

# Terms & Conditions of Enrolment 2024

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## 1. Explanation of terminology

**The School:** means the Isca School of English.

**The Parent/Guardian or You:** means the person who has signed the documentation required to enrol and who has accepted responsibility for a child's attendance at the Isca School of English

**Student:** means the child named on the Registration Form

**ETO:** means the Educational Tour Operator and refers to Partners who send students to the school. They accept the following terms and conditions for and on behalf of the Parent/Guardian.

## 2. General Terms and Conditions

2.1 These terms and conditions irrespective of whether the Parent/Guardian completes the School's Registration Form or a Registration Form provided by an agent, will apply in all cases to the agreement between the School and the Parent/Guardian.

2.2 It is a condition of enrolment that you accept all of the terms and conditions. The Parent/Guardian must read and confirm that they have understood and agree to the school's terms and conditions.

2.3 These terms and conditions apply to all students who book directly and to all students who have booked their course in another way, for example through an ETO or from a school or college.

2.4 By enrolling the student for a course, the Parent/Guardian and the student agree to comply with the school's regulations and English law. These terms and conditions are governed by UK law and are subject exclusively to the jurisdiction of UK courts.

### 2.5 Enrolment Procedure

The Parent/Guardian understands and agrees that:

2.5.1 They can request a place for their child by sending the school a completed Registration Form.

2.5.2 If completing an agency Registration Form it is still necessary to complete the School's form in order to make sure we have the correct information about the student. If this is not completed, then the school is not liable for any changes that have to be made as a result.

2.5.3 A legally binding contract between the Parent/Guardian and the School is formed on these terms and conditions, the registration form and the confirmation email.

2.6 The school will keep a copy of the completed Registration Form. Parents/Guardian must consent to our GDPR policies for safeguarding their data.

2.7 The details you must send us:  
We must receive all information requested on our Registration Form.

You must also tell us about:

- any allergies or special diet needed\*
- serious issues with hearing, sight or mobility
- Dyslexia, Dyspraxia or any known conditions

\*There is an extra weekly charge for some special diets: gluten free, lactose intolerant, vegan.

2.8 The Parent/Guardian must disclose any and all information about the student that the school should know.

2.9 The minimum age of students on our courses is 14. The maximum age is 17.

## 3 Language Levels offered

3.1 We offer courses from CEFR levels B1 to C2.

3.2 We do not offer courses for complete beginners.

3.3 Online Placement test. All students must complete our online placement language test before arrival. This test must be completed a minimum of 8 weeks before arrival (or within 5 days of enrolment for late bookings).

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## 4 Enrolment Conditions

- 4.1 The booking is received in good faith. By attending the course, the student and the Parent/Guardian agree to accept the rules and regulations of the school.
- 4.2 A booking made and confirmed by email will be considered as acceptance of the terms and conditions by the Parent/Guardian.
- 4.3 By enrolling the student for a course, the Parent/Guardian grants permission for the student to attend all activities organised by the school whether previously advertised or not.
- 4.4 Changes to the programme: The school reserves the right to make changes to the programme of study and activities at any time and for such reasons as may be reasonable and appropriate to the effective delivery of service by the school.
- 4.5 Nationality quotas: The school cannot guarantee a minimum or maximum nationality quota.
- 4.6 Changes to the booking. The school agrees to consider all reasonable requests subject to the availability of the relevant option or dates. The requested change will be at the sole discretion of the Principal.
- 4.7 The Parent/Guardian understand that the school:
  - 4.7.1 Reserves the right to cancel a course or programme before its commencement date if the minimum number of bookings is not reached. If such a cancellation is necessary, the Parent/Guardians will be offered a full refund of the course.
  - 4.7.2 The school reserves the right to refuse an enrolment.
  - 4.7.3 The school reserves the right to alter dates, fees and details in our prospectus or on our website without prior notice.

## 5 Damage

- 5.1 The full cost of repairing damage caused by the Student to School or Homestay Property or equipment, or to the personal property of

another student, will be charged to the Parent/Guardian who agrees to pay this in full immediately.

- 5.2 Where more than one student is responsible and the school cannot ascertain which student or students are responsible, the school will apportion the cost of the repair equally. The Parent/Guardian agrees to make payment in full immediately.

## 6 Bag or Room search

- 6.1 If School staff suspect that the Student has broken School rules or has been involved in any illegal activity, the Student may be questioned and his/her accommodation or belongings may be searched in appropriate circumstances.
- 6.2 All reasonable care will be taken to protect the Student's rights and freedoms and to ensure that the Parent/Guardian is informed as soon as reasonably practicable after it becomes clear that the Student may face formal disciplinary action.

## 7 Force Majeure

- 7.1 The Isca School of English does not accept any liability for not providing the course, activities, transport or accommodation if that is caused by Acts of God, including but not limited to: fire, flood, storm, infectious diseases, government action, pandemics, terrorist activities, strikes, interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.
- 7.2 In the event of an outbreak of infectious disease, all students and the Parent/Guardian must agree to comply with rules regarding quarantine as set by the school.
- 7.3 In the event of a Force Majeure situation, the Isca School of English will take all reasonable steps to minimise delay or damages caused by the event and will notify the student and the Parent/Guardian as soon as possible.

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## 8 Liability and disclaimer

The Parent/Guardian understands and agrees that:

- 8.1 All organised sports, activities, clubs, events and excursions have been risk assessed and deemed to meet health and safety requirements.
- 8.2 The School does not accept responsibility for accidents or sports injuries except in cases where Isca school staff have been found to be negligent.
- 8.3 We use an external accredited provider for our water sports and by making this booking Parent/Guardians confirm that the child is a confident swimmer and that the school has permission of the Parent/ Guardian to accept the providers' terms and conditions for the child. They also agree to complete any external consent forms.
- 8.4 The School will not be liable if any service contracted becomes impossible to supply due to reasons beyond its' control.
- 8.5 If the Parent/Guardian does not wish the student to participate in any particular activity, they must make this known in writing to the school at time of booking. This must be on the extra information section on the Registration Form.
- 8.6 The School can take fair and reasonable action should a situation arise that is not covered by these terms and conditions.

## 9 Exams

- 9.1 Once an exam course has been requested, the student must take our language test. The exam place can only be confirmed for students who have the correct English Language level.
- 9.2 Once the level has been confirmed and an available place confirmed by the School the full exam course fee must be paid. This fee includes the exam registration fee and transport to the exam venue and accompanying staff if necessary.

9.3 If a student starts the exam course but is found not to be at the correct level, the school reserves the right to move them to a General English course. If the exam fee has been paid this will not be refunded.

9.4 Cancellation of the Exam fee must be made a minimum of 61 days before arrival or a full refund cannot be offered.

9.5 Exam certificates can only be re-issued no later than 6 months after the date of the exam.

## 10 Payment of Fees, Cancellation and Refunds

- 10.1 You must pay the fees in British pounds (GBP).
- 10.2 We do not take a deposit from individuals but payment in full must be made no less than 8 weeks before the start of the course.
- 10.3 How to pay:  
Use Flywire, our payment partner, to pay by credit card or via a bank in your country. We will send **Flywire log-in details** with the invoice we send you.  
If you prefer to pay by Bank Transfer from your bank to the Isca School bank in the UK, we will send you our bank details.

### 10.4 Cancellation and refunds

Cancellations must be made by email, or telephone followed by an email to confirm. In the case of a late cancellation, notice must be given by telephone and then by email.

### 10.6 Refunds:

**10.6.1 The right to change your mind or "Cooling off period".** For all direct internet or telephone bookings, you are entitled to a 14 day "cooling off" period with the right to free cancellation.

**10.6.2** We will refund in full the GBP amount received less bank charges for all cancellations received during this period. If you have used any services of the school during this period, the cost will be deducted from the repayment.

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10.6.3 If an exam fee has been paid and the school has already paid this to the exam centre then the school will return any course fees less the exam entry fee.

**10.6.4** After this 14 day period, the following rules apply:

**Cancellation 8 or more weeks before the course starts date:**

A full refund of the GBP amount received, less the deposit, any courier fees and UK bank charges will be made

**Cancellation less than 8 weeks before the start date** and by midday on the Friday before the course start date:

A cancellation fee equal to one week's tuition and accommodation plus the enrolment fee, any courier fees and UK bank charges will be charged.

**Cancellation after midday on the Friday before the course starts: No refund will be made.**

**10.6.5 The refund payment:**

- will be made to the Bank account or Credit Card account from where the payment was received.
- Payment will be made in UK pounds (GBP).
- The Isca School of English is not responsible for any losses incurred because of Bank Charges or currency fluctuation.

## **10.6. 6 Refunds for Visa Nationals**

(= Students who must apply to the British Embassy for a Visa to enter the UK before coming to the UK):

- You must pay the deposit and any courier fees before we issue our visa support letter.
- A refund is made according to our cancellation policy if the visa is refused.
- Refunds are not made if the visa has been issued.

To obtain the refund, you must return all original documents and send a copy of the visa refusal letter from the British Embassy. The Isca School will check this direct with the Embassy.

**10.6.7** In cases where the Student is required to obtain a visa and a visa support letter has been provided, the Parent/Guardian understands that visas must be applied for immediately upon receipt of documentation from the school and that it is the responsibility of the Parent/Guardian to apply for the appropriate visa

10.6.8 If the visa has not arrived in time, the school will offer to postpone the course to a later date subject to availability. If the student joins the course late and the course length is no longer available, the school will refund the fees of any untaken weeks.

## **11 Health, Safeguarding and Welfare**

- 11.1 The Parent/Guardian explicitly allows the school to organise treatment of the student for medical emergencies if that treatment is advised by a Medical Officer as necessary for the Student's welfare.
- 11.2 The Parent/Guardian agrees to pay for that medical treatment. The Isca School of English advises the Parent/Guardian to ensure that the student has insurance cover for all medical costs.
- 11.3 The Parent/Guardian explicitly allows the student to be given emergency First Aid treatment in case of accident or medical emergency.
- 11.4 The Parent/Guardian should take note that staff at the school cannot provide students with any medicines, for example aspirin or paracetamol.
- 11.5 The Parent/Guardian agrees to allow a member of the school staff to take the student to a pharmacy to buy medicines where the pharmacist can advise and help the student.
- 11.6 Medicines:  
The Parent/Guardian must disclose details of
- The student's current medical condition, disability or allergy.
  - All prescribed medicines that the student is taking at the time of enrolment.
- 11.7 The Isca School accepts no responsibility for medical emergencies arising from non-disclosure of current medical information or failure of the student to take the prescribed medicine.

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11.8 A student who has suffered from an infectious disease in the 2 weeks prior to commencement of the course can only be accepted with a doctor's certificate that he/she is no longer infectious.

11.9 The Parent/Guardian agrees to arrange all tests necessary to enter the UK due to Covid-19 or Pandemic restrictions **if required**. Any medical tests required (e.g. covid-19 lateral flows, pcr tests) must be pre-paid by Parent/Guardians for departure from the UK.

## 12 Medical and Travel insurance

12.1 The Parent/Guardian must take out medical insurance for the student before arrival in the UK if there is no reciprocal medical agreement between the student's home country and the UK or if the student requires private medical treatment.

12.2 The Parent/Guardian agrees to pay relevant medical or dental fees immediately.

12.3 Travel insurance  
The Parent/Guardian must take out travel and luggage insurance. These risks are not covered by the Isca School of English.

## 13 Behaviour and Mental Health

13.1 By enrolling a student at the Isca School, the Parent/Guardian or guardian confirms that

- the student is in good health
- does not suffer from any mental or nervous disability
- has no behavioural problems
- is not disruptive in class.

13.2 We expect our students to behave courteously towards teachers, staff, host families and fellow students. We expect them to speak English at all times in class.

13.3 Disruptive Behaviour.  
The Parent/Guardians understand that disruptive behaviour is not acceptable and that the school reserves the right to send home any student for bad behaviour during the stay.

13.4 The Parent/Guardian will be required to remove the student from the school at their own expense in the event of a serious infringement of the school's rules, and in the case of breaking English law; for example: shoplifting. The school will not make any refund of school or accommodation fees, nor be liable for any costs whatsoever in such cases.

13.5 The cost of sending the child home will be at the Parent/Guardians' expense and no refund of fees will be made.

## 14 School Rules

14.1 Attendance  
We keep records of attendance and expect students to attend every lesson, to be on time and to do the homework that the teacher sets. We expect students to attend all the activities and excursions offered.

### 14.1.2 Conduct

We expect the student to speak English at all times during classes and to respect other students, our staff and your homestay hosts. The student must be tolerant of and respect any cultural, racial and religious differences.

### 14.1.3 Wi-Fi

We provide free Wi-Fi and expect students to behave responsibly online.

14.1.4 **Smoking:** Young people under the age of 18 are not permitted to buy cigarettes in the UK. Students under the age of 18 are therefore not permitted to smoke at the Isca School, while taking part in Isca school social activities or on excursions.

14.1.5 **Alcohol or Drugs:** Young people under the age of 18 cannot buy or drink alcohol in the UK. Drugs are illegal in the UK. A student at Isca will be sent home at the Parent/Guardian's cost if found drinking alcohol or using drugs. No refund of fees will be made.

14.1.6 Shoplifting or stealing. Young people who shoplift in this country may return home with a Police record in their own country. If a



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student is found to be shoplifting, they will be sent home at the Parent/Guardian's expense immediately.

## 14.2 Supervision and Curfew

- 14.2.1 Our students are not supervised except during lessons, break-time and lunchtime and on all activities and excursions.
- 14.2.2 Students are not allowed to leave the school premises during the school day.
- 14.2.3 Students are **not supervised** during their free time. The student must carry a mobile phone, switched on and charged, at all times when not on the school premises or in their host family home.
- 14.2.4 **The School 24 hour phone number** for emergencies is +44 7527 553439. Please add this to the student's mobile phone contact list before arrival in the UK.
- 14.2.5 **Evening activities and Home-by time (Curfew):**  
All students must be back inside their homes by the following time:  
Ages 14-17: **21.30**  
Later times are not permitted. If you wish your child to return home earlier, you must inform us on the application form.

## 14.3 Pocket money

- 14.3.1 The Isca School accepts no responsibility for pocket money or personal belongings which have not been given to the school for safe keeping.

## 14.4 Accommodation

The school acts as an agent in arranging homestay accommodation at no extra cost.

## 15 Transport

- 15.1 The School will use private or public transport such as coach, taxi, train or minibus for airport transfers, excursions and other activities, as required.
- 15.2 The school may use public transport for students using our airport transfer service.
- 15.3 The Parent/Guardians understand that shared airport transfers mean students may have to wait in the airport terminal with Isca

School of English staff for later flights to arrive.

- 15.4 The Parent/Guardians understand that students will use public buses or local train to travel between the School and their homestay if the home is more than 20 minutes' walk from the school. In that case, the school will provide a bus/rail pass to the student at no extra cost.

## 16 Liability

- 16.1 The Isca School of English does not accept any liability in case of accident, illness, damage to or loss of personal property on the school premises, in the home accommodation we organise, on activities and excursions or while travelling from and to Exeter, except where UK law imposes that liability.
- 16.2 The school does not accept any liability whatsoever except where UK law imposes that liability.
- 16.3 These terms and conditions form the basis of any contract between the Parent/Guardian or ETO and the school. They are provided in English and subject exclusively to the laws and courts of England and Wales.

## 17 Data Protection (GDPR)

- 17.1 The School stores the information you send us in electronic and paper format. Please read our GDPR (Privacy) Policy on our website: <https://tinyurl.com/Isca-School-Privacy-Policy> which explains in detail how we hold your information, what we do with it and how you can request a Data Subject Request.
- 17.2 The School holds information about the Parent/Guardian and the student in order to safeguard and promote the Student's welfare, promote the objects and interest of the school, ensure the efficient operation of the school and ensure legal obligations are complied with.
- 17.3 Our EU Data Representative is:

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<https://galleryteachers.com/data-request/>

EEA / EU Representative Office  
Attention: Data Protection Officer  
Telephone: +39 064 520 0328  
Gallery Teachers  
Via costa smeralda, 33  
07021 - Arzachena-SS  
Italy

17.4 If you have any queries or would like to make a data subject request, please contact the school's Data compliance Manager.

17.5 You must inform us if there is any change to the details you send us.

**17.6 Photographs and video.**

The Parent/Guardian must complete the schools' consent forms to let us know if the school can use any photograph or video taken at school, with a host family or on school activities for publicity purposes for the Isca School, for example on the school website or in the school prospectus.

The Parent/Guardian(s) and the student expressly allows the school to take photographs and make videos for use in the student's class, for example in making photo stories and news programmes for class use.

17.7 The student **must not** record or video lessons for personal reasons without the written permission of the school Principal.

17.8 **The student must ask their host for permission before videoing inside their home.**

17.9 If you provide us with a video or written testimonial, we will ask you to confirm by email if you are happy for us to use this in our publicity.

## 18 Dealing with Complaints

18.1 We want our students to be happy at Isca. Please let us know immediately if you have a complaint or problem

18.2 Any complaint must be made while the student is studying at the school. We cannot accept any complaint after the student has returned home. It is then too late for us to remedy the situation.

18.3 The student handbook details how the complaint system works at Isca and explains what the student must do

18.4 If you are not satisfied with the way we have handled a complaint, you must tell us, so that we can try to resolve your complaint.

18.5 If your complaint cannot be resolved, you can make a complaint to: English UK (Brunswick Court, Tanner Street, London SE1 3LH.) to request independent arbitration.  
Phone +44 20 7608 7960 or email:  
[info@englishuk.com](mailto:info@englishuk.com)

### Registered Name and Address of the School

The Isca School of English  
4 Mount Radford Crescent  
EXETER, EX2 4EN, UK