

tis Terms and Conditions 2008

PAYMENTS: All fees must be paid 28 days before the arrival date. In the case of late bookings all fees are to be paid immediately. All flat-shares and apartment fees must be paid 28 days before arrival or we cannot guarantee availability.

CANCELLATION: All cancellation notification must be sent in writing and/or by email. Clients cancelling within 28 days of the arrival date will forfeit the first four weeks payment of their tuition and accommodation. Fees paid for flats cannot be refunded unless the flat is re-let for the cancelled/curtailed period. We strongly suggest you take out insurance, please see below.

NON-ARRIVAL: Late cancellations must be made by telephone AND in writing to us before 1700 UK time on the Friday before the course commencement date. No tuition or accommodation fees will be refunded if a cancellation is made after 1700 UK time on the Friday before the course commencement date. Once again we would strongly suggest you advise all clients to take out insurance, please see below.

CANCELLATION/MEDICAL INSURANCE

We strongly recommend clients to take out insurance. 5 Star Studentguard covers travel insurance, cancellation, loss of money and medical expenses. This can be done on the TIS Homepage at www.tisenglish.co.uk. Go to the bottom of the page and click on Course-U-Can for a secure connection or go to www.course-u-can.com.

CURTAILMENT OF COURSES: Students cutting short their stay are not entitled to a tuition fees refund. Accommodation fees will, under most circumstances, be refunded except for the first two weeks of the cancelled dates.

COURSE UPGRADES: Students may upgrade their courses at any time. Refunds will not be given if students choose to downgrade to a cheaper course.

REFUND OF FEES: No fees will be refunded after a student has completed their stay.

COMPLAINTS PROCEDURE: Students are given a Students' Handbook and Feedback Form on their arrival at the school which tells them what procedure to follow if they encounter any problems regarding their courses or accommodation.

COMPLETE/TOTAL BEGINNERS can only be accepted on 1-1 programmes. Very occasionally we have very low level classes on General English **but you must check with us first—an online diagnostic test is available**. If a complete beginner enrolls on any of our group courses please note that they will not be able to join a class.

LONG STAY RATES: **Discounts are available for students on courses for 4-11 weeks, 12-23 weeks, 24-35 weeks and 36 weeks or longer. Students wishing to pay these discounted rates must pay all their tuition fees in advance and these are non-refundable. If students do not wish to accept these terms then they should pay at the standard weekly rate.**

HOW TO PAY

1. *By bank transfer - please add £10 to your payment to cover bank charges. Your bank will need **all** the following information:*

**HSBC Bank plc, Trade Services, London. Telex 888401 or
Swift Midl GB22 or IBAN GB83 MIDL 40444371136534
Account Title: Torquay International School Ltd.
Account No.: 71136534 Sort Code: 40-44-43
HSBC plc, St. Marychurch, Torquay, Devon**

2. Visa or MasterCard: we need to know the card number, the name shown on the card and the expiry date, *If you pay by card, a charge of 1.5% will be added to the total. This information can be faxed to +44 1803 299062 or go to <https://secure.tisltd.co.uk/secure/creditcard.htm>*
3. By sterling cheque drawn on a UK bank and made payable to Torquay International School Ltd.