

# Manor Courses TERMS & CONDITIONS

## Enrolment

Full fees or a deposit of £500 must be paid to us before we can reserve a place on a course.

We offer a £50 discount if fees are paid in full with one payment.

All fees must be paid to us 30 days before the course starts.

If full payment has not been received by the arrival date the student will not be admitted to class until payment in full has been received.

## Cancellation & Refunds

For cancellations made before the course arrival date we will **refund 30%** of the course fees.

**No fees** are refunded if a student cancels or curtails their course *on or after the course* arrival date.

If a *visa application is rejected* and we are given written evidence at least 8 days before the course arrival date we will **refund the course fees** less an administration charge of £50 per student.

## Services

We reserve the right to change the advertised 6-week programme and / or the daily timetable, if the Directors feel it necessary.

Our services may change from year to year but standard will remain unchanged.

## Arrival at London Airports

Please inform us as soon as possible of the following details for both arrival and departure flights

- a) Flight number
- b) Airport - departing from
- c) Airport & Terminal – arriving at
- d) Date and times

- Students collect baggage from the carousel, go through the customs and our Representatives will be waiting to meet all students at the arrival gate.
- Our Representatives will display a large **“Hurst College”** sign.
- Our Representatives will be wearing **green MC T-shirts**.
- If in exceptional circumstances, our Representatives of MC are not at the meeting place, the students must remain there and wait for our Representative. Very occasionally one of our representatives may be delayed.
- Always call + **44 7973 131 982** if there is a problem.

## Complaints

Any complaints should be reported by students in person or by parents by telephone to The Directors (Nick, Jon or Jacky Barnard) at the Office within 24 hours of any negative experience. We will investigate the complaint as soon as possible. If the complaint is made after the student has left the course we will make every effort to investigate. The Directors will determine further action.

## Valuables and personal items

Manor Courses cannot accept responsibility for items left unattended, lost or stolen.

Valuable items should be either **locked away in the student’s suitcase or kept in the Directors’ Office**.

## Doctor & Medical

We have staff trained in First Aid and a medical department providing students with basic medicines, remedies and first response emergency supplies – There is no charge for these.

There are no charges for EC students (up to the age of 16) to visit the local doctor and get medicines = FREE

EC students over 16 years can visit the doctor, but will have to pay for medical prescriptions = some COST

Other non-EC students may have to pay = COST

## Infectious diseases

If students come into contact with any infectious diseases within one month of attending the college please let us know.

## Insurance

All students must be insured against all risks, including medical, travel, cancellation, accidents, wilful and accidental damage of contents to the College.

## Laundry

This will be done at least twice a week

## Photos

The Directors of Manor Courses take photos of students during the summer courses and sometimes use them for promotional and archive purposes.

## Security

We have duty staff supervising houses every afternoon and evening, except during Lessons and mealtimes.

During the evenings we have a professional security guard and guard dog patrolling the campus.

## Off-campus

Students only leave campus –

...on excursions - they are accompanied by Teachers and Leaders and may be given free-time for shopping etc.

...during a normal day - only if they have permission from Parents / Guardian in writing or by phone. This will be at the student’s expense.

No students are allowed off campus during the evening.

## Return journey

In some cases, *only* departing after lesson 2 on the last day of the course provides a full complement of tuition.

Representatives of MC will escort students to the airport and assist them to check-in and take them as far as the passport control.

## Manor Courses RULES & CONDUCT at HURST COLLEGE –

Students must read, understand and follow these rules.

It is the responsibility of either the Parent / Guardian or Agent to show each student the following rules : -

### **Students must.....**

Always carry the Manor Courses ID card.

Attend every English Lesson and every Project.

*Students may not receive a certificate if they attend less than 80% of their English course.*

Be punctual – attend Lessons at the correct time.

*Being late for lessons. If a student is late more than twice they will receive a verbal warning, a written warning will be issued if lateness continues.*

Join in all activity sessions – activity sessions are **not** free time.

Be punctual - attend activities, meals & meetings at the correct time.

Use the MC Office BANK to keep money and valuables safe.

Respect everyone and the environment. Respect is very important.

Listen to the Directors/Teachers when they speak.

### **House and Campus rules.....**

Boys will not enter the girls' houses.

Girls will not enter the boys' houses.

Students must keep rooms tidy & make the bed every morning.

Students can only enter another student's bedroom with permission.

Students must remain in their house after 10pm.

Students cannot leave the College campus without permission.

### **Prohibitions.....**

No smoking – on campus or off campus.

No alcohol or drugs - students caught in possession or under the influence of either alcohol or drugs may be excluded from the course.

No litter - always use the litterbins.

No bullying.

## **DISCIPLINE –**

Students breaking any rules or misbehaving will receive the following: -

### **Definition:**

*The following steps will be taken when any wilful act is judged (by MC Directors) to have a damaging serious and negative impact on either: their own personal health; the health and safety of fellow students; the MC schedule; MC property; Hurst College property; or MC staff carrying out their duties.*

- 1.** For the first offence students receive a Verbal Warning.
- 2.** For the second offence students receive a Written Warning.
- 3.** For the third offence students will be excluded from the course and repatriated at their parents' expense.

All damage should be reported to the Directors as soon as possible.

Students will be charged for wilful damage.

Students will not be penalised or charged for accidental damage.

***We reserve the right to send home without either a verbal or written warning any student that commits a serious offence, especially one that involves the Police and includes theft, smoking in boarding houses, possession, purchase or consumption of alcohol or illegal drugs.***