



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
 - 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 also 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 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.

Q: Can I apply to study at Spinnaker School of English?

You can apply to study at Spinnaker School of English if you are 18 years old or older: you can join any of our daytime or evening courses throughout the year.

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:

- Bank transfer
 - Cash at Reception (please ask for receipt before leaving reception area).
- 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).
- In addition to the relevant course or class fees, there is an enrolment fee of £50 payable for documentation, and administrative support.



- A proof of payment must be provided to Spinnaker School of English before starting the course.
- Students are responsible for all bank charges and exchange rate fees, both in the country of origin and from England.
- Tuition fees are only valid for the person specified on the invoice and/or enrolment letter and are not transferable to others.

Q. What is included in the course and enrolment fee?

- Booked course of choice
- Placement test
- First course book or class materials
- Student ID card
- End of course certificate
- WiFi access
- Access to books and DVDs library
- Tea and Coffee

Q. What is NOT included in the course and enrolment fee?

- External examination fees
- Local transportation
- Personal or medical insurance
- Airport transfer
- Paid social activities and excursions
- Bank transfer fees and credit card fees

3. Refunds

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 £200 administration fee and any bank charges incurred in transferring the money back to the source bank account.

(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 £50 administration fee and any bank charges incurred in transferring the money back to the source bank account.

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 (Less than 80%).
- 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.

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 fulfil 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 reassuring for 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.*



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. Course extensions

If a student extends their period of study, they will not be required to pay any additional course enrolment fee (£50).

5. 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.

6. 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.

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

8. School holidays

The School will be closed for classes on all official bank holidays in the UK. We will be informing all students if any additional holidays in advance.

9. 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.

10. 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.



11. 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.

12. 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.

13. 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 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.

14. Disabled access

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



15. 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.

16. 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.

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