

HIL Liverpool

General Terms and Conditions

Please read these terms & conditions before you register and pay for a course. If anything is not clear or you would like more information, please contact us at admin@hilliverpool.com or through our Contact Form <https://www.hilliverpool.com/contact.html>. HIL Liverpool Terms & Conditions are legally binding on all students, regardless of whether you have booked directly through the website or through a member of staff.

HIL Liverpool reserves the right to change prices, to cancel or change courses and to amend timetables if the need arises at any time and to make additions or amendments to these terms & conditions by notification on our website. Students shall not be permitted to assign their booking to another student or any third party.

Students may not make use of the school's facilities or name, other than for the purposes arranged directly by the school.

Visas

In order to be in the UK, you must have the correct visa, appropriate leave to remain and/or residence permit. In the event that we find that you do not have appropriate leave to remain or residence permit, we will terminate your contract immediately and you will have to leave your course. In this case tuition and registration fees are non-refundable.

HIL Liverpool can provide letters for visa purposes once a student pays for their course. Full information on whether you require a visa can be found at <https://www.gov.uk/check-uk-visa>.

At the time of enrolment/booking, HIL Liverpool will ask if you qualify to remain or reside in the UK. Students are responsible for determining their visa status and complying with relevant UK regulations. Please contact us if you require assistance. If you require a visa before travelling, you **must** confirm to us that you have received your visa at least one week before travel (please see below regarding impact on accommodation bookings).

Applicants with Health, Disabilities or Special Needs

If you have any mental or physical illness, allergy, disability or condition that may interfere with your ability to successfully complete your course of study, we request that you tell us when booking a course so that we can advise you on the suitability of the course and any reasonable additional support we may be able to offer.

Please note, our current premises is on the first floor of an historic building with access by stairs only.

It is the student's responsibility to declare any physical or mental illness which may impact upon the student themselves or any other student or staff, or that may require treatment, monitoring or intervention.

Booking a Course

HIL Liverpool reserves the right to refuse bookings. Courses (with the exception of one-to-ones) are charged on a weekly basis. HIL Liverpool will not allow students to book and pay for any partial weeks.

Enrolments should be made at least 30 days in advance of the course start date and payment must be cleared according to the payable date on the invoice.

Course Cancellations by Student

Any request for a refund must be made in writing using the Refund Form available on our website and from reception. The form must be completed in full by the applicant and submitted to admin@hilliverpool.com. All refunds will be considered under the terms of HIL Liverpool's Cancellation, Returns and Refund Policy.

The cancellation will be considered from the date it is received by HIL Liverpool, not the date it was sent by the applicant. Fees may be charged dependent on the circumstances and time frame of the cancellation request.

HIL Liverpool acknowledges the importance of, and is compliant with, the UK consumer right of a 14 day cooling off period for bookings made online, by phone or by mail. During the 14 days, the student can cancel for any reason and claim their money back. However, should a student request a service to be provided during the cooling off period, we reserve the right to retain the cost of services provided up until the point of cancellation.

Agents

Students who have booked through an Agent will be subject to the Agent's Terms and Conditions. However, HIL Liverpool reserves the right to apply our own Terms and Conditions at any time.

Cancellation by the school

HIL Liverpool reserves the right to cancel/adapt any course. HIL Liverpool will refund payments under the following circumstances:

- School closure due to circumstances outside of our control – this does not include adverse weather conditions
- If the school is unable to provide reasonable space to conduct the course
- HIL Liverpool is not obliged to refund payments under the following circumstances.
- Reasonable repair work or decoration to the premises when classes are not directly affected
- If student is unable to pay in full at a prearranged time
- If student is unable to arrive at prearranged time/day and a written notice is not given 10 days before the course start date
- If a student brings the school's reputation into disrepute
- If student breaches the Terms and Conditions and general guidelines included on the Student Handbook (<https://hilliverpool.com/onewebmedia/Student%20Handbook.pdf>)

Classes

Where a course has been cancelled by the school, the student shall be offered alternative dates or a full refund.

New classes are started at any given time with a minimum number of 6 students. HIL Liverpool reserves the right to alter the advertised course schedule; this includes the cancellation of a course.

Classes are generally mixed with a variety of different nationalities. However, this cannot be guaranteed and is dependent on seasons and demand.

HIL Liverpool currently enrolls students of ages 18+. This may change in the near future. Meanwhile, for queries from under 18 customers, please contact our enrolment team through the email admin@hilliverpool.com or fill in a contact form at <https://hilliverpool.com/contact>

HIL Liverpool endeavours to maintain fixed arrangements, this includes timetables, teachers and students groups, however, HIL Liverpool reserves the right to alter timetables. Students will be given prior notification of any changes. HIL Liverpool reserves the right to merge, split, cancel or otherwise alter a class's composition. Teachers are allocated to the classes on a week-by-week basis and sometimes we cannot guarantee classes will continue to have the same teachers.

HIL Liverpool reserves the right to change any teacher in any given class without notice.

HIL Liverpool will always do all possible to place a student in the best suited class level for them. Students will do our placement tests on their induction day. Students will also be required to do an online placement test as soon as a booking request is received. If a student's English level is not suitable for the course they have booked, HIL Liverpool reserves the right to move them to a different level.

HIL Liverpool reserves the right to change the level of a class; this will be done considering the ability and needs of the students in the class and in consultation with the class' teachers and the academic staff. The decision of the academic staff is final.

HIL Liverpool will only issue a certificate for the completion of the course to students who have an attendance rate of 85% or above. Letters confirming enrolment can be issued by HIL Liverpool at the school's discretion for those students whose attendance rate is lower than 85%.

Attendance will be taken in every class and teachers will manage the class register. In the unexpected event of you not being able to attend a class please phone and let reception know as soon as possible. Please refer to our Customer Care policy (cancellations) to find out more about how these incidents are treated by HIL Liverpool. If you are absent for more than 2 classes in a row the Student Welfare Officer will try to contact you.

HIL Liverpool's Attendance Policy is 85% percent. If your attendance is below this level we will include your attendance on your certificate. We will also talk to you about what can be done for this to improve. If there is no improvement, you may be taken off the course and you may lose any entitlement to a refund.

We also request that students be on time for their lessons. Anyone arriving later than 10 minutes without a reasonable explanation will be asked to wait until the next class starts.

All students must have the relevant course book to gain entrance to a class. Should a student's class level be changed, a new course book must be purchased. Entrance to class may be refused if a student does not have a course book.

Course Extensions

If you want to extend your course, please speak to the reception or admissions team as soon as possible. Courses can be extended as long as there is space available.

Payment for extensions must be paid in full in advance.

Special Offers

HIL Liverpool offers seasonal offers from time to time. The terms and conditions below apply to offers:

- Special Offers must be booked and paid for prior to the expiration date.
- Any relevant special offer codes must be provided at the time of booking.
- Promotion prices apply to new enrolments only, unless otherwise specified.
- Only one special offer is valid per enrolment.
- Special offers cannot be combined.
- All special offers are subject to availability and are subject to change. Decisions on eligibility by the HIL management team are final.

Student Cards

You will be issued with a student card on your first day. You must carry your card at all times when inside the school. Failure to do so may result in you not being able to participate in classes and being sent home until able to return with your card. In the event you lose your card, please let reception know as soon as possible.

Payments

Course fees must be paid in full before the commencement of the course unless otherwise agreed and arranged by the HIL Liverpool enrolment team.

Delays in payment may result in a student losing their secured place in school/course/accommodation and/or being asked to leave the course.

Students are expected to cover all extra transaction charges/fees where this is applicable. Any outstanding amount must be paid by the student upon arrival.

Insurance and Liability

HIL Liverpool's insurance policy covers accident or injury where we are deemed liable. It does not cover illness, theft, damages or loss of a student's personal effects. HIL Liverpool holds no responsibility for any illness, theft, damages or loss of personal effects and strongly recommends that students take out personal insurance which covers, as a minimum, travel, health and money. Advice on this is also available upon request.

Any activity undertaken by students during their stay in the UK or while studying at HIL Liverpool is strictly at their own risk and the school will accept no responsibility. This includes activities where a staff member is present, whether or not in an official capacity.

HIL Liverpool will not be held responsible for any difficulties a student may face due to any undisclosed medical conditions.

Data Protection & Use of Information

Information collected and held by HIL Liverpool about a student is done so lawfully and in line with the Data Protection Act 2018. A copy of the Data Protection Act 2018 can be made available upon request.

HIL Liverpool confirms that student's information will not be passed to any third party without prior consent and we will only use your personal data when the law allows us to.

It is the student's responsibility to inform reception if any details, including contact information, are changed.

School Closure & Bank Holidays

HIL Liverpool will be closed for all Public Bank Holidays in England.

HIL Liverpool is also closed between Christmas and New Year. Please check our website for updated holiday closure dates.

HIL Liverpool is not obliged, but will endeavour, to carry over any missed hours or refund a student for missed time due to Bank Holiday closures .

Concerns and Complaints

In the unlikely event of a student being unhappy with the services provided by HIL Liverpool, they are advised to refer to HIL Liverpool's Complaints Procedure (Page 29 of the Student Handbook). Information on this is also available in the Student Handbook and forms available at Reception, or you can ask to speak directly to the Student Welfare Officer.

Behaviour & Liability

HIL Liverpool reserves the right to change and/or adapt the rules of conduct at any time to ensure the wellbeing of students. Students are required to respect and observe British laws at all times.

Students shall behave appropriately and respectfully in the school at all times, and comply with any reasonable requests made by HIL Liverpool employees.

Students will be liable for any loss or damage to any HIL Liverpool property; this includes the

building, school grounds or any objects therein and shall indemnify HIL Liverpool against any loss or liability. Students will be responsible for injury caused to any other person and shall indemnify HIL Liverpool.

HIL Liverpool reserves the right to refuse admission to a student or expel them from their course due to misconduct or unsatisfactory attendance or work. Expectations on student's conduct and responsibility are clearly stated in the Student Handbook, available on our website.

Accommodation

HIL Liverpool currently works with local student residence/accommodation providers, homestay host families and private house host families in Liverpool. HIL Liverpool will seek to place a student in their accommodation of choice, subject to availability. Should a requested accommodation not be available, HIL Liverpool will endeavour to provide an alternative at similar cost, subject to availability, and will confirm this with the student by email.

All accommodation bookings must be made at least two weeks before arrival. Special circumstances should be discussed with the Accommodation Officer as soon as possible. Accommodation bookings must be made in blocks of 1 week (6 consecutive nights) unless approved by the Accommodation Officer. Partial weeks will be charged on a nightly basis and will be confirmed by the Accommodation Officer at the time of booking if required.

Any postponement whatsoever in arrival date following a booking may result in the student being moved to an alternative accommodation provider. This includes postponement due to a delay in confirming receipt of a visa. If a student postpones their arrival at an accommodation with less than 1 week's notice, they may be charged for the 1 week of accommodation.

Any accommodation bookings cancelled by the student more than 28 days prior to the start date will be refunded in full, with the exception of any accommodation booking fees. Cancellation less than 28 days prior to arrival will generally not be refundable unless HIL Liverpool can recover funds from the accommodation provider. The student may incur additional charges as follows.

Any changes or cancellations to accommodation bookings must be confirmed with the Accommodation Officer with at least one week's notice. If less than one week's notice is given then HIL Liverpool reserves the right to charge for an additional week's accommodation. Any change of accommodation requested on a Friday, Saturday or Sunday will incur a minimum of one night's additional charge. HIL Liverpool reserves the right to charge additional accommodation booking fees if more than one change is made. Cancellation charges may apply should a student choose to leave their accommodation early.

Any extensions to a booked stay at an accommodation must be applied for and paid in full at least 1 week before the extended stay begins. HIL Liverpool cannot guarantee any extensions to the original accommodation booking and is dependent on availability at the time of requesting the extension. The student should give as much notice as possible to the Accommodation Officer to enable us to negotiate with the accommodation provider.

If a student wishes to store their belongings at their accommodation during the school Christmas closure (see website for dates), they should contact the Accommodation Officer for details of charges.

If a student fails to attend their booked accommodation, or is absent during their stay, no refunds will be given.

In the event of student misconduct, or the breach of the terms and conditions of their accommodation or study, HIL Liverpool reserves the right to require the student to leave their accommodation with immediate effect. No refunds will be given.

Photography, Filming and Sound Recording

HIL Liverpool may photograph or film video footage of students for promotional purposes, both printed and online. You will be asked to confirm your permission during completion of the Student Induction form.

Any student who does not wish to participate should inform us at the time of booking or state at the time of the photographing or video filming that they do not wish not to participate.

By accepting these terms and conditions the student gives consent to the use of these photographs or video footage without further consent or notification.

Any further detail can be provided or clarified upon request by emailing us at admin@hilliverpool.com

This document was approved & authorised by:

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Position: Operations Director

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Signature: