



# Inglas School of English

## TERMS AND CONDITIONS

All students are expected to have read, understood, agreed to and signed the terms and conditions below. Please ask for help in your own language if you need it.

### 1. Registration

**1.1** The registration fee is £50 which is payable at the time of registration. The course fee is payable in full before the commencement of the course unless agreed otherwise.

The registration and course fees include the following:

- placement on an Inglas English course
- Inglas Course registration documents (if requested)
- Course Attendance / Course Completion certificate
- Other appropriate documentation such as Inglas supporting letter for bank account, Inglas Reference, etc
- Placement, Progress, Mid-term and End-of-Course testing
- Inglas Tutorials
- Access to Inglas Welfare services - general advice to Inglas students about any issues while studying at Inglas

The fees do not include:

- coursebooks and study materials, including resources from the Inglas Resource Centre
- external exam fees
- travel expenses and entry fees to social events and other expenses incurred
- insurance
- Student Oyster card application fee
- accommodation
- surcharges when paying by PayPal, bank transfer or credit card

**1.2** The following is required to register:

- completed Inglas School of English Registration Form
- photo ID (passport or equivalent)
- registration fee
- course fee

**1.3** If required, registration documents can be sent by recorded delivery. However, the cost of this will be added to enrolment fees.

**1.4** It is the student's responsibility to inform Inglas about changes to their address, contact and emergency details.

**1.5** All information provided will be stored in accordance with the [General Data Protection Regulation \(2018\)](#).

### 2. Payments

**2.1** Transactions can be made by:

- cash
- bank transfer (account details on request)
- cheque (made payable to English and Skills Training London Ltd)
- credit/debit card (minimum payment of £25)
- PayPal

**2.2** When paying by bank transfer or PayPal/Transferwise, any transaction charges are the student's responsibility.

### 3. Cancellations and refunds

**3.1** The registration fee is non-refundable under any circumstances.

**3.2** If the cancellation is received more than 2 weeks before the start date of the course, we will refund the course fees less £100 cancellation fee (£150 in case of Student Visitor applicants). If the cancellation is received after the start date of the course, we will only refund the fees in the following circumstances:

- serious ill health
- serious ill health of an immediate family member
- bereavement of a close family member
- visa refusal (Please see section 10)

All of the above must be supported by relevant documents issued by a doctor or hospital or UK border control.

**3.3** Refunds will be calculated from the following Monday after the refund application has been received and will be made at the end of each month and only to the original payee using bank transfer or by cheque.

**3.4** Fees will be refunded less the registration and cancellation fees and also less the course weeks/days/sessions already used.

**3.5** In the event of a cancellation, the fees for the course time already used will be calculated by using the published rate at the time of the cancellation for those numbers of week/days/sessions.

**3.6** You will not be entitled to any refund in the following cases:

- inadequate attendance on the course
- providing incorrect and/or misleading information Inglas or any other relevant authorities

**3.7** Any alternative requests or changes to the conditions above are at the discretion of the Inglas Management Team.

**3.8** We strongly recommend you purchase insurance to cover cancellation or changes to bookings. Please ask at Inglas Reception.

### 4. Course suspension or course transfer

**4.1** Suspending a course is only allowed with the approval of the Inglas Management Team and only in the following cases:

- serious illness supported by a doctor's certificate
- bereavement of a close family member
- additional or unexpected work commitment supported by a documentary evidence from the employer

**4.2** Suspended courses must be restarted within 6 months of approval of suspension. Failure to do so will result in the loss of course fees.

**4.3** Any course suspension request must be made via email to [admin@ingla.co.uk](mailto:admin@ingla.co.uk) at least 1 week before the intended pause date.

**4.4** Transferring a course to a third person is subject to approval and is considered only in cases mentioned in 4.1. Inglas charges a £50 administration fee for these cases.

**4.5** Any changes to these conditions above are at the discretion of the Inglas Management Team.

**4.6** Students who are studying at Inglas on a Short-Term Study Visa are not permitted to suspend or transfer their course.

### 5. Classes and levels

**5.1** Inglas School of English is normally open from Monday to Friday.

**5.2** Students must take a placement test and attend an interview before starting their course, although this can be waived by either the Inglas Management Team or the Inglas Admin Team.

**5.3** Students can join classes on any day as part of Inglas's continuous enrolment strategy.

**5.4** If, during less busy times, only 1 or 2 students register for a class, they may be offered a place in another class at the same or similar level or be put on a waiting list for a class at a similar level.

**5.5** Inglas reserves the right to place a student in a different class if it better suits their needs and their performance. This is at the discretion of the Inglas Management Team and respective teachers.

**5.6** Inglas reserves the right to cancel any class at one week's notice.

**5.7** Inglas reserves the right to change the teacher of any class at any time.

**5.8** Inglas is an equal opportunity employer and as such employ native as well as non-native teachers. All teachers are appropriately qualified.

**5.9** Students are expected to attend lessons regularly and on time. Students lose learning time if they are late, absent or leave before the course ends. (See 'Inglas Guide' for more information)

**5.10** School trips are part of the Inglas Enrichment Programme and are counted as lessons.





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**5.12** Students must buy the relevant course books if they register for 6 weeks or longer. If a registration is less than 6 weeks long, rental books are available for a deposit of £20. If the books are returned in an 'as borrowed' condition, the deposit will be refunded less the rental fee. (Please ask at Inglá Reception for current rental fees)

**5.13** All students must be able to read and write in Roman script.

### 6. Attendance

**6.1** Inglá expects all students to attend lessons regularly and to arrive on time. If students arrive more than 15 minutes late for a lesson, they risk the possibility of not being allowed into class until the start of their next session.

**6.2** Inglá keeps registers on paper and electronically to monitor attendance and punctuality.

**6.3** If a student misses a lesson and does not inform the Inglá Team in advance, this counts as an 'unauthorised absence' and is entered into the student's attendance record.

**6.4** If students wish to change the time of their class, this must be agreed by the Inglá Management Team.

**6.5** If a student's attendance falls below 85%, they will be contacted to discuss their attendance. Those without valid reasons for their absence will risk losing their place on their course and may be de-registered. Inglá does not refund any fees in these circumstances.

### 7. Holidays

**7.1** Courses are automatically extended for Inglá holidays. There is no reduction or refund given if there is a Bank Holiday within the period of a course.

**7.2** If a student wishes to take a holiday during their course, they must inform the Inglá Admin Team at least 2 weeks in advance.

**7.3** Students requesting a holiday need to submit the Holiday Request Form and also send email confirmation of their travel dates to the Inglá Admin Team at [admin@ingla.co.uk](mailto:admin@ingla.co.uk).

**7.4** The days a student misses while on an authorised holiday are added to a booking and the end date of a student's course is extended accordingly.

**7.5** If a student takes a holiday which is not authorised, they may lose their place in their class and cannot claim course extension.

**7.6** Students are allowed to take one holiday per term.

**7.7** Unauthorised absences cannot be converted into holidays.

**7.8** Any changes to these conditions above are at the discretion of the Inglá Management Team.

### 8. Level progression

**8.1** In order to be promoted to a higher level, students must successfully complete their current level. If a student fails to pass the End-of-Course tests, they may be asked to repeat their current level.

**8.2.** Teachers will assess and monitor student progress throughout the course and students will be given assessments, tests and tutorials to guide and mentor them.

### 9. Regulations

**9.1** Inglá issue Course Completion certificates on condition that a student attends at least 80% of the course and successfully passes the End-of-Course tests (achieving a result of at least 65%).

**9.2** In any other case, students can request a Course Attendance certificate.

**9.3** Inglá requires 24 hours' notice when requesting certificates.

**9.4** Students are expected to behave well and comply with the regulations set out in the Inglá Guide and any other regulations issued by Inglá from time to time.

**9.5** Mobile phones must be on silent at all times during classes. Students may be asked to leave a class or be excluded if their mobile phone rings during a lesson.

**9.6** Teachers have the right to ask a student to leave a class if they behave inappropriately, improperly or breach Inglá's regulations.

**9.7** Students must co-operate fully during fire drills at Inglá and follow the instructions of the designated Fire Marshalls.

**9.8** If students do not comply with these requirements, their enrolment may be terminated with immediate effect and with no refund of any fees.

### 10. Visa refusals

**10.1** Inglá will retain a £150 non-refundable deposit if an application to 'Leave to Enter the UK' is refused.

**10.2** Inglá must receive notification that entry clearance has not been granted at least 5 days prior to the proposed start date of a course. In other cases, a cancellation fee will apply in addition.

**10.3** Refund applications must be made no later than three months after the date of the refusal.

**10.4** Refunds are not made while appeals are in progress.

**10.5** Before granting a refund Inglá must receive:

- completed Refund Request form. This is available online and at Inglá Reception
- scanned original letter of refusal from the UK Immigration Authorities
- Original letters issued by Inglá

**10.6** It is the responsibility of the student to provide the necessary documentation to support a refund.

**10.7** Delays to the refund process are likely if Inglá is obliged to seek verification of visa status directly from the embassy concerned.

**10.8** No refunds will be made if a student:

- Is asked to leave the country by the British authorities
- leaves the UK without permission from the school and is refused re-entry
- uses fraudulent documentation in their visa application

**10.9** Refunds are made to the person or agent who made the original booking.

**10.10** Refunds are made by sterling cheque, bank transfer or repayment to the debit card used originally (the beneficiary will pay all charges).

**10.11** Short-Term Study Visa students and bookings made online waive their right to a free trial lesson.

**10.12** Short-Term Study Visa students must register at Inglá within one week of receiving their visa. In case of delay, the student must seek authorisation from Inglá.

**10.13** Short-Term Study Visa students who arrive later than one week after the date of the start of their visa risk losing their place on their chosen course and are not eligible for a refund.

**10.14** In these cases, Inglá will try to secure a place for them on another course if possible.

**10.15** Short-Term Study Visa students may start school at the beginning of the term or on any date of their choice. If the start date is not the beginning of the term, it is the student's responsibility to catch up with the class. If needed, the school is happy to assist with additional classes albeit at extra cost.

**Students should bring any problems to Inglá's attention immediately to enable Inglá to assist. Inglá does not accept retrospective complaints and queries. For further information on the complaints procedure, please see the Inglá Guide or ask for a copy at Inglá Reception.**

Inglá reserves the right to change these Terms and Conditions, as well as any other publications, price lists, timetables and documents without prior notice and by signing you agree to these conditions.

Signature:  Date:

