

## **Queen's English Language School Terms and Conditions**

Thank you for choosing Queen's English Language School as your English course provider.

We trust all our students but we are also aware of the need for clarity in any business transaction, including in the education sector.

The following information is about our courses, price structure and payments. You are kindly requested to read the information and sign where indicated to accept it. Please ask for any clarification, if needed, before signing. We offer a translation in some languages although the document needs to be signed in the English version.

### **Price Structure**

1. There is a £50 non-refundable enrolment fee that includes: assessment, course book/teaching materials and administration fees.
2. Prices are calculated according to the course length and schedule. Please refer to the price list.

### **Refunds and Credits**

1. The tuition fee, once paid, is non-refundable and non-transferable.
2. If you decide to leave the course for whatever reason, you will not receive a refund. However, if we cancel or shorten a course due to unplanned circumstances, a full or partial fee refund can be made, as applicable. Exceptional circumstances can be considered if the students give the school acceptable evidence but only the School Principal can make the final decision.
4. Requests for a refund must be always made in writing; emails are acceptable.

### **Payments**

1. All fees must be paid in advance before starting the course and do not include exam fees.
2. Payments are preferred by bank transfer and they are normally free for students but please check with your bank.
3. If paying in cash, the School reserves the right to apply a cash handling charge to cover bank charges.
4. If you choose to pay by bank transfer from a bank outside the UK into our UK account, all bank fees are payable by the student. Please contact us if you require further information on this.

### Classes

1. You will be placed in a class only after you complete an assessment and an interview.
2. We normally have maximum of 8 students per class.
3. Students will move up a level during the course when the teacher's assessment shows they are ready.
4. Full advice regarding levels is given during initial interview and periodically during the student's tutorial.
5. Informal assessment is carried out regularly during your course. You will be asked to take an assessment once every 4 weeks. This is in addition to homework, where appropriate.
6. We may not enter a student for a recognized examination if the teacher advises us that the student has not reached the expected level (for example due to absences) but students may enter directly without using the school name. Administrative support will be given in all cases. Please note that this situation is quite unlikely because our regular assessment allows each teacher to decide where improvements are needed for each student during the course.
7. At least 90% attendance is required to obtain the End of Course Certification (free of charge).

### Complaints Procedure

Please also see the attached detailed Complaints Policy and Procedure document, which is part of this contract.

Date: January 2023

Date:

*Maria-Vittoria Telo*

Signed on Behalf of  
Queen's English Language School

Signature of Student  
or Responsible Adult

