

- **Payment:** All fees as shown on our statement must be paid 28 day before the arrival date or immediately in the case of bookings made less than 28 days before the commencement date and payment should cover all bank charges or other transfer costs.
- Courses and accommodation cannot be guaranteed until payment is made.
- **Cancellations for courses paid at the full 1- 4 week rate:** Cancellations made less than 28 days before the arrival date will forfeit up to the first four weeks payment of tuition and accommodation fees, homestay arrangement and registration fees. Fees paid for flats/apartments, residences and Club TIS Hotel cannot be refunded unless the accommodation is re-let for the cancelled/curtailed period. All cancellation notifications must be sent by email to study@tisenglish.co.uk. Cancellation notifications for students scheduled to arrive the next Monday must be made by 1200 UK time on the Friday preceding the arrival weekend – any cancellations made after that time will be treated as a non- arrival/no show and in this case no fees can be refunded.
- **Cancellations for courses paid at the reduced long stay rate:** Students paying reduced rate fees must pay all course fees at least 4 weeks before commencement and no tuition refunds can be made after this date.
- **Curtailement:** Students who have commenced their course and wish to leave must give four weeks notice of their wish to curtail the course unless they have paid a reduced long-stay fee and in that case no refunds of tuition will be given under any circumstances. Homestay fees will be refunded except for the first two weeks of the cancelled dates. No fees will be refunded for other accommodation unless it is re-let during the period of the original arrangement.
- **Course Upgrades/Downgrades:** Students may upgrade their course at any time and representatives are entitled to additional discount for upgrades. Students may not downgrade to a cheaper course and no refunds can be made in these circumstances.
- **Visa Requirements:** All students wishing to apply for visas under the current UK Border Agency rulings must be interviewed by a senior member of your staff to ensure they are bona fide students with a genuine intention to study in the UK. The TIS Administration Manager will assist with all further procedures relating to the applications for visas for non-EEA students.
- **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 course or accommodation.
- **Long Stay Rates:** *Discounts are available for students on courses for 5 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.
- **Beginners (A1)** can only be accepted on 1-1 programmes. Very occasionally we have very low level classes on General English courses but you must check with us first - an online diagnostic test is available. Our lowest level is normally A2 - Elementary. If a complete beginner enrolls on any of our group courses please note that they will not be able to join a class. If you have any doubt about whether a student is a beginner or not it is much better to test them first. We can supply an online diagnostic test.

INSURANCE: We strongly advise all clients to take out cancellation insurance and we recommend [Course-u-can.com](http://www.course-u-can.com) who are our insurers and specialise in student insurance. You can link to them through our website at <https://www.tisenglish.co.uk/terms-conditions/>



HOW TO PAY

1. By bank transfer - it is your responsibility to pay the bank charges so that we receive the full amount due in our bank account. Your bank will need all the following information, **please ensure you include the enrolment number and name on all correspondence:**
Bank Address : HSBC plc, 14 Fore Street, St.Marychurch, Torquay, Devon TQ1 4ND, UK
Account Title : Torquay International School Ltd.
Swift Code: MIDLGB22
IBAN: GB83MIDL40444371136534
 2. By Visa or Mastercard: we need to know the card number, the name shown on the card, the expiry date and security number on the back of the card. If you pay by a credit card, a bank administration charge of 2% will be added to the total. This information can be faxed to +44 1803 299062 or go to <https://www.tisenglish.co.uk/> where you can pay securely by credit or debit card.
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