

TERMS AND CONDITIONS

By using the services provided by International House, Aberdeen, you agree to follow these terms and conditions:

First day at school

1. **On your first day** at IH Aberdeen, please bring your passport (or EU/EEA National ID), plus a valid visa (if applicable) as proof of your identity.
2. If you have not completed a placement test prior to arrival, you may be required to take a placement test on your first day. No compensation will be offered for any part of your lesson missed during this time.

Address and contact details in Scotland

We must have your **address and phone number here in Aberdeen**. Please give these to reception and let them know of any changes. **Please note:** Some students must inform the Police of their address in Aberdeen. Check the visa page in your passport and it will say if you have to give the Police the address where you are living in the UK. The Police Station is on Queen Street, Aberdeen and their telephone number is 0845 6005700.

Emergency phone number

The school emergency phone number is 07894 708585.

Age

1. The minimum age for students at International House Aberdeen is 16. There is no maximum age.
2. IH Aberdeen has specific guidelines and terms & conditions for students aged 16 – 17. Please refer to our policy for under 18s on the 'Students aged 16-17' section on our website.

Payment & Bookings

Payment methods and bank charges

1. We accept payment by bank transfer, credit/debit card, cash, UK bank cheque and payment through 'Pay to Study'.
2. Bank transfers - You are responsible for paying the difference between what we receive in our bank account and your total course charge.
3. Credit cards – There is a 2% charge on payment made with a non-UK credit card. You are responsible for paying this charge.

Conditions of booking & payment for EU/ EEA and Non-Visa students

1. IH Aberdeen can only confirm your course and accommodation, when we have received your full payment and/or deposit.
2. Students will not be allowed to start the course or stay in accommodation if full payment is not received by the course start date.

Conditions of booking payment for visa students

1. Full payment must be received by IH Aberdeen before we can confirm your course and accommodation and/or issue any documents including Confirmation of Enrolment and Visa Letter. IH Aberdeen will not issue these documents without full payment.
2. Student insurance is compulsory for visa students and it will be added to your invoice. Please see insurance section below.
3. We require a skype interview with visa students before issuing the visa letter/CAS.

Cancellations and refunds

General information on cancellations and refunds

1. If you wish to cancel your course, accommodation or any other service provided by IH Aberdeen, you must send a request in writing.
2. Any refund granted by IH Aberdeen can only be paid to you by the same method as your original payment.

Cancellation and refunds for non-visa students – before arrival

1. If wish you cancel your course before arrival you must write to us 2 weeks before the start of your course.
2. The refund you are entitled to receive depends on when you notify us of your cancellation. Please see below:

Cancellation up to 2 weeks before start date

Full Refund	No refund	Accommodation
Course fees Materials fee Airport transfer	Registration fee Accommodation placement fee	Homestay: Full Refund Residence: 2 weeks payable

Cancellation less than 2 weeks before start date

Full Refund	50% refund	No refund	Accommodation
Materials fee Airport transfer	Course fees	Registration fee Accommodation placement fee	Homestay: 1 week payable Residence: 3 weeks payable

Cancellation on or after start dates

Full Refund	No refund	Accommodation
	Course fees Registration fee Accommodation placement fee Materials fee Airport transfer	Homestay: 1 week payable Residence: 3 weeks payable

Insurance: We strongly advise you to take out personal insurance to cover you for loss of possessions, medical expenses and the loss of tuition and other fees if you have to cancel your course or return home earlier than planned. Please see 'Insurance' section below.

Cancellation and Refunds for visa students – before arrival

1. In most circumstances, IH Aberdeen will refund your course fees in the event that your visa application has been refused.
2. You will need to provide IH Aberdeen with a full copy of the visa refusal documents from the embassy. You must do this within 3 months of the date of refusal.
3. You may not get a refund if the reason for refusal is because of false or incorrect supporting documents. IH Aberdeen reserves the right to refuse a refund if your visa was refused for fraudulent reasons.
4.
 - You will receive a full refund of the course fees, materials fees, airport transfer.
 - You will not receive a refund the registration, visa letter, CAS or accommodation placement fees.
 - Accommodation refunds will be in accordance with the cancellation periods stated above.
5. If you **are granted** a visa but decide to cancel your course for other reasons, we will not give you a refund.

Insurance: We strongly advise you to take out personal insurance to cover you for loss of possessions, medical expenses and the loss of tuition and other fees if you have to cancel your course or return home earlier than planned. Please see 'Insurance' section below.

Cancellation within 14 days of making a 'distance booking' with IH Aberdeen:

1. If you have made a 'distance booking' (i.e. via our website, email, telephone, and not in person), you have a legal right under the Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013 to cancel the Contract within 14 days (the "Cancellation Period") without giving any reason.
2. The Cancellation Period will expire 14 days from the date of your application. To cancel you must inform us by a clear statement. You may send your notice of cancellation in writing to International House Aberdeen, 130 Union Street, Aberdeen, AB10 1JJ or info@ihaberdeen.com. Please note that a cancellation is only valid when it has been acknowledged by email receipt from IH Aberdeen.
3. We will not start providing the Services to you during the Cancellation Period unless you have requested us to do so on your application form.
4. If you cancel in accordance with the first paragraph in this section, we will refund the course fees you have paid within 14 days of the date on which you inform us that you wish to cancel. However, if you have expressly requested on your application form that we start providing the Services within the Cancellation Period then we will be entitled to charge you a reasonable sum for the Services based on the proportion of the Course you have undertaken and the overall cost of the Course and we can deduct this sum from any refund payable to you.

Please note that:

- You will receive a full refund of the course fees, materials fee and airport transfer fee
- You will not receive a refund for the registration fee or accommodation booking fee
- Accommodation is exempt from the 14 day cancellation policy, and IH Aberdeen's standard cancellation policy applies to accommodation (see above)

Cancellations and refunds – Cancellation after arrival

1. If you have to stop your course early, you will not receive a refund for your course, registration, material, accommodation placement, visa letter or CAS fees, under any circumstances.
2. We do **not** give refunds if you are absent or late for class.
3. We do not give refunds because of bad weather or bank/national holidays.
4. The transfer of fees from one student to another is not permitted
5. If you have to stop your course early, your remaining tuition fees can be kept as credit for you to use within 6 months of the date you finish your course. This is subject to IH Aberdeen's discretion and course availability.

Insurance: We strongly advise you to take out personal insurance to cover you for loss of possessions, medical expenses and the loss of tuition and other fees if you have to cancel your course or return home earlier than planned. Please see 'Insurance' section below.

Postponement and changes to your booking

General information on postponements and changes to your booking

1. If you decide to change or postpone your course dates, accommodation dates, or make any other changes to your booking, all requests must be made in writing to IH Aberdeen.
2. Approvals of any requested changes are subject to availability at IH Aberdeen.
3. IH Aberdeen reserves the right to charge an administration fee of £25 each time the course, accommodation or dates are changed or postponed after a booking is confirmed.
4. No additional administration fees will be applied due to changes or postponement required due to visa delays.

Extensions and Upgrades

1. IH Aberdeen students can extend their course at IH Aberdeen or upgrade their hours to a more intensive option. All extensions and upgrades are subject to availability.
2. Course extensions will be charged at the weekly rate at which you have already paid.
3. For course upgrades, you will be charged the difference between the current rate and the rate of the course you wish to upgrade to. You may be charged additional materials fee to cover additional materials for your extra course.

Cancellation or postponement of Private Tuition (1-1 lessons)

1. 48 hours' (2 working days') notice is required for cancellation of 1-1 lessons. In this instance, we can transfer credit and rearrange the class for a later date. If less than 48 hours' notice is given we won't be able to transfer the credit and you will lose the lesson(s). You must inform IH Aberdeen by email or telephone during working hours.

Bookings received through an agent

If you booked your course and/ or made your payment through a Study Abroad Agent, the agent's terms and conditions may apply instead of IH Aberdeen's. If you have questions regarding payment, cancellation or changes to your booking, we advise you contact your agent.

Personal and medical insurance

1. We strongly advise you to have personal and medical insurance. If you do not have insurance, please ask IH Aberdeen for details of our recommended student insurance company. If you do not have the necessary personal and medical insurance, medical treatment can be very expensive in the UK.
2. Insurance will also cover you for any cancellation costs, or anything that happens which means you have to miss part of the course or leave the course early, for example, because of illness.
3. The cost for insurance is £5.50 per week and we add this to your invoice if you are a visa student.

School and Services

Holidays

1. Holiday entitlement allows you to suspend your course for 1-2 weeks at a time.
2. If you would like to take a holiday during your course, please tell us when you apply or 2 weeks before your holiday. Holiday allowance cannot be requested retrospectively.
3. Holidays can be requested for full weeks (Monday – Friday) only.
4. We do not provide any credit, compensation or discount for missed lessons or holiday periods of less than a full week (Monday – Friday).

Public & School Holidays

1. IH Aberdeen observes the following public holidays: Good Friday and May Day. There are no refunds or discounts for English classes missed when the course dates include a public holiday. Private lessons and evening classes will be rescheduled.
2. IH Aberdeen closes for 2 weeks during Christmas and New Year and there will be no classes during these dates.

Course Materials

1. The materials fee covers your course books and other photocopied materials and is compulsory. Please see our Price List for materials fees charges. There is a higher materials fee for courses which require 2 course books (21 hours General English + IELTS/ Cambridge Exam preparation/ 1-1 classes). The materials fee does not apply to our

'Natural English' course.

2. IH Aberdeen changes the course book for each new term. If your course covers 2 terms, and 1-2 weeks of your course falls in to the very end or beginning of one of the terms, usually you will receive only 1 course book. You will receive photocopied materials for the classes for which you are not provided a course book, at no extra cost.

Course changes

1. International House Aberdeen has the right to cancel any class or reduce lesson hours in any class which does not have the required minimum number of students. If we do this, we will offer an alternative course or reduced hours. If the course is cancelled completely, you are entitled to request a refund.

2. The minimum number of students for a class is 4 and the maximum is 16 students.

3. If only one or two students have enrolled in a group course, the course will normally still take place. However, we may reduce the teaching time to 75% for only 3 students, and 50% for only 2 students. If there is just one student for a class, you will be offered the cost-equivalent of private tuition (1-1 lessons).

Special Offers

1. Any special offers or discounts are only valid from the date of advertisement and on the basis of the terms and conditions for each special offer.

2. Special offers cannot be applied to existing bookings retrospectively.

Homestay accommodation & Student Residence

1. If you are staying in homestay accommodation, you must agree to the additional terms and conditions for homestay students. Please see the Homestay Terms & Conditions below. Please look at the advice for staying with a homestay family in the student handbook.

2. If you are staying in student residence, you must agree to the additional terms and conditions for student residence. Please see the Student Residence Terms & Conditions below.

Activities and excursions

If you take part in the social programme, you will have to pay any costs. Some activities are free.

Airport Transfer

1. If you book an Airport Transfer, you must provide IH Aberdeen with your arrival date, time, flight number and address to where you will be going, at least 7 days before the start of your course.

2. If you do not send these details to IH Aberdeen, we will not be able to book the transfer for you, and the transfer fee will not be refunded.

Photos & Video

1. IH Aberdeen reserves the right to use any photos of videos taken at the school or during social activities for marketing and promotional purposes.

2. If you are not happy for us to use such images or videos, you (or your parent/ guardian, if you are under 18) must inform IH Aberdeen in writing.

Other

1. IH Aberdeen reserves the right to cancel or change a course, or change a course timetable.

2. It is usual that 2 teachers will share your 15 hour class each week, and sometimes 2 teachers will share your 6 hour afternoon classes. Where it is unavoidable, you may have only one teacher for your 15 hour class each week, or 3 teachers. IH Aberdeen reserves the right to change your teacher at any time during the course.

3. IH Aberdeen will send you a placement test before you enrol. It is your responsibility to complete the test honestly and as an accurate reflection of your actual English level, in order for IH Aberdeen to place you in a suitable class.

3. If your English level is not suitable for the class you have booked, IH Aberdeen reserves the right to move you to an alternative class.

Attendance & Absence

1. All students are expected to attend all their lessons and arrive at their lessons on time. Students arriving late may not be allowed to join the class. Students arriving late on a consistent basis may be asked to leave the school.

2. If you miss lessons for any reason, we do not provide credit, compensation or discount.

3. If you are sick and cannot attend class for a period of 7 days or more, you should get a medical certificate from your doctor to cover the absence

4. Students will be contacted by IH Aberdeen in line with the school attendance policy if their attendance is not satisfactory. IH Aberdeen will contact all you if you are absent for 3 consecutive lessons. A 'low attendance letter' will be issued if your attendance falls below 80% (for visa students) or 70% (for non-visa students).

5. Visa students whose attendance is poor and/or have missed 10 consecutive days will be reported to the UKVI. You may be asked to leave the school and your fees will not be refunded.

6. IH Aberdeen will not issue a leaving certificate to students whose attendance is lower than 80%

Conduct & Abusive behaviour policy

The following are not tolerated at International House Aberdeen (in class, on school premises, with a host family and on social events organised by IH Aberdeen:

- bullying of any kind (physical or verbal)
- racism (of other nationalities, cultures or religions)
- excessive and/or loud swearing
- sexual harassment of any kind
- aggressive behaviour towards staff, students or visitors (for example, shouting at other students inappropriately, kicking furniture)
- theft (stealing other people's property or International House Aberdeen's property)
- vandalism (for example, deliberately breaking school furniture or computers)
- any illegal activity

2. It is IH Aberdeen's decision if your behaviour is unacceptable or not. If your behaviour is unacceptable, the school will give you a written warning. If unacceptable behaviour happens again, the school will ask you to leave the school immediately with no refunds of fees.

3. Please note that if your behaviour is very serious in the school's opinion, you will be asked to leave the school immediately with no refund of fees or written warning. We will record all incidents in writing.

Data Protection and Personal Information

1. All personal information supplied to IH Aberdeen will be treated as confidential.

2. All IH Aberdeen students will be added to the school's mailing list. All students can choose to stop receiving marketing information from IH Aberdeen, by unsubscribing or by written request.

3. A limited amount of information (name, phone number, email address) may be passed to homestay hosts/residence providers and/or taxi transfer companies if necessary for IH Aberdeen to fulfil our obligations to you as a customer.

4. UK regulations require us to see and make a copy of your passport (and visa), and to have contact details (phone number and address) for you while you are in the UK. It is also necessary for us to have an emergency contact details for a friend or family member in your home country (or in the UK, if you live in the UK.) You are required to supply these details to us and to tell us if these details change.

Liability and Force Majeure

1. IH Aberdeen is not liable to students in the event of the school having to close and/or students having to return home early due to extreme circumstances beyond our control, including (but not limited to) natural disaster such as fire/flooding/infectious diseases; war/terrorism; government sanction, national strike, failure of electricity or unforeseen adverse circumstances affecting 2. IH Aberdeen's premises etc. In this event, students may be able to claim compensation under their own personal insurance policy.

3. IH Aberdeen is not liable for in the event of illness, personal accident, or loss or damage to personal property occurring on the school premises, or in accommodation or transport arranged by IH Aberdeen.

4. IH Aberdeen is not liable for any losses, additional expenses or classes missed due to cancellation or delay in your travel to Aberdeen or the UK.

5. **Links to other websites** - International House Aberdeen is not responsible for any other websites that you may use at the school.

Complaints

1. In the event of any problems or complaints, please see IH Aberdeen's 'Complaints Procedure' in the Student Handbook.

2. All complaints must be received by IH Aberdeen in writing.

3. IH Aberdeen will not accept any complaints received retrospectively from students after the course has ended.

Law and Jurisdiction

These conditions are subject to Scots law and the Scottish courts shall have exclusive jurisdiction.

Accommodation - Student Homestay Terms and Conditions

1. An accommodation-finding fee of £40 is charged, along with the accommodation cost. When the finding fee and a deposit of 2 weeks accommodation have been paid, we will start the process of arranging accommodation.

2. The period for which we will arrange accommodation with host families is restricted to the period of study with us. We only arrange accommodation for students studying on full-time courses (minimum 15 hours per week). Students are not allowed to make arrangements regarding payments directly with their host family.

3. Students must pay for their homestay at least 2 weeks in advance and must never try to pay hosts directly.

4. Students must arrive on a Sunday & depart on a Saturday.
5. Normally students will be able to reach the school on foot or by bus in 10 - 30 minutes. During our busy summer period, travel times may increase.
6. Aberdeen is a multi-cultural society. Hosts can be single people, couples or families of varying age and nationality. We cannot guarantee a particular type of host and places are always subject to availability and change.
7. Many British hosts have pets such as cats and dogs. It may be difficult for the Accommodation Officer to find a host without pets. If a student has a "no pet" requirement, the student must inform us of this requirement when booking, and must be clear on the type of pet and the reason why (allergy, cultural prohibitions) the student cannot be in a family with that pet.
8. Cancellations: The accommodation finding fee is non-refundable. If you send us written cancellation at least 2 weeks before your homestay arrival date, the accommodation deposit will be refunded. If less than 2 weeks' cancellation notice is given, you will have to pay for 1 week's homestay and the rest will be refunded. If you cancel on or after your accommodation start date, with no prior notice given, you will have to pay 2 week's homestay and the rest will be refunded at IH Aberdeen's discretion.
9. Extending your stay: students wishing to extend their stay with a host family must give us at least 2 weeks' notice. Extending your stay may be subject to an administration fee of £40.00. You do not need to pay this fee if you stay with the same host family and extend your stay by at least 2 weeks and extend your course at the same time.
10. Students must give the school and the host family 1 weeks' notice if they intend to leave the family earlier than planned. If you do not, you will not be refunded your money for that 1 week.
11. Please tell our Accommodation Officer if you have any problems with your host family. We will always help to resolve any misunderstandings or conflicts.
12. How to request to change host family: the student should speak to the school Accommodation Officer. We may charge an additional accommodation arrangement fee, depending on the reasons for the change, the situation with the host family and the urgency of the request (please note that we must normally give the host family 1 weeks' notice, if you wish to leave for any reason).
13. To help us find a suitable homestay family, students must complete the details required on the registration form and provides as much detail as possible. It is particularly important that the student provides accurate information about health, whether a student smokes or not, dietary requirements and any allergies. The family may ask the student to leave if the information provided is not accurate.
14. Special Requests: We will do our best to accommodate special requests but we are not able to guarantee this. It takes time to deal with special requests so please send your booking as early as possible to avoid disappointment.
15. Smoking is not usually permitted in a host family's home. For students who smoke it may only be possible to find accommodation where smoking is only permitted outside the house.
16. A student's first few days is characterised by getting to know the school, their family and the city. Effective communication is a key to making this a smooth process. We will normally make the student's mobile phone and emergency telephone details available to the host family to facilitate communication.
17. The student must inform their host family if he/she causes any breakages or damage and must make every effort to settle the damage with the host family before leaving. International Aberdeen accepts no responsibility or liability for any loss or damage directly or indirectly caused by any student or host family.
18. Security: Students must ensure that they lock/secure all doors/windows to the host's home when going out.
19. We expect reasonable behaviour from students and host families. Students that don't show reasonable behaviour (for instance swearing, inappropriate behaviour, lack of respect shown to the host, vulgarity, violence, taking of illegal substances) may be removed from the family at short notice.
20. Hosts are expected to allow students the use of their internet connection. Students must ask their hosts for permission to install any software or download any content on their host's computers. It is forbidden to download adult/sexual content and illegal and/or damaging software or web content while using their host's internet connection.
21. International House Aberdeen only has a limited number of host families willing to host students during the Christmas period. Students must tell International House Aberdeen in advance if they require homestay accommodation during the Christmas period. Students may be charged a supplement in addition to the regular accommodation rates for the Christmas period.
22. You should understand that any information you have provided to us at the school, or will provide in the future, will be processed by the school, in compliance with the provisions of the Data Protection Act 1998. Under data protection legislation you can ask for a copy of certain personal records held about you.

Accommodation - Student Residence Terms and Conditions

1. An accommodation booking fee of £40 is charged, along with the accommodation cost. When the booking fee & a deposit of 2 weeks accommodation have been paid, we will arrange the accommodation.
2. The period for which we will arrange accommodation in student residence is restricted to the period of study with us and you must be studying full time (minimum 15 hours per week).
3. Students must pay for their student residence at least 2 weeks in advance.
4. Students must arrive on a Sunday & depart on a Saturday.
5. Normally students will be able to reach the school on foot in 10 - 20 minutes.
6. Cancellations: The accommodation booking fee is non-refundable. If you send us written cancellation at least 2 weeks' before your student residence arrival date, you will be charged for 2 weeks' residence and the rest will be

refunded. If less than 2 weeks' cancellation notice is given you will be charged for 3 weeks' residence and the rest will be refunded. If you cancel on or after your accommodation start date, with no prior notice given, you will have to pay 3 week's residence and the rest will be refunded at IH Aberdeen's discretion.

7. Extending your stay: students wishing to extend their stay at their student residence must give us at least 2 weeks' notice and extend their course at the same time.

8. Students must give the school 2 weeks' notice if they intend to leave the student residence earlier than planned. If you do not, you will not be refunded your money for those 2 weeks.

9. If you, the student, are unhappy in your student residence, please inform the residence reception or our Accommodation Officer. We will always help to resolve any misunderstandings or conflicts where possible.

10. A student's first few days is characterised by getting to know the school, their student residence and the city. Effective communication is a key to making this a smooth process. We will normally make the student's mobile phone and emergency telephone details available to the student residence to facilitate communication.

11. The student must inform the school if he/she causes any breakages or damage and must make every effort to settle the damage with the school before leaving. International Aberdeen accepts no responsibility or liability for any loss or damage directly or indirectly caused by any student at the student residences.

12. Security: Students must ensure that they lock/secure all doors/windows to the student residence when going out.

13. We expect reasonable behaviour from students. Students that don't show unreasonable behaviour (for instance swearing, inappropriate behaviour, vulgarity, violence, taking of illegal substances, lack of respect shown to the host) may be removed from the student residence at short notice.

14. You should understand that any information you have provided to us at the school, or will provide in the future, will be processed by the school, in compliance with the provisions of the Data Protection Act 1998. Under data protection legislation you can ask for a copy of certain personal records held about you.