:** if you want to cancel your booking before starting your course or before arrival in the UK, you must give notice in writing. We will refund all fees minus the Registration fee £125/family and the deposit: £200/person.

**Before arrival when a student is refused a visa:** if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. We will refund all course fees less registration fee of £125/family.

**After arrival:** if you cancel or curtail your course after arrival in the country, there is no refund in any circumstances.

Overseas: +44 20 7870 6533 UK: 020 7870 6533 London: [london@francesking.com](mailto:london@francesking.com) [www.francesking.com](http://www.francesking.com)



#### b) Cancellation of Private Lessons

- You must give 1 week's notice in writing. You may apply for a credit for the unused part of the course. This may be used as part-payment towards any Frances King course within 1 year.
- To postpone lessons you must give 48 hours' notice (during office hours 9.00 -17.00, Monday-Friday). All late cancellations are charged at the full rate.

#### c) Cancellation of bookings made at a distance

For course bookings made 'at distance' (e.g. via our website, telephone, email), you have the right to cancel, with a full refund of monies paid, without giving a reason, within 14 days (the Cancellation Period) of our confirmation. Cancellation must be made in writing by post or email within the Cancellation Period. We will not start providing services to you during the Cancellation Period unless you request us to do so in writing. We will refund fees paid within 14 days of the date of your cancellation request. In the event that you have confirmed in writing that you wish us to start providing services within the Cancellation Period, we will deduct from the refund, a reasonable sum for the services provided, based on the proportion of the course undertaken.

#### d) Cancellation of accommodation

**Before arrival:** if you want to cancel your accommodation before arrival in the UK you must give notice in writing. We will refund all fees minus the Accommodation Deposit, £300/person unless the accommodation fees for the notice period exceed that amount. If so you will be charged £300/person plus the difference. This also applies to students whose accommodation has been confirmed by the school and have had their visa granted.

**Before arrival when a student is refused a visa:** if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. All accommodation fees will be refunded less an administration charge of £125/family, provided the correct notice to cancel accommodation is given. If notice is insufficient you will be charged for the notice period. See notice period (below) to cancel accommodation.

**After arrival:** if you cancel or curtail your accommodation after arrival in UK, you will be charged a cancellation fee of £75/person. The notice period required varies according to your accommodation type. See Notice Period to cancel accommodation below. There is no refund for this period.

#### e) Non-arrival

In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.

#### f) Refunds

Course and accommodation refunds may take up to 90 days to process. Refunds cannot be processed until the school has been paid in full for all services booked. Refunds will only be made to the person or organisation that paid in the first instance.

#### NOTICE PERIOD TO CANCEL ACCOMMODATION

**Providers may vary notice periods during the year. If there is a change, we will inform you when you book. You must give notice as below, "the notice period", to cancel accommodation, before and after arrival, otherwise you must pay for the period.**

**1 week's notice:** Homestays

**7 days' notice:** Chelsea Cloisters and Citadines Studios & Apartments: to cancel or shorten a stay before arrival, otherwise a fee of 2 nights is charged. No refund is given if a stay is shortened or cancelled after arrival.

**Fraser Suites Studios & Apartments:** Cancellation before arrival, up to 48 hours: £300. Cancellation with less than 48 hours: £300 + 3 night cancellation fee. No refund is given if a stay is shortened or cancelled after arrival.

#### ACCOMMODATION INFORMATION

In arranging accommodation Frances King will be acting as agent for the supplier, as principal or a sub-agent. The status of Frances King in relation to specific accommodation will be explained on request. Frances King is not responsible for payment of any tax claimed from students by UK or foreign authorities.

#### TRANSFER TERMS AND CONDITIONS

- Flight details and your mobile telephone number must be received in writing before 14.00 (UK time) on the Friday before arrival
- To cancel or change an airport transfer you must inform us in writing 12 hours before the flight arrival or departure time or you will be charged for the transfer
- For last minute changes or cancellations, please phone +44 (0) 7768 325 391
- Please read your airport transfer confirmation documents carefully before departure as they include important baggage allowance and arrival information

#### COMPLAINTS AND CONDUCT

##### Complaints

Problems and complaints with courses, accommodation and other services should be brought to our attention immediately so that we can help.

##### Conduct

Frances King reserves the right to cancel a student's course and accommodation in the event of misconduct or unsatisfactory behaviour. Students will be responsible for all costs arising.

#### PERSONAL INFORMATION

We will keep your information in electronic and paper format. Details will be passed to airport transfer accommodation and other providers as needed. Information will also be passed to UK visa and immigration and other government authorities if required.

#### FORCE MAJEURE

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemics and the like. Refunds will not be made in such circumstances.

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For details of our other Programmes, please see our website or ask for a brochure.



### For more information please contact:

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### Join us on social media

You can find interesting content on our social media platforms such as photos and videos of the school and activities organised, testimonials, special offers, English tips, assistance and a lot more.

Join and keep up-to-date with our latest news or share your experience with us.

We would love to welcome you to our community!



## BEG

Frances King School of English is a part of the Business Education Group, which also includes Quest Professional in London.



Providing school leavers and recent graduates with the skills employers are looking for.

[www.questprofessional.co.uk](http://www.questprofessional.co.uk)

### ACCREDITATIONS

Accredited by the  
  
for the teaching  
of English in the UK

Frances King School of English - London is accredited by The British Council for the teaching of English as a Foreign Language.

### MEMBERSHIPS



Frances King is a member of Quality English, the organisation of leading independent English language schools.



Frances King is also a member of IALC, the International Association of Language Centres.





Frances King School of English - London is a member of English UK, the organisation of accredited teaching establishments.





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