

# *tis* Terms and Conditions 2010

**PAYMENTS:** All fees must be paid 28 days before the arrival date. In the case of late bookings all fees are to be paid immediately. All flat-share and apartment fees must be paid in full 28 days before arrival or we cannot guarantee availability.

**CANCELLATION:** All cancellation notification must be sent in writing - preferably by email. Clients cancelling within 28 days of the arrival date will forfeit up to the first four weeks payment of their tuition, accommodation and registration fees. Fees paid for flats cannot be refunded unless the flat is re-let for the cancelled/curtailed period. We strongly recommend you take out insurance, please see below.

**NON-ARRIVAL:** Late cancellations must be made by telephone AND in writing to us before 1700 UK time on the Friday before the course commencement date. No fees will be refunded if a cancellation is made after 1700 UK time on the Friday before the course commencement date. Once again we would strongly advise all clients to take out holiday/travel insurance or StudentGuard insurance.

## **CANCELLATION/MEDICAL INSURANCE**

5 Star Student Guard covers travel insurance, cancellation, loss of money and medical expenses.

This can be done on the TIS website at

[www.tisenglish.co.uk/helpful\\_information.html](http://www.tisenglish.co.uk/helpful_information.html)

Click on "Before You Travel" for a direct link or go to [www.course-u-can.com](http://www.course-u-can.com)

**CURTAILMENT OF COURSES:** Students cutting short their stay are not entitled to a refund of tuition fees. Accommodation fees will, under most circumstances, be refunded except for the first two weeks of the cancelled dates.

**COURSE UPGRADES:** Students may upgrade their courses at any time. Refunds will not be given if students choose to downgrade to a cheaper course.

**REFUND OF FEES:** No fees will be refunded after a student has completed their stay.

**STUDY VISAS:** Fees cannot be refunded to students with study visas.

**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 courses or accommodation.

**COMPLETE/TOTAL BEGINNERS** can only be accepted on 1-1 programmes. Very occasionally we have very low level classes on General English **but you must check with us first - an online diagnostic test is available.** If a complete beginner enrolls on any of our group courses please note that they will not be able to join a class.

**LONG STAY RATES:** Discounts are available for students on courses for 5-11 weeks, 12-23 weeks, 24-35 weeks and 36 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.

## **HOW TO PAY**

1. By bank transfer - please add £11 to your payment to cover bank charges. Your bank will need **all** the following information:

**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 credit card, a 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/>