Terms and conditions of enrolment

Individual junior bookings

1. Who these terms apply to

1.1 "We" and "Isca" mean Isca School of English, trading as:
Isca School of English, 4 Mount Radford Crescent, Exeter, EX2 4EN, UK.
"You" means the parent or legal guardian who makes the booking.
"Student" means the young person named on the registration form.

1.2 If you book directly with us, your contract begins when we email you accepting the booking. The contract consists of these terms, your registration form and our booking confirmation. Before you commit, we will tell you the course dates, what is included, the total price, any optional charges you have agreed to, and the payment and cancellation arrangements. We will send you a copy of the agreed terms with your confirmation.

1.3 If you book through an educational tour operator, agency, school or college, your booking documents will identify who is selling each service, who receives payment, and who handles cancellations and refunds. We may ask you to complete our registration form so that we have the information needed to care for the student. Our safeguarding and student conduct rules apply during the programme.

2. Eligibility, placement and support needs

2.1 Our junior courses are for students aged 14 to 17 and cover CEFR levels B1 to C2. The student must complete our online placement test at least eight weeks before arrival, or within five days of enrolment for a late booking. For bookings made shortly before arrival, we will tell you when the test must be completed.

2.2 Please give us accurate emergency contact details and tell us about any allergies, dietary needs, medication, disability, learning needs or other circumstances relevant to the student's safety and participation. Tell us promptly if anything changes. We will discuss support needs with you, consider them individually, and make reasonable adjustments as required. Any applicable special-diet charge will be disclosed before you commit to the booking.

3. Fees and payment

3.1 Fees are payable in pounds sterling (GBP). Your booking confirmation will show the deposit, which counts towards the total price. Pay the deposit within 14 days of our acceptance and the balance at least eight weeks before the course starts. If you book within eight weeks of the start date, the payment deadline will be given to you before you commit.

3.2 You can pay through Flywire or by bank transfer using the details on our invoice. If a payment is overdue, we will contact you and give you a reasonable opportunity to pay before cancelling the booking. If we cancel for non-payment, any amount we retain will be calculated under section 5.

4. Statutory right to cancel

4.1 Where a statutory cooling-off right applies to your booking, you can cancel without giving a reason. For qualifying service contracts booked online, by phone or away from our premises, the period normally ends 14 days after the day the contract is made.

4.2 To cancel, send a clear statement to **study@iscaschool.com** or write to us at the address in section 1. You may use the model cancellation form in Appendix A, but you do not have to. We will make any statutory refund within 14 days of being informed of your decision, using the original payment method unless you agree otherwise. We will not charge a refund fee. If you expressly asked us to start providing a service during the cancellation period, we may charge a proportionate amount for services already provided where the law allows. Your cancellation right for a service ends on full performance only where the legal conditions for ending that right have been met.

5. Other cancellations and changes you request

5.1 To cancel outside any statutory cooling-off right, email **study@iscaschool.com**. Include the student's name and booking reference. If departure is imminent, please also call us so that we can alert the staff or host expecting the student. Your cancellation takes effect when we receive your notice.

5.2 If you cancel for reasons unrelated to a failure by Isca to provide the agreed services, we may deduct a reasonable charge reflecting the net loss directly caused by the cancellation. We will take reasonable steps to reduce that loss and account for any costs saved, supplier refunds or income from reselling the place. The deposit will count towards the charge. Any courier cost included in the charge must have been agreed,

incurred and be unrecoverable. We will explain the calculation on request and refund the remaining balance. This approach also applies to no-shows and early departures, subject to your statutory rights.

5.3 We will consider requests to change dates or options, subject to availability. We will explain any price difference or additional cost before you agree to the change.

6. Changes or cancellation by Isca

6.1 We may make minor changes for operational or safety reasons, such as replacing an outdoor activity when the weather makes it unsafe. We will aim to provide a comparable alternative and tell you about changes as soon as reasonably possible.

6.2 If we need to make a significant change, such as moving the course dates or materially reducing the agreed programme, we will explain your options. Before the programme starts, you can accept the change, accept an alternative if available, or cancel and receive a full refund of payments for the affected booking. If we cancel the booking before it starts, including because there are too few enrolments, we will refund the payments you made for that booking.

6.3 **Force majeure.** Events beyond our reasonable control, such as floods, fires or government restrictions, may prevent us from delivering part or all of the programme. If we cancel before the programme starts, the full refund described above applies. If we cannot deliver part of the programme after it starts, including because of such an event, we will tell you promptly and take reasonable steps to reduce the disruption. We will offer a suitable replacement where possible and refund the part of the price attributable to affected services we do not provide or replace with a suitable equivalent. Your statutory remedies remain available.

7. Visas

7.1 You are responsible for obtaining the student's visa or other permission to travel where required. We will issue the Visa Support Letter once we have received the **£500** deposit and any agreed courier fees. The deposit counts towards the total booking price. Please apply promptly once you have the necessary documents.

7.2 If permission is refused or delayed, tell us as soon as possible.

7.3 If the visa is refused, please send us a copy of the official visa refusal notice.

7.4 If the visa is refused or delayed and you cancel, section 5 applies.

7.5 If the visa is granted and you then choose to cancel, no refund will be made except where required by law. This does not affect your statutory cancellation rights or your rights if Isca cancels or fails to provide the agreed services.

7.6 If permission is delayed, we will offer a later date where available. If we agree to a late start and the student's full course length cannot be accommodated, we will refund the fees for untaken weeks.

8. Activities, supervision and travel

8.1 We supervise lessons, breaks, lunch and organised activities. During designated free time in Exeter or on excursions, students may spend time without direct staff supervision. Students must follow the boundaries, meeting times and check-in arrangements set by staff. Students may leave the school during the school day only with staff authorisation and under the applicable supervision arrangements.

8.2 Students must carry a charged, switched-on mobile phone when away from school and their homestay. Students must be inside their homestay by **21:30**. If you require an earlier curfew, tell us on the registration form so we can confirm the arrangements.

8.3 Tell us before arrival if the student needs to sit out an activity. We will provide specific information and seek separate permission where required, including for watersports. Please give accurate information about the student's swimming ability and complete any relevant provider forms before participation.

8.4 Your confirmation will identify the homestay and transfer services included in your booking and who supplies them. Transfers and excursions may use public or private transport. Students on shared airport transfers may wait with Isca staff for other flights. If the homestay is more than 20 minutes' walk from school, we will provide a bus or rail pass at no extra charge. We will explain the arrangements for travelling between school and the homestay before arrival.

9. Health, medication and insurance

9.1 If the student needs urgent care, we may provide first aid and seek help from medical professionals. We will contact you or the named emergency contact as soon as reasonably practicable. Urgent care may proceed while we are trying to reach you, in line with the healthcare professional's assessment and the law.

9.2 Before arrival, tell us about prescribed medication and agree with us how it will be

stored, carried and taken. Please tell us promptly if the student has an infectious illness that may affect safe attendance. We will follow applicable public health requirements and discuss any necessary changes with you.

9.3 Arrange travel and luggage insurance before departure.

9.4 Eligible students visiting from the EU should bring a valid European Health Insurance Card (EHIC) to access medically necessary NHS care in England.

9.5 Students eligible under another UK reciprocal healthcare agreement should bring the evidence required under that agreement. The treatment covered depends on the agreement.

9.6 If neither arrangement covers the student, you must arrange medical insurance before departure for the full stay. This may be included in the travel insurance policy.

9.7 You are responsible for medical or dental charges properly payable for the student, subject to any responsibility Isca has under applicable law.

10. Conduct, safeguarding and damage

10.1 Students must attend lessons and scheduled activities unless excused, arrive on time, use English in lessons and treat staff, hosts and other students with respect. Students must follow the school rules provided before enrolment. Smoking, vaping, alcohol, illegal drugs, theft, bullying and harassment are prohibited during the programme.

10.2 We will respond to conduct concerns proportionately, taking account of the student's age, circumstances and support needs. We will normally explain the concern and give the student and parent or guardian an opportunity to respond. We may act immediately where necessary to protect the student or others from a serious risk.

10.3 **Bag or room searches.** If staff have reasonable grounds to suspect a serious breach of school rules or unlawful activity, they may speak to the student and consider whether a search of their belongings or room is necessary. Any search must be lawful and proportionate and follow our safeguarding procedures, respecting the student's privacy and dignity. We will inform the parent or guardian as soon as reasonably practicable if it becomes clear that the student may face formal disciplinary action.

10.4 If a serious or repeated breach makes continued attendance unsafe or unreasonable, we may end the student's participation. We will contact you and arrange a safe handover or return, with appropriate care in place until that happens. We may ask you to pay reasonable additional travel costs directly caused by the breach. We will assess any refund for unused services under section 5, taking account of the circumstances and your statutory rights.

10.5 If the student causes damage through deliberate or careless behaviour, we may ask you to pay the reasonable cost of repair or replacement. We will explain the evidence and cost and give you an opportunity to respond. We will charge only where we can reasonably establish the student's responsibility.

11. Privacy, photographs and recordings

11.1 We keep student and family information in electronic and paper records to safeguard and support students, run the school and meet our legal obligations. Our privacy notice at https://tinyurl.com/Isca-School-Privacy-Policy explains how we use and share this information and how to exercise your data protection rights. Please tell us promptly if your details change. Contact our Data Compliance Manager at **study@iscaschool.com** for questions or data subject requests. Our EU data representative is Gallery Teachers, EEA / EU Representative Office, Attention: Data Protection Officer, Via Costa Smeralda 33, 07021 Arzachena (SS), Italy. Telephone +39 064 520 0328. Requests can also be submitted at https://galleryteachers.com/data-request.

11.2 We will ask separately for permission to use identifiable photographs, videos or testimonials in publicity. Publicity permission is optional and can be withdrawn for future use. We may use photographs and videos for classroom activities, such as photo stories or class news programmes, under the arrangements we explain separately. Students must obtain the Principal's written permission before recording lessons and the host's permission before taking photographs or videos inside the host's home. If you send us a written or video testimonial, we will ask you by email before using it for publicity.

12. Complaints, liability and applicable law

12.1 Tell a member of staff or email **study@iscaschool.com** if something goes wrong. Raising a concern during the stay gives us a chance to address it promptly. You can also complain after the student returns home. We will explain how to escalate an unresolved complaint within Isca. If the complaint remains unresolved and is eligible under English UK's procedure, the student or family can contact

complaints@englishuk.com. English UK can refer eligible unresolved complaints to its independent ombudsman.

12.2 We will provide our services with reasonable care and skill. Nothing in these terms limits your statutory rights or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that the law does not allow us to exclude or limit.

12.3 The law of England and Wales applies, subject to any mandatory consumer protections and rights to bring proceedings in another jurisdiction that apply to your booking.

Appendix A - Model cancellation form

Complete and return this form only if you wish to withdraw from the contract.

To Isca School of English, trading as Isca School of English, 4 Mount Radford Crescent, Exeter, EX2 4EN, UK. Email study@iscaschool.com.

I/We hereby give notice that I/We cancel my/our contract for the supply of the following service:

Service booked _____

Ordered on _____

Name of consumer(s) _____

Address of consumer(s) _____

Signature of consumer(s), only if sent on paper _____

Date _____