



General Terms and Conditions

1. Enrolment & Payment

- 1.1 JoStudy English Academy (Email school@jostudy.com website www.jostudyenglishacademy.com) will confirm bookings in writing upon receipt of a fully completed enrolment form and receipt of a deposit of £100 (£500 for students requiring visa support). Places on courses and dates requested will not be held unless the deposit is paid;
- 1.2 JoStudy will invoice for the whole course fee when the course is confirmed. The full course fees must be paid in GB Pounds (£) sterling, one calendar month before the course commences. If full payment has not been received, students will not be able to attend classes, remain at the JoStudy arranged accommodation (including host family) or attend excursions. In such a situation the student's welfare will not be the responsibility of JoStudy.
- 1.3 Payment can be made by cash, personal cheque drawn from a British bank or bank transfer
- 1.4 All other bank charges and fees must be paid by the student.
- 1.5 Failure to abide by conditions of payment may result in cancellation of a programme even if the student has already arrived in the UK. If the student wishes to continue with the booking and JoStudy agrees to continue providing the course and the student pays in arrears, JoStudy may charge interest at 5% above HSBC Bank Standard Variable Rate.
- 1.6 Please note that international transfer of money may take up to two weeks.

POSTPONEMENT

If a student wishes to postpone his/her course, the school must receive written confirmation of this at least 14 days' notice before the original course starts. In these instances, the payment already received can be held until the next start date and will be valid payment for this.

2. Welfare

- 2.1 Course participants are responsible for their own travel arrangements to and from the JoStudy course centre. Transfers from ports and airports can be arranged but these carry a further charge.
- 2.2 JoStudy cannot be held responsible for damage, injury or accident to students, or their property how so ever caused.
- 2.3 Students must be in good physical and mental health when starting the course and JoStudy reserves the right to require a student to leave any course at their own expense if they fail to declare any relevant matters relating to their health on their enrolment form. If JoStudy is not informed of a medical condition that affects a student's ability to participate normally in the course they are attending, it reserves the right to make a charge for additional support.
- 2.4 All due care and consideration are always taken to ensure the best possible supervision of the program's participants; however JoStudy cannot accept responsibility for students' actions. For closed groups of students, the accompanying Group Leaders are responsible for discipline of students at all times. Expulsion - Students will receive an induction relating to general welfare including instructions on travelling to and from school, school time, how to behave on



excursions and with their host families. JoStudy reserves the right to expel students for unacceptable behavior including, but not limited to, harassment of teachers or other students, continual disruption of classes, possession or consumption of illegal drugs and alcohol, smoking in restricted areas, damage to school property or place of accommodation, threatening other students' safety, breaking local law(s). In such circumstances no refund will be given. Repatriation is at the student's own expense.

3. Insurance

- 3.1** A comprehensive travel insurance policy is included in, unless specifically asked to be excluded, the course fees for individual junior students attending summer, winter and spring Camps and students on a closed group course with Guard me. Please ask for a copy of the latest policy document.
- 3.2** If students wish to have greater cover, this is a matter for the student to arrange at their own expense.
- 3.3** Adult students / group leaders are not automatically included in the group insurance policy

4. Visa Applications

- 4.1** JoStudy cannot be held responsible for decisions taken by Embassies or Immigration Authorities regarding entry visas or visa extensions.
- 4.2** Should the student's arrival day be postponed due to delayed visa applications, JoStudy cannot guarantee the original accommodation allocation.
- 4.3** It is JoStudy policy, in accordance with UK Government guidelines, to report any student requiring a visa to the immigration authorities should they fail to arrive for their course or leave early without good reason.

5. Refunds and Cancellation Policy

DEPOSIT AND CANCELLATION FOR INDIVIDUALS AND GROUPS

The deposit paid is non-refundable in the case of any cancellation. An instalment payment however can be considered to pay the final balance due.

Cancellation Charges are as follows:

- Cancellation more than 30 days before the start of summer camp or winter camp - 80% refund.
- Cancellation from 30 days to 15 days before the start of the course - 50% of the course fees may be refunded.
- Cancellation less than 15 days before the start of the course - No refund.

5.2.1. There are no refunds for any services not taken up or cancelled by the student on arrival or during the program. In the case of late arrival, early departure, illness, accident, absence or change of mind, the full invoice charge applies, even in the cases where the invoice remains to be settled. Courses may not be extended to include any days/week's tuition missed;

5.2.2. No refund is due in case of expulsion or suspension of a student from a program for irregular, antisocial or disruptive behavior.

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5.2.3. There is no refund for cancellation or failure to provide services due to factors beyond our control, for example, war and terrorism, riot, global pandemic, airline cancellations or any other 'act of God'.

- 5.1 'Course fees' means the total quoted price; and "days" means full calendar days including weekends.
- 5.2 If any visas are rejected and JoStudy is given written evidence of the rejection at least 14 days before the start of the course, the fees received will be refunded in full subject to an administration charge of £50 per student. If fewer than 14 days' notice is given, 20% of the course fees will be charged. If the visa application is part of a group of students, this may mean an increase in the course fees of the other students.
- 5.3 No fees are refunded if a student cancels or curtails their course on or after the start date.
- 5.4 If a student curtails a course or changes from a more expensive course to a cheaper one, no refund will be paid.
- 5.5 Where a student is unable to attend a course because of serious illness, accident or bereavement in their immediate family, a reimbursement of tuition fees may be available under the insurance policy referred to in clause 3.1 above. However, the student will have to provide the insurance company with documentary evidence and deal with the insurance company direct regarding any claim.
- 5.6 If a student changes the course structure / accommodation there is an administration fee of £50 per change.
- 5.7 Cancellations of one to one and long running courses can be accepted with 48 hours' notice. If no such notice is received students are liable for the full tuition / course fees.
- 5.8 For closed group courses, once student numbers have been booked, any reduction in those student numbers attending may mean an increase in the individual price for the remaining students in the group.
- 5.9 In the event of circumstances beyond JoStudy control, it may change the services offered, including details of locations, courses, facilities, and dates of programme.

6. General points for students to note

- 6.1 Morning tuition consists of 2 x 90 minute lessons and includes an additional 15-minute break;
- 6.2 Materials Deposit – Students who wish to borrow materials, such as books, CD's, and DVD's, are required to leave a deposit of £20 at the start of their course. This is refunded at the end of the course provided all borrowed materials are returned in the same condition as when they were loaned.
- 6.2 It is the students' responsibility to:
 - a) Ensure that they arrive in the UK with all necessary documentation including passport, medical records etc. Further that they have sufficient money for payment of items not included in the course fee.
 - b) Ensure that they have the correct visas to enable them to arrive, stay and study in the United Kingdom for the duration of the course. Further to ensure that the student has complied with all requests by the UK Border Agency.
- 6.3 Medical Information - JoStudy **must** be informed of any special medical information which applies to the student. Any student arriving with a serious medical condition not previously



reported, or which requires regular staff supervision, may be sent back to their home country, without any refund of fees. Any costs incurred through repatriation will be borne by the student. JoStudy will try to accommodate any special needs as far as it deems reasons.

- 6.4 If one of our representatives accompanies the group, they are required to do the following:
- ensure that students know the times and places for meeting should the group disband.
 - ensure that all students are back on the coach before it leaves.
 - socialize with the group to activate the student's English learning as much as possible.

7. Contact with JoStudy

- 7.1 For a closed group, the course organizer will generally be available on the first and last morning of each programme to plan and analyze the course details respectively. A regular teacher is available to head the teaching programme and a representative of JoStudy is always available from 8.00 a.m. - 7.00 p.m. for enquiries and 24 hours a day for emergencies. Details of who to contact will be given on the first morning of the course.

8. Force Majeure

- 8.1 Without prejudice to the foregoing, JoStudy will do its utmost to provide the necessary care of students affected by causes beyond its control; however extra accommodation, transfers, repatriation and any other expenses resulting from such causes are to be borne by the student. In any such case, students might have to be accommodated in emergency accommodation which may not be of the same standard or located in the same geographical areas as the accommodation that would otherwise be provided by JoStudy in terms of its obligations. If, notwithstanding that it has no obligation to do so, JoStudy initially pays any costs for which the student is responsible, JoStudy shall be refunded such costs in full.

9. Photography & Filming

- 9.1 JoStudy may take promotional photographs and video footage of students. If students do not wish to participate, JoStudy will respect their wishes.

10. Website

- 10.1 The information contained on the JoStudy website is for general information purposes only. It is provided by JoStudy and whilst it tries to keep the information up-to-date and correct, no representations or warranties of any kind are made, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance placed on such information is therefore strictly at the student's own risk.
- 10.2 JoStudy will not be liable for any loss or damage, whatsoever arising from loss of data or in connection with the use of the website.
- 10.3 Through the JoStudy website there are links to other websites which are not under the control of JoStudy. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.
- 10.4 Every effort is made to keep the website up and running smoothly. However, JoStudy takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to



technical issues beyond its control.

11. For Closed Group Courses - Group Leader's responsibilities

The Group Leader is responsible for:

- a. Prior to the departure from their country / commencement of the course, providing details to the students of the study programme they have chosen including the cost of the same, what is included in that fee and the cost of any additional excursions and / or services.
- b. Arranging all travel schedules with the students, for travel from their home to the point of entry into the UK as agreed with JoStudy and to providing JoStudy with confirmation of these arrangements both at the start of the course and onward travel at the end of the course either back to the students' home country or a 3rd destination.
- c. Providing all relevant and up to date information concerning the students' current medication (if any), the students' medical history and any other fact of which JoStudy should be aware to ensure the health and well-being of the students is maintained during the currency of the course provided by JoStudy;
- d. Ensuring that the students arrive in the UK with all necessary documentation including passport, medical records etc. Further that they have sufficient money for payment of items not included in the course fee.
- e. Explaining to the students, in their native language, the students' responsibilities as set out in the attached 'Students' Expectations & Responsibilities' Information sheet (updated on ad hoc basis);
- f. Liaising with the students from the initial contact through to the post course feedback to be provided to JoStudy.
- g. Informing the students that they are covered under Guard me insurance policy (see attached for details of current cover) but that if they wish to have greater cover then this is a matter for the students to arrange