



# FCLC Edinburgh

# Terms of business

## GENERAL JUNIOR PROGRAMME

- Fettes Centre for Language and Culture, otherwise known as FCLC Edinburgh, 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These allocations will be reserved until the earlier of confirmation or 1st March, whereupon unpaid allocations may be withdrawn and resold.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 by FCLC at the point of booking confirmation for individual students and by no later than 15th May for group students. This must be signed by both parents or guardians of the student.
- The certificate of studies will not be awarded in cases of repeated absenteeism or abuse of school rules.

## 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.
- To secure an allocation, a non-refundable 25% deposit for group and 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 includes a non-refundable registration fee of £75 for individual students or £250 for groups. The deposit is not transferable to another student or group.
- 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 as caution money at the school. 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 the original transfer.

## CANCELLATION POLICY

Any cancellation must be received in writing. 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

Should a client cancel a booking because of illness or travel restrictions in the student's country of residence, normal cancellation fees will apply. It is therefore very important that the child is covered by appropriate travel insurance for this eventuality.

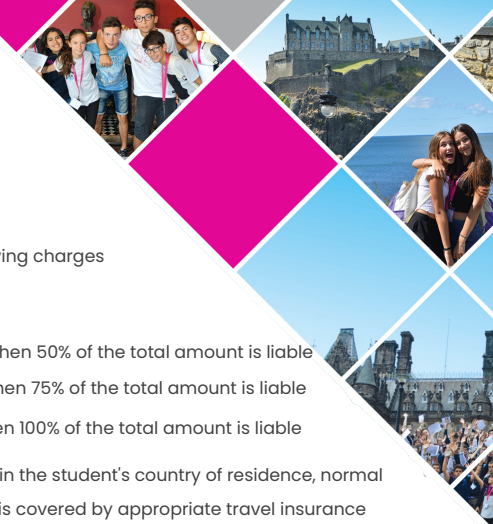
FCLC reserves the right to cancel any booking and retain any payments made to date if:

- 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 reserves the right to cancel any booking if it is directed to cancel the programme by the UK or Scottish government or if any facilities, houses or grounds on site are deemed damaged, unsafe, closed or non-repairable. Should we cancel any booking for these reasons, FCLC will refund payments it has received less the non-refundable registration fee.

## 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 6 beds, ranging from 5 to 8 beds). Room requests must be submitted at the time of booking confirmation along with student names and details. We will endeavour, where possible, to meet specific requests in respect of student accommodation – rooms, mix, etc. but cannot guarantee that such requests will be met. If your group is over 15 students, you will need to send a second group leader as the group may be split over two houses. Please inform group leaders, parents and students of the type of accommodation offered at FCLC.
- FCLC cannot guarantee any 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.
- A minimum of three FCLC staff will stay within each house for pastoral care and support of our students.
- FCLC will, where possible, split male and females within the accommodation to separate floors within their given house. Males and females may be accommodated on the same floor of a house but will have separate bathrooms, washrooms and shower facilities.
- Rooms are available from 6pm on the day of arrival. Rooms must be vacated by 9am on the day of departure.



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## 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 level (no courses for beginners or at C2 level) with an average class size of 12 and a maximum of 14. Levels will be ascertained prior to arrival through an online placement test and any student outwith our taught levels may be sent home at the parents' expense with no refund of fees.

## INSURANCE & LIABILITY

- 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 programme.
- All students and group leaders must have appropriate medical and travel insurance that 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 insurance policies.
- 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 or special need 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](http://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 company or your students to any other organisation or third party.

## COMPLAINTS PROCEDURE

- If you are not completely satisfied with the service that you, your child or agency receive, please put your concerns in writing and email Greg Burrell, General Manager, on [g.burrell@fettes.com](mailto: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](mailto:complaints@englishuk.com).

## 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 is delayed, you must inform FCLC in writing as soon as you are aware of this. In this case FCLC will retain the registration fee 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.
- The UKBA will be notified of the non attendance of a student who has obtained a visa for study at FCLC but does not arrive for their course.

## GROUP LEADER / PARENT / GUARDIAN

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

## DECLARATION

By signing below I agree to the above terms of business set by FCLC Edinburgh.

All fees are indicated on your invoice.

**Client/Parent/Guardian name (if applicable)** \_\_\_\_\_

**Company name (if applicable)** \_\_\_\_\_

**Position in the company (if applicable)** \_\_\_\_\_

**Address** \_\_\_\_\_ **Post Code** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

