



International Summer School at Hurst College
Manor Courses Ltd - Registered Company in England No. 1320278
Residential English Language Courses
TERMS & CONDITIONS for Parents / Guardians

This is important information regarding students who enrol directly on our Residential English Language Courses. These are the Terms and Conditions of our services, unless you and the directors of Manor Courses (MC) have agreed something different in an agent's agreement/contract.

Manor Courses Brighton <i>Head Office:</i>	8 Dean Court Rd, Brighton, East Sussex, BN2 7DH, ENGLAND <i>This office will be closed from the start of July until the middle of August</i> Tel + 44 (0) 1273 911377
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Manor Courses Hurst <i>Summer School Office:</i>	Hurst College, College Lane, Hurstpierpoint, West Sussex, BN6 9JS, ENGLAND <i>This office will be open from the start of July until the middle of August</i> Tel + 44 (0)1273 836 958
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Managing Director	Mr Nick Barnard	Mobile 24hrs + 44 (0) 7973 131 982
Course Director	Mr Jon Barnard	
Logistics Director	Ms Su Barnard	

Summer School Office	Tel + 44 (0) 1273 836 958	
To speak to students	Tel + 44 (0) 1273 836 978	
E-mailing students	students@manorcourses.co.uk	Please enter student's name as 'subject'.

Manor Courses is sometimes referred to as MC. Manor Courses and MC refer to the services of the company Manor Courses Ltd. Manor Courses' obligations to you are as stated in this agreement; no other duties are to be implied or inferred other than those specifically stated herein. This agreement represents the entire agreement and understanding of the parties and supersedes all prior agreements, whether written or oral. This agreement may only be altered or amended in writing by both parties.

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1. Services

Manor Courses will provide a Residential English Language Course at our Summer School at the Hurst College campus. We also provide a Student Insurance Policy (brief details below and more details available upon request). This Residential English Language Course will include:

- **Welfare** = **Accommodation at Hurst College** (single, double, triple, quad rooms, or dormitories);
Full-board (3 meals per day, 2 refreshment breaks per day when we are on campus);
Supervision, Support, Security, First Aid
(however, there are short periods when students are not supervised).
- **English** = **General English course** (18 hours of English tuition per week);
- **Activities** = **Activity sessions** (90 minute sessions in the afternoons and evenings);
- **Excursions** = **1 full-day Excursion & 1 half-day Excursion per week**
(each Excursion includes a tourist attraction or a tour guide).

2. Notes about the above Services

- See our website www.manorcourses.co.uk to see more details for our English course, Welfare provision, Excursions and Activities, and to find the answers to any FAQs (Frequently Asked Questions).

Safety and security note about our Activities sessions:

- Students *must register* their name with their group before each afternoon and evening session – this is *compulsory*. They *must register* their name again at each activity they join.
- Students aged 13 years and older *should join* an organised Activity and *stay* for the full session – this is *optional*. They *can have* restricted Free-Time if they choose not to join or stay with the Activity staff.
- Students aged 12 years and younger *must join* an organised Activity and *stay* for the full session with the Activity staff until the end – this is *compulsory*.

Care and support note about our Welfare systems:

- The Directors, First Aiders, and other staff, will act as the ‘Guardian’ of each student and will provide appropriate care when a student appears to be, or is diagnosed as, suffering from any physical, health, medical or emotional problems.
- There will be short periods when students are not supervised (between Lessons and Activity sessions, and before or after they finish their meals).

Safety and security note about our Excursions:

- The excursions’ focus is on tourism and leisure, seeing culture and relaxing. Students can go shopping.
- Staff will give students unsupervised Free-Time for shopping in approximately 1 hour periods. They will give students rules to follow and ID, maps and phone numbers to carry. Staff will show them on a map where they can find a staff member waiting for them if they have problems.
- Students aged 12 years and younger will not get unsupervised Free-Time for shopping. Staff will stay with them.

3. Visas

- Students from some countries require Visas to come to the UK to study at the Summer School.
- Parents/Guardians must check if the student requires a Visa before enrolling.
- Usually they will require this category: Short Term Study Visa (Child).

4. Free Student Insurance Policy Included

- Manor Courses provide every student who enrolls directly by email, post or online with a Student Insurance Policy after we receive the Deposit (or full Fees if you pay in one transaction).
- More details are available upon request.
- Students will *not* be insured against *visa refusals*.
- All students must have insurance. Students enrolling via an agency do not get this Student Insurance Policy from Manor Courses.

5. Enrolment & Payment

We recommend Parents / Guardians check there are available places by email before enrolling.

You/Parents/Guardians:

1. **Download** our Enrolment Form - *or request* it by email from info@manorcourses.co.uk - *or – find* it online www.manorcourses.co.uk/enrol-book/
2. **Complete** the Form.
3. **Attach** and **send** it via email to info@manorcourses.co.uk.

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4. Also, **print, sign** and **post** the Enrolment Form to: 8 Dean Court Rd, Brighton, BN2 7DH, ENGLAND.
5. When you **sign** the Enrolment Form, or **tick** the online Enrolment, you confirm you **have read and agree** to these Terms and Conditions.
6. **Post** a passport photo - *or* **attach** a digital photo to email.
7. **Pay** the £500 Deposit (per student) within 5 days. **Make** a Bank Transfer and **email** us the details - *or* - **write** and **post** a Cheque with the Enrolment Form.
8. **Pay** the Balance 60 days before the start of the Course.
9. **If you send** the Enrolment Form within 60 days of the start of the Course, you **must pay** the full Fees together (both the Deposit and the Balance).

We/Manor Courses:

1. We hold the student place for 5 days. We must receive the Deposit within 5 days of the Enrolment.
2. We cannot confirm Enrolments until we receive the Deposit.
3. If we do not receive the Deposit we will send you an Invoice.
4. After we receive the Enrolment Form *and* Deposit we will confirm the Enrolment *and* register the student on the Student Insurance Policy.
5. We will send the Invoice for the Balance before the start of the Course.
6. We must receive the Balance more than 60 days before the Course starts.

6. **Cancellation & Refunds**

Refunds by Manor Courses within 14 days:

- We only offer a 100% Refund for Cancellations you make within 14 days of the Deposit.
- If you cancel less than 14 days after we receive your Deposit you will get 100% of your payment back (including full Fees if you paid the Deposit and Balance together).
- We cannot Refund anything if you cancel more than 14 days after we receive the Deposit.
- All Cancellations and Refund requests must be in writing.

Cover by Insurance:

- The Student Insurance Policy (which we provide for students after Enrolment) can cover students against various circumstances. Please request further details.
- You can use this 15 days after the Deposit. If you paid the full Fees you might get 100% of your payment and other expenses back.
- However, the Student Insurance Policy *does not cover Cancellation if your Visa is refused.*

Cancellations due to Visa refusal:

- If a *Visa application is rejected* and Manor Courses are given written evidence, we will give some Refund.
- We will retain £300 as an Administration Charge instead of the £500 Deposit. Then we will refund the Balance.
- This can be any period after the Enrolment, it is not restricted to 14 days.

7. **Valuables & Personal Items**

- Students do not receive a key to their room because this compromises safety.
- We advise students to lock valuable items in their suitcases or in the Summer School Office.
- Manor Courses cannot accept responsibility for items left unattended, lost or stolen.

8. **Health, Medical & Doctor**

- Parents / Guardians should advise the directors about any physical or mental health conditions or special learning needs the student has.
- We give this information to First Aiders, Welfare Manager, House Managers and the Security team.
- We may also give it to the student's English Teacher and Activity Leaders, especially when they go on excursions.
- If students come into contact with any infectious diseases within one month of attending Hurst College, Parents / Guardians must tell the Directors.
- Welfare and emotional issues -
 - We have an experienced specialist Welfare Manager to deal with emotional and behavioural issues.
- On-campus First Aid and help with medicines –
 - We have a medical department operated by 2 trained First Aiders and providing students with free basic medicines, remedies and first response emergency supplies. There is no charge for these.
 - First Aiders can also help administer and keep medicines that students bring to Hurst.
 - First Aiders may occasionally give painkillers, eg. Paracetamol. This will only happen if the student agrees. If parents disagree you must inform the Directors. First Aiders will keep records of all medicine they give.

- Off-campus Doctors/Hospitals –
 - EU students aged 15 years and younger visit the doctor/hospital free *and* get free medicines.
 - EU students aged 16 years and older visit the doctor/hospital free *but* must pay for medicines.
 - Other non-EU students visit the doctor/hospital free *but* must pay for medicines.
 - All students must have insurance. They can claim money back when they return home.
 - All students must pay for any taxi fares.
 - We can lend students the money for the costs and Invoice Parents / Guardians afterwards.

9. Traffic Safety

- In the UK cars drive on the left of the road.
- Manor Courses give students some information about crossing road safely in UK in English.
- Parents / Guardians should also advise students to follow all traffic safety advice given by Manor Courses.

10. 'Organised' Activity Sessions & 'Restricted' Free-Time - Policy & Procedures

Parents / Guardians who disagree with any of the below must inform the Directors in writing, for example, if they want a student to join an 'organised' Activity in all sessions, or if they want a student to have more 'restricted' Free-Time.

What are 'Organised' Activity sessions?

- Activity Staff lead and supervise sessions during the afternoons and evenings.
- Times: 3.15-4.45pm, 5.30-7.00pm, 8.15-9.45pm.
- These include sports, art, crafts, drama, music and dance.
- Students aged 13 years and older **can leave** the session early.
- Students aged 12 years and younger **cannot leave** the session early.

What is 'Restricted' Free-Time?

- This is only for students aged 13 years and older.
- These students **can choose** Free-Time when they choose not to join an Activity.
- 1 full session per day is the maximum.
- But they also **can have** Free-Time when they leave an Activity early.

How is it 'restricted' and organised?

- Students **can only**: go to the activity centre, internet room, shop, office, house, gardens, or watch organised Activities.
- They **cannot go off-campus**. The map shows the areas that are restricted.
- House Managers patrol the campus, gardens, fields, and supervise every house, every afternoon and evening. A professional security guard patrols the campus during the evenings and nights.

Registering students' names and Activity choice

- **Registering their name and Activity is compulsory for all students.**
- Students **must meet** in the Quad / Garden 15 minutes before Activities begin.
- Times: 3.00pm, 5.15pm, 8.00pm.
- Students **must register their name** with their MC Group Staff.
- And when they register their name they **also must tell their choice** of Activity to the MC Group Staff.
- Students go to the Activity staff and they **must register their name** again with the Activity staff.

Joining Activities

Students aged **13 years and older**:

- **must join** 2 organised Activities per day.
- **can have** 1 Free-Time session per day.
- **can leave** the Activities early.
- On Excursion days there is only 1 session, in the evening. They **can have** Free-Time.

Students aged **12 years and younger**:

- **must join** an organised Activity every session.
- **must stay** for the full session.
- **cannot leave** the Activities early.

Joining an Activity late

Students aged **13 years and older ONLY**:

- Students **can join** an Activity late.
- They **must tell** the Activity Staff their name.

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- Reasons for this include: they chose Free-Time but changed their plans, have *finished* a shorter activity session (eg. 45minute swimming session), *needed to return* to their house, to *get suitable* equipment/clothes, to *meet* their Group Leader, to *contact* their parents etc.

Staying until the end or leaving an Activity early

Students aged **13 years and older ONLY:**

- Students **can leave** their Activity early.
- They **must tell the** Activity Staff their name.
- Then they **can have** Free-Time, following the guidelines above.
- Reasons for this include: they do *not like* the activity, *cannot* do the activity, do *not have the suitable* equipment/clothes, have *chosen* a short activity session that *starts later* (eg. 45minute swimming session), the weather has *changed*, or they *need* food/drink/medicine, *need to return* to their house, to *meet* their Group Leader, to *contact* their parents etc.
- This is restricted. They **can only:** go to the activity centre, internet room, shop, office, house or gardens, or watch the organised Activities.

Students aged **12 years and younger:**

- Students **cannot leave** an Activity early.
- They **must stay** until the end of the Activity session.
- They **cannot choose** any unsupervised restricted Free-Time.
- We encourage them to take part in the full Activity programme.

Choosing 'restricted' Free-Time

Students aged **13 years and older ONLY:**

- Students **can choose** 1 Free-Time session each day as their choice of Activity.
- They **must register their name** again with House Managers/Staff when they start Free-Time and leave the registration point (Quad / Garden).

Students aged **12 years and younger:**

- Students **cannot take** any Free-Time.

11. Off-Campus

Students only leave campus –

- **On excursions** - students are accompanied by staff but will be given unsupervised Free-Time for shopping of approximately 1 hour periods. Students aged 12 years and younger will not be given unsupervised Free-Time. They will stay with MC Staff. If Parents / Guardians disagree with this policy they must inform the Directors in writing.
- **During a normal day** - only if the Directors have permission from Parents / Guardian in writing and only for a special occasion/reason. In circumstances when a student goes to the doctor with MC Staff, we will not request permission.
- **Overnight** - only if the Directors have permission from Parents / Guardian in writing and only for a special occasion/reason. In emergencies when a student stays at hospital with MC Staff, we will not request permission.

12. Attendance & Absences in Lessons - Policy & Procedures

- Students must attend every Lesson. Students must be punctual and arrive on time.
- Teachers check attendance in every class, (ie. 2 or 3 times day).
- Teachers report absences 5 minutes after each Lesson has begun.
- If a student is not in class, their name is written on an 'Absence Form'.
- If the student is ill, the First Aider must assess their health.
- If a student arrives at Lessons *later* than 5 minutes it will already be considered *absent*.
- Every student that is *late* or *absent* is recorded. Lateness/absence is also reported in their Progress Report.

13. Arriving - London Airports & Transfers to College

- In 2016 Arrival Days are always on Thursdays. Please request by email if you need any other day to arrive.
- There is a Return Transfer charge for this service. It is not included in the fees.
- Please inform us as soon as possible of the following details for both arrival and departure flights: Flight number; Dates; Times; Airport (departing & arriving); Terminal (departing & arriving)
- **Arriving procedure:**
 1. Students collect baggage and go through customs.
 2. MC Representatives wait to meet all students at the arrival gate.

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- MC Representatives display a **Manor Courses Hurst College** sign with the students' name.
- MC Representatives wear **Manor Courses identity**.
- If the MC Representative is not at the meeting place (arrival gate), the student must remain there and wait.
- Always call + 44 (0) 7973 131 982 or + 44 (0) 7703 345 977 if there is a problem.

14. Departing - Return Journey & Transfers to Airport

- In 2016 Departure Days are always on Thursdays. Please request by email if you need any other day to depart.
- There is a Return Transfer charge for this service. It is not included in the fees.
- MC Representatives escort students to the airport, assist with check-in and take them to passport control.
- In some cases, *only* departing after lesson 2 on the last day of the course provides a full complement of 18hrs English tuition in their final week. For example, in 2016, students leaving at the end of week 4 will receive their full 18 hours for that week if they attend lessons on the morning they depart (Thurs 4th Aug).

15. Student Photos / Video & Social Media Policy

- Manor Courses take photos/videos of students to use for promotional and archive purposes.
- They may appear in: our Facebook, Instagram or Twitter profiles; website or blog; company brochure or posters.
- They may be used to promote the upcoming activity programme to existing students while at Hurst.
- We have a few designated official photographers.
- When possible they will notify students that they are taking photographs.
- We collect all photos/videos taken by our official photographers, and any others taken by staff, on our computer.
- If Parents / Guardians disagree with this policy they must inform the Directors in writing.
- Students can also inform the photographer if they do not want to appear in videos/photos.

16. Rules & Conduct

All students must read, understand and follow these rules. They must use a dictionary if they do not understand. It is the responsibility of the Parent / Guardian or Agent / Group Leader to show each student the following rules:-

8 Safety Rules

Note - Staff = your teachers, leaders, house staff, directors, first aiders, security.

Students **must** ...

- Students must **go to** all lessons, registrations, activities and meetings early. Please use an alarm.
- Students must **carry** the identity card.
- Students must **stay** in the central campus area on the map.
- Students must **cross** the roads carefully. Please use the 2 safe crossing places.

Students must **not** ...

- Students must not **have or use** alcohol, tobacco, E-cigarettes or drugs.
- Students must not **damage or take** other students' or college property.
- Students must not **fight, threaten violence, bully or say bad words** to other students.
- Students must not **enter** classrooms or activity areas without a staff.

8 House Rules

Notes - The campus map shows red lines. Please do not enter the red areas.

Students **must** ...

- Students must **register** your name when staff ask.
- Students must **listen** to staff. Be quiet when they speak.
- Students must **keep** the room, house and college clean, safe and calm.
- Students must **keep** money and valuables safe. Please use the office bank or lock it in your suitcase.

Students must **not** ...

- Students must not **damage or play** with fire alarms and fire detectors.
- Students must not **leave** the house after 10pm. Do not escape.
- Students must not **enter** another student's bedroom. Please ask their permission.
- Students must not **enter** houses of the opposite gender. Boys cannot enter girls' houses. Girls cannot enter boys' houses.

8 Excursion Rules

Note – If students are 13 or older they can have some Free-Time.

Students **must** ...

- Students must **wear** the information card with map around your neck.
- Students must **stay** in groups of minimum 3 students all the time. Please never be alone.
- Students must **be careful** of strangers.

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4. Students must **be careful** at road crossings. Please stop, look right and left, listen, look again. Then you can cross. Students must **not**...

1. Students must not **be late** for meeting the group.
2. Students must not **go off** the area on the map.
3. Students must not **leave** the staff if you are 12 years old or younger.
4. Students must not **buy** alcohol, tobacco, E-cigarettes, drugs, DVDs or games with age restrictions.

8 Activity & Free-Time Rules

Note – If students are 13 or older and do not want to join an activity, they have only 1 session to relax per day. If they are 12 or younger they must join activities.

Students **must** ...

1. Students must **register** your name with your MC Group Staff.
2. Students must **choose** an activity and **tell** your MC Group Staff your choice. Please get permission from your Group Leader if you choose Free-Time.
3. Students must **register again** with the staff for the activity you choose or for Free-Time.
4. If students do not join an activity, you must **choose** to go to A) house, B) shop/office, C) activity centre/internet room, D) gardens, E) watch activities.

Students must **not**...

1. Students must not **leave** the meeting point before you register your name.
2. Students must not **misbehave or disturb** other students or the staff.
3. Students must not **finish** an activity early before you tell the staff your name.
4. Students must not **relax** for 2 or 3 Free-Time sessions in 1 day.

8 Lesson Rules

Note - Teachers will explain the rules of each class at the start of the course.

Students **must** ...

1. Students must **attend** every lesson. Please be ready early.
2. Students must **tell** staff if you cannot go to lessons.
3. Students must **turn off** phones or **give** them to the teacher.
4. Students must **behave** in the class building before, during and after lessons.

Students must **not**...

1. Students must not **use** your first language. You can use it only for translations or emergencies.
2. Students must not **be late** for the start of lessons.
3. Students must not **leave** the classroom. You can leave only for toilet or emergencies.
4. Students must not **disturb** other students from learning.

17. Discipline

The Directors will judge when a student has broken the rules and will take seriously any act that has a damaging/serious/negative impact on: their own personal health and safety; the health and safety of other students or staff; the timetable/schedule; Manor Courses property; Hurst College property; or staff carrying out their duties. The punishment will depend on the seriousness of the behaviour. Here are some punishments the Directors may use:

- Ask the student to help a teacher;
- Tell the students to miss one or more activity session/s, and remain supervised by MC Staff;
- Change the student's bedroom or residential house;
- Withhold the student's Attendance Certificate;
- Contact the Parents/Guardians or Agency;
- Ask the Parents/Guardians or Agency to pay for damages;
- Send the student home;
- Contact the police.

Damage- our advice to parents/agents/students:

- All damage should be reported to MC Staff or the Directors as soon as possible.
- Students will be charged for wilful damage.
- Students will not be penalised or charged for accidental damage.

Serious offences Serious punishments - Manor Courses reserve the right (without either a verbal or written warning) to ask any student to leave the summer school who:

- Continued to break a rule or rules;
- Committed a serious offence (includes violence, harm, sexual offences, theft, smoking in boarding houses, possession or consumption of alcohol or illegal drugs);
- Broke a UK law, committed a crime or involved the Police.

Sending a student home - Manor Courses, without either a verbal or written warning, will:

- Investigate the circumstances;
- Make arrangements for the student to go somewhere else or be collected;
- Try to rearrange the student's flight to an earlier departure;
- Request the parents/guardian to pay the cost, or request them to reimburse Manor Courses for the cost afterwards;
- Inform the parents/guardians of the new flight details;
- Escort student to the airport;
- Assist the student with check-in.

18. **Complaints Procedure (for parents/guardians)**

If you are not satisfied or not happy with our service, you can complain. We have the following procedure:

Students must:

- Make sure they can speak to somebody in their language.
- Speak to Parents / Guardians / Group Leaders when they first have a problem. Do this soon. Do not wait.
- Go to the Office as soon as possible.
- Speak to the Directors or Shirley (Welfare Manager).
- Say – “*can I speak to the Directors or Shirley*” – or - “*can I have a **Complaint Form** please.*”
- Write about the problem on the **Complaint Form**. It is possible to ask somebody to help.
- Give it to the Directors or Shirley when they finish - or - ask somebody in the office to give it to them.
- Say - “*please give this to the Directors or Shirley*” + “*please make a copy of this **Complaints Form** for me to keep.*”

Manor Courses:

- *Will make an appointment to talk about the problem within 24hrs.*
- *Will investigate the problem before the appointment.*
- *If the student is not happy with our response we will try to investigate more.*
- *We cannot investigate complaints before students write a **Complaint Form**.*
- *It may not be possible to investigate old problems.*

Parents / Guardians / Agents can:

- Email the Directors at any time info@manorcourses.co.uk.
- It is also possible to complain after summer.
- When the student gets home we can email a **Complaint Form** within 1 month.
- But it may not be possible to investigate old problems.
- If the student is still unhappy with our response within 6 months, it is possible to contact English UK www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure

19. **Other Extra Services**

- We do also offer other services that are not included in our Residential English Language Course.
- These services are still bound by the Terms and Conditions above.
- **Extra Services** - The following services are applicable as **additional services** only for students enrolled on our Residential English Language Course, and are subject to availability:
 - **Private English Tuition (one-to-one);**
 - **Horse Riding;**
 - **Tennis Coaching;**
 - **Football Training** (only for group bookings);
 - **Return Transfers to Airports.**
- **Non-Residential Options** - There are also **Options** for students who have independently arranged accommodation off campus. Please enquire by email.
- **Family Courses** - Parents/Families who have enrolled children on our Residential English Language Course can also use the following 2 **Family Course** services:
 - **English Tuition for Parents.** Private tuition (one-to-one). Accommodation is either off or on campus;
 - **English Tuition for Younger or Older Brothers/Sisters.** Private tuition (one-to-one) for students aged under 8 or above 17 can be arranged. Accommodation options for students under 8 include off campus (staying with the students' family/guardian at a hotel for example), or can be provided on-campus (if Manor Courses or the family/guardian organise extra supervision/support). Accommodation for students above 17 is either off or on campus (separate from the other younger students).
- We can also advise Parents / Guardians about **Year-Round Study** after summer in a UK college or school.