

GENERAL JUNIOR PROGRAMME

- Fettes Centre for Language and Culture, otherwise known as FCLC, will not guarantee any bookings over and above the provisional allocation
- These allocations will be reserved until the earlier of confirmation or 1st March, whereupon unpaid allocations may be withdrawn and resold.
- No booking is confirmed until FCLC has received the deposit in respect of that booking
- The completed Enrolment & Consent to Travel form must be received at the time of confirmation but in any event no later than 15th May. This must be signed by the parent or guardian of the student
- The certificate of studies will not be awarded in cases of repeated absenteeism or abuse of school rules
- Fettes College is a no smoking campus. Smoking is strictly prohibited

PAYMENTS AND FEES FOR THE JUNIOR PROGRAMME

- The client shall, within 14 days of receiving an invoice or payment request, make payment to FCLC, in pounds sterling; failure to do so may result in cancellation of the booking
- The client will notify any dispute of monies owed to FCLC within 5 days of receiving an invoice or payment request. The undisputed total must still be paid within the 14 day term
- All bank charges and transfer fees must be covered by the client; failure to do so will result in a secondary invoice being issued for the amount owed
- No payments of any kind can be made to persons working for the client by FCLC or Fettes Enterprises Ltd at any point
- A 25% deposit for group or individual student bookings via a client/parent or guardian will secure that allocation; FCLC reserves the right to withdraw and resell provisional allocations that have not been secured by a deposit payment. The deposit amount is non refundable or transferable
- The final balance must be paid 30 days before arrival
- If the client fails to pay any invoiced amount in full by the due date, FCLC reserves the right to charge interest on the overdue balance at a rate of 3% above the bank of England base rate from the period of due date to settlement
- Each student will be required to deposit £50 or 50 Euros as caution money. Provided no damage has been caused, the money will be returned to the group leader or student prior to departure
- No refund of fees will be given after arrival
- FCLC cannot be held responsible for any delays or cancellation to travel arrangements due to unforeseen circumstances, in which case no refunds will be given
- By making either a deposit or final payment to FCLC you accept all the terms of business within this document
- In the event that a flight is delayed, missed or cancelled for any reason and FCLC has organised your transfer, you must inform FCLC of this immediately or you will be liable for additional charges if we are unable to cancel your original transfer.

CANCELLATION POLICY

Any cancellation must be received in writing and be addressed to the Head of Business Development for Fettes Enterprises. The client will incur the following charges if any booking is cancelled by them;

- Cancelled 90 to 60 days prior to your arrival date (3 to 2 months) then 50% of the total amount is liable
- Cancelled 60 to 30 days prior to your arrival date (2 to 1 months) then 75% of the total amount is liable
- Cancelled less than 30 days prior to your arrival date (1 month) then 100% of the total amount is liable

FCLC reserves the right to cancel any booking and retain any payments made to date if;

- The client fails to adhere to any of the terms of business herewith
- In the opinion of FCLC, the client has materially changed the contracted booking (numbers, days and accommodation)
- The client is insolvent or FCLC is the same
- FCLC is not satisfied with the client's credit status

FCLC reserves the right to cancel any booking if any facilities, houses or grounds on site are deemed damaged, unsafe, closed or non-repairable. Only payments made to FCLC will be refunded

ACCOMMODATION JUNIOR PROGRAMME

- All accommodation is on site at Fettes College, Carrington Road, Edinburgh, EH4 1QX.
- Rooms available are a mixture of single, twin, triple, quad and multi bedded dorms (average dorm size 9 beds, ranging from 6 to 14). FCLC will accept room requests up to 24 May 2019 and endeavour, where possible, to meet specific requests in respect of student accommodation – rooms, mix, etc. but cannot guarantee that such requests will be met. House and room allocations are at the discretion of FCLC Edinburgh. Please inform group leaders, parents and group leaders
- FCLC cannot guarantee any one specific house on campus or any rooms within the houses to a group leader, client, student, parent or individual
- FCLC will endeavour, where possible, to mix nationalities within each house but this cannot be guaranteed
- Groups may have to be split across different houses where necessary, College East, College West, Arniston, Glencorse, Moredun, Carrington, Kimmerghame, Dalmeny, Iona (prep school) Arran (prep school)
- A minimum of 2 FCLC representatives will stay within each house for pastoral care and support for the duration of your stay
- FCLC will, where possible, split male and females within the accommodation to separate floors within their given house. Males and females may have to share a floor within any given house but will have separate bathrooms, washrooms and shower facilities
- Rooms are available from 6pm on the day of your arrival. Rooms must be vacated by 9am on the day of departure

ACADEMIC PROGRAMME

- FCLC, where possible, will endeavour to mix nationalities in each class but cannot guarantee this will be possible
- Student placement and class mix is at the final discretion of FCLC
- FCLC offers tuition from A1 to C1 levels with an average class size of 12 students (max 14). Any student outwith these levels will be sent home at the expense of the parents with no refund of fees (FCLC does not offer courses for beginners or C2 level)

INSURANCE & LIABILITY

- Please note that FCLC cannot be held responsible for any loss, theft or damage to any personal property of guests, delegates, students, group leaders or any third parties employed by the client during any part of the summer programme
- **Please make sure that all students, group leaders and any other persons within your group/s staying at Fettes College for FCLC have appropriate medical and travel insurance and that it covers them for seasonal influenza, pandemics and any medical incidents or conditions that may prevent them from attending the course or any part of it. FCLC does not offer travel insurance.**
- FCLC is not responsible for the cost of transportation of any students, parents, group leaders, clients or third parties within group bookings to attend any medical appointments or institutions
- In cases of serious breach of school rules, the client and or parents will be contacted and students will be liable to be sent home at their parents' expense. In such an event, no fees will be refunded

MEDICAL INFORMATION

- FCLC will not accept students unless it has parental consent to act on their behalf in the event of a medical emergency
- All medical conditions, special needs and medication must be disclosed on the student enrolment and consent to travel form and be brought to FCLC's attention prior to arrival
- Any student arriving at FCLC with a serious medical condition which has not been disclosed to us prior to arrival may be sent home at their parents' expense with no refund of fees

PRIVACY POLICY AT FCLC

- Please refer to www.fclcedinburgh.com for our privacy and safeguarding policies.
- The information supplied by you will be stored on our database system and will only be used for the purposes of FCLC business. FCLC will not pass any of the private information of your students to any other organisation or third party

VISA & SUPPORTING DOCUMENTATION

- FCLC will not issue any course enrolment letters until a 25% deposit has been paid or, in the case of new clients, until full fees have been paid
- If for any reason the visa application is not accepted or delayed, you must inform FCLC in writing as soon as you are aware of this. In this case FCLC will retain the deposit but will refund any other fees paid to FCLC. Where we receive this evidence, the refund will be paid to you within four weeks of your providing us with bank details and signed authorisation that the refund should be paid to that account. FCLC must obtain a copy of the visa rejection letter in order to refund any fees, excluding the deposit paid to FCLC
- The UKBA will be notified of the non attendance of a student who has obtained a visa for study at FCLC

GROUP LEADER / PARENT / GUARDIAN

- Should a group leader, parent or guardian who has previously sent a student/s to FCLC Edinburgh via a client approach FCLC Edinburgh directly, we will, within a 12 month period, re direct that group leader, parent or guardian back to that client. Thereafter FCLC may choose to accept that booking directly with the group leader, parent or guardian without any penalty to the original client.

COMPLAINTS PROCEDURE

- If you are not completely satisfied with the service that you received, please put your concerns in writing and email Greg Burrell, General Manager, on g.burrell@fettes.com, who will respond within 2 working days. If you are still unhappy, you may contact English UK on complaints@englishuk.com

DECLARATION

By signing below I agree to the above terms of business set by Fettes Centre for Language and Culture (FCLC Edinburgh).
All fees are indicated on your invoice.

Client/Parent/Guardian name _____

Company name (if applicable) _____

Position in the company (if applicable) _____

Address _____ **Postal/Zip Code** _____

Signature _____ **Date** _____