

Delfin English Schools Enrolment, Payment & Course Information

Enrolment Information

How to Enrol

Students may enrol by phone, online, or in person at a Delfin English School. When enrolling, students must complete a Booking Form and submit it along with payment for the course that they are booking. Upon receipt of the Booking Form and payment, your booking will be confirmed.

We do not accept cash as a method of payment. Payment can be made online, by credit or debit card or by bank transfer. If payment is being made by bank transfer you must enclose a copy of the bank transfer with your booking form. All bank charges are the responsibility of the client.

Cancellations and Refund Policy

All cancellations and terminations must be made in writing to the General Manager of the Delfin English School where you were going to be studying. Delfin English Schools' Cancellation Policy is as follows:

- Bookings may be cancelled up to 2 weeks prior to commencement of course with a £100 administration penalty. Where accommodation has been booked an additional penalty of at least £95 applies.
- For cancellations 1 to 7 days before the course begins, 50% of the full amount will be refunded (minimum cancellation fee is £100).
- There is NO refund for any cancellation once the course has commenced. This includes late arrival, early departure, or days missed during the course.
- At least 24 hours is required to cancel an individual lesson without cost. Lessons cancelled with less than 24 hours' notice will be charged at the full price of the lesson.
- A fee of £100 applies to cancellations due to visa refusal (visa refusal documentation required for refunds).
- Courses are non-transferable if cancelled or postponed.
- All accommodation cancellations after arrival are non-refundable. The same applies if you have to shorten your stay – payment is non-refundable. No shows, failure to arrive or postponement incurs charges in full from the booking date.
- When applicable, Delfin will endeavour to complete all approved refunds within 60 days of approval of cancellation.

Travel and Medical Insurance

Students from EU countries should obtain form EHIC from their local Social Welfare Office. Any student undergoing medical treatment must provide a medical certificate. Such students should also bring to the UK / Ireland a supply of medicine sufficient to cover their stay. These students should still obtain Health and Travel insurance which covers their stay in the UK / Ireland.

Non-EU students will need to take out their own Health and Travel insurance, and provide Delfin with a copy in English of the certificate for this insurance policy.

Payment Information

Methods of Payment

We do not accept cash as a method of payment. Course Fees must therefore be paid by any of the following means:

1. By Bank Transfer to the following account:
Bank Name: Barclays Bank Plc
Bank Address: Bedford Row, Leicestershire, LE87 2BB, UK
Account Name: Delfin English School Ltd
Sort Code: 20-10-53
Account No: 33688763
Swift Code: BUKBGB22
IBAN Code: GB77 BUKB 201053 33688763
2. By credit card – please note there is an additional 1.5% charge on credit card payments.
3. Online – log on to our website and pay using our online payment option. Please note there is a 1% charge for this method:
<http://www.delfinschool.com/london/Secure-Payment/bookpay.html>

How much will you have to pay?

The amount that you will have to pay will be made up of the following:

1. Course fees, based on the course of choice
2. Enrolment fee
3. Book fee
4. Accommodation fees, if applicable, based on the accommodation of choice
5. Transfer fee, if applicable, for transfer from the airport of your arrival to your accommodation, if selected

Course Information

Age

Delfin English Schools are open to individual students aged 16 and over. Students under the age of 16 may only be accepted at the school when travelling as part of a group with a dedicated group leader.

Class Sizes

Delfin English Schools maintain a maximum total number of 15 students per class, with average class sizes of 12 students. Please note that although we guarantee not to exceed the maximum number of students per class, we do not guarantee the class size average. Delfin English Schools reserve the right to cancel any class with fewer than 8 students.

Attendance Policy

Delfin English School expects high and consistent attendance at school as this is critical to a student's success and the achievement of their learning goals. Delfin ensures that the monitoring of student attendance is fully compliant with the UK Border Agency Regulations, and that the reporting procedures fulfil all duty of care obligations and sponsors are notified, where appropriate, if attendance lapses.

All students are required to sign an enrolment questionnaire on the first day of their course confirming

that they have read Delfin English School's attendance requirements. Following this:

- If a student is ill they should inform the school and visit a medical doctor and get a medical note to be verified and put on file
- If a student wants a holiday they should inform Delfin staff, and if travelling abroad, bring flight tickets into school to be verified and put on file

Students are marked as absent if they are not in class, and Delfin operates an 80% rule to allow for sickness, trips etc. Delfin Operations staff check to ensure that students are present, and contact any students who are absent for a period of 3 or more consecutive days. General attendance is also checked every week and if a student falls below 80%, the student is contacted.

Students must make sure that they attend any meetings organised by the school to discuss their attendance. Following a meeting, they must work hard to improve their attendance. If attendance does not improve, the student will be asked to attend a meeting with the Principal. Ultimately, a student may be asked to leave the school if they are absent for 10 or more consecutive days or do not improve their attendance to a satisfactory level after a meeting with the Principal.

In the case that students have less than 80% course attendance at the end of their course, they will not be eligible to receive a course certificate.

Course levels

A few weeks before students leave for their course they will take the Delfin Placement Test online, and upon arrival will take a written and oral placement test, to assess their language level and ability. Delfin English School will use these test scores to place the student into the correct level to begin their studies. Students may change into a different level with the agreement of a Delfin Academic Manager or Principal.

Public Holidays

No classes will be held on Public Holidays. Classes missed for Public Holidays will not be made up at a later date.

Lesson Cancellation

Delfin English School reserves the right to cancel a class at any time.

Accommodation Information

- All students must either book accommodation through Delfin English School, or must provide confirmation of their address if they have their own accommodation.
- The price of all accommodation provided by Delfin English School is as set out in our price list.

- Delfin English School will make every attempt to place students in the accommodation type that they choose at the time of booking. If this is not available a suitable alternative will be offered.
- Accommodation can only be confirmed once payment of both the accommodation and booking fee has been received. Payment must therefore be made prior to arrival.
- If house share or host family accommodation is cancelled up to 7 days prior to arrival, the student will need to pay for the first week of their stay but will receive a refund for any further weeks.
- Cancellation of house share or host family accommodation bookings will generally be subject to four weeks' notice in writing once the student is staying in this accommodation type.
- Delfin works with a variety of residential accommodation providers, each with their own terms and conditions. Students choosing residential accommodation are therefore advised to check with the school on the cancellation policy of their chosen residence.
- All accommodation organised by the school will last from Saturday to Saturday or from Sunday to Sunday.
- Students must inform Delfin English School of their arrival and departure dates. These can only be changed by prior arrangement.
- All students in accommodation organised through Delfin must follow our conduct requirements and any accommodation rules at all times.
- Students staying in accommodation organised through Delfin must not cause damage to property or persons, cause disturbance or nuisance, or be abusive or disrespectful to anyone.
- Delfin reserves the right to remove from its accommodation any student who fails to follow the rules of that accommodation,

General Terms and Conditions Protection for Our Customers

In order to ensure the well-being of our students, Delfin has established a School Code of Conduct, which all students are expected to follow.

Any students who do not keep to the School Code of Conduct will be dealt with accordingly by the Principal / Managing Director. In extreme cases this may lead to expulsion from the school with no course fees being returned,

Liability

Delfin English School will not be liable in any way to the student in the event of any service, contracted to be supplied by Delfin, becoming impossible to supply by reason of industrial dispute or other cause outside of the cause of Delfin English School. Delfin English School will not be liable for loss, damage, or injury to persons or



property howsoever caused, save where the liability is expressly imposed beyond exclusion by statute.

Photography and Film Material

By accepting Delfin English School's terms and conditions, the student accepts that Delfin freely can use all photography, film, and sound material that has been created by Delfin and / or Delfin's staff during the trip, without asking further approval from the student.