



1. Applying to study with Spinnaker School of English

A course application to study with Spinnaker School of English is necessary and can be made by one of the following:

- **Website:** By going to www.spinnakerschoolofenglish.com (Home page - Apply – Application Form) or by using this link www.spinna.kr/af
 - **Email:** By completing the application form and sending it to admissions@spinnakerschoolofenglish.com
 - **At the School's reception:** You can fill in an application form manually at the School and hand it in at reception.
 - **Via an approved agent:** Your agent will advise you on the different courses we provide and will help you complete the application form.
- ➔ Your agent should give you advise regarding visa application process and financial requirements before you enrol to study in the UK. You will find full information regarding Short Term Study Visa on the UK's Government website www.gov.uk/study-visit-visa
- ➔ A copy of the student's passport or ID (European Economic Area only) is necessary to start the enrolment process.
- ➔ Until course payment or a Sponsor Financial Guarantee has been received by the School, no enrolment can be confirmed.
- ➔ Most Spinnaker School of English courses are conducted and designed for adult learners. We do also accept students who are 16 and 17 years old onto the same courses.
- ➔ Together with the application form, the parent/guardian of any student who is under 18 years old is required to complete a comprehensive parental consent form prior to us processing their enrolment application to study with us. The parental consent form can be completed on our website here www.spinna.kr/pcf. A PDF copy of the form will also be sent to the applicant via email once an application is received by the school.

Summer period (June – August):

- We do accept students aged between 7 and 15 (young learners) during the summer period.
- Please note that the school will not go through with the enrolment of any under 18 students prior to receiving a completed and signed valid parental consent form.
- We will not accept to enrol and/or accommodate any under 16 years old students if they do not have a parent/guardian accompanying them during their stay in the UK.



2. Paying for your course

Course payment must be made to Spinnaker School of English before the student's course start date in British pounds (GBP) by one of the following:

- Online by using Debts/ Credit card or Bank transfer
 - Cash at Reception (please ask for receipt before leaving reception area)

Our bank details are:

Account name: Spinnaker

Account number: 26807556

Sort code: 60-30-06

International Bank Transfer (IBAN): GB65NWBK60300626807556

SWIFT/BIC: NWBKGB2L

Bank address: Natwest Bank, 214 High Holborn, London, WC1V 7BX.

- ➔ Students are reminded that payment by bank transfer may take as long as 5 working days to reach our account. Adequate time must be allowed for this.
- ➔ Payments are required in (GBP).
- ➔ Students are responsible for all bank charges and exchange rate fees, both in the country of origin and from England.
- ➔ Unless otherwise stated, the course price does not include any of the following: external exam fees, personal or medical insurance, travel costs.
- ➔ In addition to the relevant course or class fees, there is an enrolment fee of £100 payable for documentation, and administrative support. This includes student ID card, coursebook or course materials, course completion certificate.
- ➔ Tuition fees are only valid for the person specified on the invoice and/or enrolment letter and are not transferable to others.

3. Refund policy

3.1. Refunds will only be issued in the following situations:

(a) Visa refusal (for non-EEA students requiring visas before entering the UK)

- On production of the original visa refusal letter, the School will fully refund the tuition fees, minus a £450 administration fee and any bank charges incurred in transferring the money back to the source bank account.
- Any accommodation money will be refunded in full providing we have two week's advance notice. If the student notifies us less than two weeks prior to date of arrival to the family, we will deduct one



week's accommodation fee (that amount will be paid directly to the homestay family to recompense them for having to keep the room unoccupied for the potential student)

(b) Self-cancellation prior to course start

- If a non-visa student cancels less than two weeks before their course begins, we will refund the course fees minus one week's course fee and any bank charges incurred in transferring the money back to the source bank account.
- If a non-visa student cancels more than two weeks before their course begins, the School will refund their course fee minus a £100 administration fee and any bank charges incurred in transferring the money back to the source bank account.
- If a non-visa student cancels less than two weeks before arrival to their booked accommodation, the School will refund their accommodation fee minus one week's accommodation fee and any bank charges incurred in transferring the money back to the source bank account.
- If a non-visa student cancels more than two weeks before arrival to their booked accommodation, the School will refund their accommodation fee minus any bank charges incurred in transferring the money back to the source bank account.

3.2.No refund will be given in the following situations:

- If a student who has been issued with a Short-term Study Visa letter signed and stamped by the School cancels their course before their start date (for any reason other than visa refusal), no refund will be given.
- Self-cancellation (or ending your course early) after the course starts.
- Any study days lost through personal sickness or holidays will not be refunded but will be added to the end of the course.
- A student being deregistered by Spinnaker School of English due to consistent low attendance.
- A student being asked to leave the School because of serious misconduct (i.e. abusive behaviour) on their part.
- A student being asked to leave the country by the British Authorities.
- A student being refused re-entry if he or she leaves the UK during the course without a covering letter from Spinnaker School of English.

One-to-One tuition

If a student arrives late for a lesson, the missing minutes from the class will not be credited. In the event of non-attendance by the student without contacting the School, money will not be refunded or lessons added on to the end of a course.



Transfer of fees

Tuition fees and deposits are not transferable, either in full or in part. They are only valid for the person specified.

School being unable to continue course

In the event that Spinnaker School of English is unable to fulfill your course through to completion and you are offered an alternative place at another language school by English UK or the British Council, you are required to accept this.

English UK Student Protection Scheme:

"Students are doubly protected if their language centre closes suddenly. This happens very rarely to English UK member centres but it is students to know they will be looked after if there is a problem.

All English UK centres are automatically part of two schemes to protect students. These are:

- A scheme obliging member centres to offer free places for students to complete their courses if their centre has closed.
- The Student Emergency Support Fund, which reimburses lost accommodation fees paid before a language centre closed, and helps students travel costs if their replacement course is a long way from the original one."

Spinnaker School of English reserves the right to cancel or alter the time of a course where there are circumstances beyond the School's control, or where the course itself is under subscribed. The School will offer alternative provision or a refund, as it deems appropriate. The School also reserves the right to change the location of a course within its respective area.

4. Accommodation

- All our homestay providers are inspected to Accreditation UK Guidelines before we place a student with them.
- The accommodation fees are paid directly to your homestay family on a weekly basis, in advance.
- There is an accommodation arrangement fee of £100 charged by the School in advance to find the student suitable accommodation.
- The accommodation arrangement fee (£100) will not be refunded if you cancel your accommodation.
- The accommodation arrangement fee (£100) will be refunded if the accommodation team fails to find a suitable homestay family for you.
- If you cancel your accommodation less than 2 weeks before arrival, or you arrive later than planned, you will still have to pay the first week's accommodation to the homestay provider from the previously agreed start date.
- If you leave the homestay provider for a limited number of days to go on holiday, you will be asked to pay for self-catering accommodation (£150 per week) as a retainer for this period, in advance.
- You have the right to change your homestay accommodation up to 3 times providing that you have a very good reason and the school has an alternative accommodation available).
- Students have to respect the household rules and will treat the family members with respect.



- If you wish to change your homestay, then you will need to provide at least 7 days' notice to the School. This does not apply if you are asked to leave immediately by the provider or the homestay fails to provide the minimum they have agreed to or you have a reasonable fear for your personal safety. In these circumstances we will do our best to find you suitable alternative accommodation as soon as possible after being notified and you may have to stay in a hotel or a Bed and Breakfast until we find an alternative family accommodation.

Additional rules for under-18 students:

- Under UK law, all people under the age of 18 are regarded as children. For this reason, we require students who are under the age of 18 to obtain consent from a parent or guardian before they are enrolled to study at Spinnaker School of English. The parent or guardian will also consent to us finding a suitable homestay accommodation for their children.
- An extra £25 per week is paid to homestay families to accommodate under 18 students.
- Students will respect household rules, including family curfews.
- If you go out in the evening, you must be home by 10pm (22:00) on Sunday to Thursday nights, and 11 pm (23:00) on Friday and Saturday nights.
- Students must not stay away from their homestay or designated caregiver's accommodation overnight without the permission of Spinnaker School of English and your homestay family or designated caregiver. The student must tell the school even if they are going away overnight with their homestay family or designated caregiver.
- You must obey UK law regarding alcohol and cigarettes:
 - You are not allowed to drink in a public place, go into a pub or bar, buy alcohol or ask someone else to buy it for you, or carry identification that does not show your true age.
 - You are not allowed to buy cigarettes or other tobacco products.

5. Students aged 16 and 17

We welcome students aged 16 or 17 on our adult daytime courses. To accept a student, the parents/ guardian will be required to complete a Parental Permission Form (which needs to be submitted together with the application form).

6. Course extensions

If a student extends their period of study, they will not be required to pay any additional course enrolment fee (£100).



7. Visas

Some nationalities require visas for the UK and are advised to visit the United Kingdom government website (<https://www.gov.uk/check-uk-visa/y>) or to contact the nearest British Embassy, Consulate or High Commission to check on current visa requirements. Students who are visa nationals are required by Spinnaker School of English to attend full-time (daytime) courses of a minimum of 15 hours per week.

Spinnaker School of English is fully accredited by the British Council.

8. Course allocation

We are unable to allocate a student to a specific class before registering at the School. On arrival at the School for registration and before joining a course, a student will have to do a placement test. Students cannot change from one course to another without formal approval by the Director of Studies.

9. Attendance and Conduct

All students are required to attend their classes regularly and on time. Any student whose attendance level falls below 80% during the course for which he or she is enrolled will receive a written warning and may be dismissed by Spinnaker School of English without any refund of tuition fees if their attendance level continues at below the required minimum. For visa national students, this could affect their legal status in the UK.

Students are expected to participate actively in their class, to take progress tests periodically, and to do homework regularly.

The School reserves the right to refuse re-admission or to dismiss any student in the event of serious misconduct, perpetual lateness (without a satisfactory reason) . In such instances there will be no refund of tuition fees.

Examples of serious misconduct and abusive behaviour

- Verbal or physical abuse to a student or a member of staff. Verbal abuse can include bullying, harassment, threatened violence, damage to personal property, abuse on grounds of physical, racial, sexual, sexual orientation or national differences. Physical abuse includes actual violence, sexual harassment or indecent assault. This applies on or off the School premises.
- Deliberate damage or misuse of School resources or vandalism to the School building or property.
- Misuse of IT facilities by downloading offensive, pornographic or extremist material.
- Theft of School resources or another student's/member of staff's personal property.
- Repeated refusal to follow The School's rules.
- Behaviour outside the school that could bring the School into disrepute.
- A student breaking UK law (e.g. drug abuse or driving offenses).

TERMS AND CONDITIONS



- Bringing illegal drugs, alcohol or offensive weapons into School or coming into School under the influence of either

11. Student holiday policy

If a student tells us their intended holiday weeks before starting their course, these weeks will not be considered as study weeks and will not be charged for them.

Holidays can only be taken as complete weeks (Monday to Friday) and replacement weeks will be added on to the end of a course.

- Extended periods of leave can be granted at the School's discretion, provided there are extenuating circumstances.
- If you want to take a holiday, you must request it at least one week before you take it.

The above applies to all Spinnaker School of English students. However, **Sponsored Students** may have to follow their specific sponsor's rules.

12. Certificates

Students will automatically be given an attendance certificate and academic report if 80% attendance or more has been achieved for the period for which enrolled.

13. Special Offers

Special Offers can be withdrawn at any time by the School (though obviously not after a student has paid the special offer amount in full) and are available purely at the discretion of the School. If a student has already paid the full price, then we cannot refund it in favour of a special offer price.

14. Publicity

From time to time, the School may take photographs and/or videos of students for promotional purposes. By enrolling at the School, each student tacitly accepts that any photographs taken of you or comments made in questionnaires issued by Spinnaker School of English may be used for promotional purposes. Students can withdraw their tacit consent by writing to the Director of studies.

*Students aged 16 and 17: their parents will give or refuse consent within the original consent form completed when the student joins the School (Check point 5 above)

15. Data Protection & Student Records

Students are responsible for giving the School accurate and up-to-date information about their address, phone numbers, e-mail address and emergency contact details in the UK and home country whilst studying at the

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

ENGLISHUK
member

TERMS AND CONDITIONS

SPINNAKER
SCHOOL OF ENGLISH



School.

Spinnaker School of English will collect and maintain your personal information lawfully and fairly, in accordance with the 1998 Data Protection Act. This confidential information will be protected against loss and theft or unauthorised access, disclosure, copying or modification. It will not be supplied to third parties. We will only disclose it without consent if any regulatory or governmental body requests or requires it.

We will use a student's personal information for the following purposes:

- to process applications for the administration of courses.
- to provide the best possible service to the student whilst a student is at our School.
- to inform students about our promotions.
- to provide data for statistical analysis.

16. Disabled access

Spinnaker School of English currently have no comprehensive access for disabled students.

17. Liability

Spinnaker School of English and their staff and representatives will not be liable for loss, damage or injury to persons or property however caused, except where such liability is expressly imposed by English law. The School is not responsible for the safekeeping or delivery of any mail or parcels sent to students at the School.

18. Force Majeure

Spinnaker School of English or its representatives are NOT liable for refunds or damages, however they arise, in cases where the School is unable to provide any services to which they are contractually bound because of labour disputes, insufficient demand for courses or for any other reasons that are beyond their control.