

## TERMS AND CONDITIONS

### Acceptance

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

### Passport details

We ask you to bring in your passport **on your first day** at International House, Aberdeen, as proof of your identity.

### 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.

### Age

The minimum age for students at International House Aberdeen is 16. We do not arrange student residence for students under the age of 18.

### Bank charges

You are responsible for paying the difference between what we receive in our bank account and your total course charge. If the bank charges you for transferring money to us, you have to pay these charges.

### Materials fee

The materials fee covers the course book and other photocopiable materials and is compulsory.

### Conditions of payment for non-visa students

You must pay for 2 weeks **before** you start a full-time course; or 4 weeks **before** you start a part-time course.

### Conditions of payment for visa students

You should pay for your course in full when you apply for a CAS or Short Term Student Visa. The insurance fee is compulsory for visa students.

### Refunds for non-visa students

If you cancel your course you must write to us so that we know 2 weeks before the start of your course. You will receive a refund of the course fees. We do not refund the registration or accommodation fees. If you cancel **less than 2 weeks before** the start of the course we will refund 50% of your course fees. (Please note that arrangements for agents may be different, if an alternative procedure has been agreed.)

### Refunds for visa students

If you cannot get a visa, we will refund your course fees, less the registration fee, when you send us your visa refusal documents and our original letter. You must do this within 3 months of the date of refusal. You will not get a refund if the reason for refusal is because of false or incorrect documents, or financial reasons. If you **do** have a visa but decide not to come, we will not give you a refund.

### General information about refunds

You will get a refund if International House Aberdeen cancels your course. We do **not** give refunds if you are late, absent or leave early. We do not give refunds because of bad weather or bank/national holidays. The transfer of fees from one student to another is not permitted.

### Personal and medical insurance

We strongly advise you to have personal and medical insurance. If you do not have insurance, please ask at reception for details of a company who specialise in student insurance. If you do not have the necessary personal and medical insurance, medical treatment can be very expensive in the UK. This 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. The cost for insurance is £5.50 per week and we add this to your invoice if you are a visa student.

International House Aberdeen will not be responsible for any accidents students may have, in or outside school.

### **Holidays**

If you would like to book a holiday please tell us when you apply or 2 weeks before your holiday.

### **Course changes**

International House Aberdeen has the right to cancel any class or reduce lesson hours in any class which does not have the minimum number of students. If a class is cancelled you will get a refund. There is a minimum number of 4 and a maximum of 16 students in group classes. You will probably have a test and induction on your first day. This means you will probably have fewer classroom hours on this day.

### **Homestay accommodation**

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

### **Activities and excursions**

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

### **Emergency phone number**

The school emergency phone number is 07894 708585.

### **Links to other websites**

International House Aberdeen is not responsible for any other websites that you may use at the school.

### **School rules**

- No smoking in the school.
- Please don't be late for your class. If you are more than 15 minutes late please wait until the break and then join the class. You may ask the teacher's permission to come into class only if you have a valid reason e.g. doctor's appointment.
- Please hang up your coats on the coats hooks in the classrooms. Do not put them on chairs – this can be dangerous if the students need to leave quickly in a fire.
- If you think you need to change your class (if you find it too easy or hard) please speak to your teacher first. Don't do this on the first day - make sure you give yourself time to settle in first.
- If you cannot come to school for any reason (for example, you are ill) you must phone the school to let us know. It is school policy to record your attendance at every class. If you have a visa and miss 10 classes without good reason the school will automatically inform the UK Border Agency.
- Please take part in all classroom activities and remember to do your homework.
- Please do not eat in the classrooms. You may drink from a bottle. Please do not bring cups into class.
- Please do not chew gum in school.
- Please turn off your mobile during class time.
- Please respect your fellow students. Always speak English in public situations.
- A copy of the student handbook is available in reception or can be emailed to you on request.

The following are not tolerated at International House Aberdeen in class, on school premises, with a host family and on organized social events: 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), or any other illegal activity. If your behaviour is unacceptable you will receive a written warning. If your behaviour continues to be unacceptable or is very serious in the school's opinion, the school will ask you to leave. You will receive NO refund and the school will inform the UK authorities.

### **Force Majeure**

In the event of the school having to close and /or students return home due to circumstances beyond our control, such as

natural disasters, no refunds will be made. Students may be able to claim under their insurance policy.

**Law and Jurisdiction**

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