



27 QUEEN SQUARE · BATH ·  
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**Sponsor Licence Number:**  
**5XAG725A3**

# Terms & Conditions

## Junior English Language Programmes

### 1. COURSE

#### 1.1 Booking your course

Most courses start on a Monday (or Tuesday when Monday is a public holiday) and finish on a Friday. On your first day you might miss one or more lessons because of the time needed to complete your enrolment and to take the level test.

Minimum age for enrolment on junior programmes is 12. The maximum age for enrolment on junior programmes is normally 16. We will assess when requested whether a 17 year old student is eligible to join junior classes, otherwise they can be accepted onto an adult course in the mornings and are eligible to join the junior activities in the afternoons and on Saturdays (there is no price difference for these students). Students aged 18 and above and those students aged 11 or under are not eligible for junior programmes.

The maximum number of students in a class is 13. Classes may be held on-site at Bath Academy or at a suitable partner premises with classroom accommodation in the centre of Bath within short walking distance of Bath Academy's main building.

A non-refundable registration fee of £120 for non-EU students and £60 for EU students is included in the tuition fees on all courses. Full tuition fees must be paid at least 2 weeks before the course start date. You can find our current tuition fees on our website.

Payments should be made in Pounds Sterling only. Your enrolment documents will be sent to you after your payment has been received. You can pay by bank transfer or cheque or credit card (there will be a surcharge of 2% for credit card payments). All courses are offered subject to availability.

#### 1.2 Cancelling your course before you start

If you want to cancel the course, you must do so in writing before the course start date. A refund will be made minus the following fees according to the number of days of notice you give before commencement of the course:

30 days or more notice – registration fee retained by the College  
8 to 29 days notice – registration fee and course fee for one week retained by the college  
7 days or less – total fees retained by the college.



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If you want to postpone a course, you must do so in writing. You may postpone on the following conditions: the student must take the postponed course within 6 weeks of the original starting date within our summer school dates for that year.

We will give you a credit towards the postponed booking as follows: 10 working days' notice or more before the course begins = 100% credit of course fees paid.

Fewer than 10 working days' notice before the course begins = 100% credit of course fees paid minus the first week fee.

A postponed booking cannot be postponed again or cancelled.

### **Note for non-EU students:**

Parents of non EU junior students can cancel or postpone their course as per our rules for EU students. In addition, if you cancel the booking because of a visa refusal, we will refund any fees that you have paid minus the registration fee if you send us the original visa refusal letter issued by the British Embassy/Consulate and you complied with the guidelines for visa application. You must send us this at least 30 days before your course begins. If you notify us later, we reserve the right to charge you in line with our normal cancellation terms. Please note that if you are found to have applied for a visa using false documents or any form of deception, no refund of any payment will be made. It is your responsibility to apply for the visa in good time. Refunds may take up to a month to process. No refund will be given if the visa application is withdrawn by the student (in this case cancellation rules as under EU students will apply) or the student is asked to leave the country by British authorities.

### **1.3 Course dates and duration**

The maximum length of booking for junior programmes is three weeks for any student. Course dates must fall within our designated summer school dates for the year.

### **1.4 Extending the course**

A course booking can be extended up to the maximum duration for junior programmes provided full fees are received at least two weeks prior to the start of the course. It is not possible to extend a junior course booking after the student's arrival.

### **1.5 Delayed course start**

There will be no refund for days lost. There will also be a late arrival fee of £100 if the student arrives after a Monday (or Tuesday if the Monday that week is a bank holiday) as we will need to reschedule staff time for the student's placement test and induction.



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## 1.6 Cancelling your course after you have started

No refunds of tuition and registration fees will be given by the school once you have started your course.

## 1.7 One-to-one Supplementary Tuition

The following applies to 1:1 tuition booked in addition to any other ELT programme. Stand alone 1:1 courses are booked as normal. All fees must be paid before tuition begins. If a 1:1 class replaces part of the junior programme there will be no refund of the part of the junior programme replaced.

If you cancel private tuition (one-to-one) with less than 1 working days' notice, you will not receive any credit of your fees and all late cancellations are charged at the full rate.

The college reserves the right to appoint and rotate teachers. Punctual arrival is the student's responsibility. The College will not extend the teaching time due to late arrival.

Tuition time and date may be changed with 1 working day's notice and subject to availability of teaching staff and classrooms.

## 1.8 Your Attendance

You are expected to attend your lessons regularly. You are expected to arrive on time. If you are ill or going to be late, then you must phone 01225 334 577 before 9.00am and tell reception.

You will need to provide us a Doctor's certificate on request if you are absent due to a medical reason.

No extension or refunds will be given because of absence due to illness or for late arrival.

You will only receive a leaving certificate if your attendance has been 85% or more.

## 1.9 Your Level of English

You are required to take a level test on the first day of your course. The result of the level test will place you in the appropriate level for your chosen course. You may discuss this matter with the Director of Studies if you are not happy with the class you are placed in.

If your level of English is unsuitable for the course you have booked, we reserve the right to move you to a more suitable course, or to refuse you admission to the school.

If your level is too low to join a group course, we may offer you a programme of private tuition at current rate, subject to availability, instead. Because this will be more expensive, the converted number of hours will be less than for the group course, in order to maintain the same course tuition fee. If you wish to book more 1:1 tuition this will be charged as extra.



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You may change your level if this is agreed by your teacher and the Director of Studies whose decision is final.

## 2. ACCOMMODATION

### 2.1 Booking your Accommodation

Any student under the age of 18 whose stay in the UK is for more than 28 days must have a guardian resident in the UK. This person must be appointed by the parents or legal guardian of the student, otherwise the college will arrange a guardian in the UK for the student. This will not normally be an issue for students on junior programmes as the maximum stay for students on these programmes at Bath Academy is three weeks.

Arrival dates for all accommodation should be on Saturdays or Sundays where possible. Please note we cannot check students in before 8:00am and after 21:00.

No accommodation will be booked until the full fees have been received.

Changes to accommodation after arrival are at the discretion of the College and subject to availability at the time of the request. The College reserves the right to change your accommodation at short notice due to unforeseen circumstances.

Shared room homestay accommodation is our standard accommodation provision for all juniors. College residences are only available by special arrangement with Student Services. As there is limited availability of college residence accommodation, we do not provide this unless we have made this special agreement with you well in advance of the course start subject to availability (at least 12 weeks before the start of the programme).

### 2.2 Travel to and from Bath Academy

Students usually travel to and from the College on foot or by public transport. Homestay parents will show the pupils where the bus stop is, where they should get on and off the bus, and if necessary accompany them on their first journey. The pupils can then walk on their own from a bus stop to the homestay and back. The total travelling time from door to door is variable, but is usually no more than 30 minutes.

### 2.3 Curfew times

The time of return home recommended by the school is 21.00 for 12-15 year olds; 22.00 for 16 year olds and students over the age of 16 must return home by 23.00. Host families/hostel managers are aware of this and will notify the school should a student fail to observe the curfew. We will ask that homestay providers ensure students remain in the home in the



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evenings after the evening meal if that has been requested by the agent / parent(s) / sponsoring school. If parents wish to impose a different curfew time, then they should inform the school at the time of booking.

When going out, all students must tell their host families/ hostel manager where they are going and when they expect to return. All students are expected to return home to their host family/ hostel in good time for their evening meal. They will be expected to phone the host families/ hostel manager to let them know if they are delayed.

### 3. MEDICAL INFORMATION

All students should have adequate travel insurance to cover the cost of emergency medical treatment and repatriation. Some medical treatment is free for students from EU countries or those countries with a reciprocal medical agreement with the UK. You should obtain a European Health Insurance Card in your country in order to benefit from this arrangement. Dental treatment is not free in the UK.

Parents must disclose any medical condition (including any learning difficulty) to the school prior to the course start. We reserve the right to accept or reject applicants based on our assessment of how far we can provide suitable provision for any such specific needs. We also reserve the right to send home with immediate effect any student arriving at the school with a serious medical or learning difficulty that has not been disclosed to the school prior to arrival. All costs incurred by such an early return journey will not be paid by the College and there will be no refund of fees.

In the event of serious illness or accident the student will be taken to a doctor or hospital by a member of Bath Academy staff. Where necessary, in the case of serious illness or an accident, we reserve the right to send the child home before the end of the course. All costs incurred by such an early return journey will not be paid by the College and there will be no refund of fees. In the case of a minor health problem the advice of the National Service helpline will be followed. There are members of staff trained in first aid at the school.

### 4. AIRPORT TRANSFER

The airport pick up service can be booked or transfers to accommodation arranged by the College and is subject to availability. Please make sure you book your transfer 10 working days or more before the arrival date.

We recommend that you do not book your flights until your course booking is confirmed. If a student is travelling as an unaccompanied minor, please tick the box provided on the application form and provide full details for their arrival and departure. These details will be passed on to our Bath Academy driver who will assist with check-in procedures on departure. You will receive a confirmation email with the taxi company's



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name or the driver's name and emergency phone number for the College. The student should show this document to the driver in the airport.

You should inform us of any delays or cancellations of the flight. Airport pick-up fees must be paid in advance directly to the College unless otherwise stated and are non-refundable.

The airport transfer service includes a maximum 2 hours' waiting time from the time of arrival provided to the College. You will be charged for additional waiting time.

Students under 18 years old are the responsibility of their guardian whilst travelling to and from the airport at the beginning and end of their course.

## 5. SUPERVISION AND TRAVEL ARRANGEMENTS

### 5.1 Supervision during the summerschool

Students are supervised throughout their time at the College and during off-site activities. There is a high ratio (at least 1:15) of supervisors to students on our junior courses. We give all of our students clear instructions about safety on arrival and provide an out of hours emergency telephone number. No student under the age of 18 will be released into the care of a third party without the signed written permission of a parent or guardian.

### 5.2 Unsupervised time

The benefit of living in a homestay family is to experience English family life and students should expect to spend time with their family in the evenings and at weekends. It may be appropriate on occasion, and depending on age, for students to have free unsupervised time in the evenings and at weekends, for example to go out for a meal with friends or to go to the cinema. In this instance, students must arrange this with their host family/hostel manager and agree times for return. They must always be with at least one other person and carry a mobile phone for emergencies, with access to the host family and college emergency numbers.

## 6. CONDUCT AND DISCIPLINE

### 6.1 Code of Conduct

#### Classes

You must attend every class and be punctual (see **Your attendance** above).

You should try to take an active part in all classroom activities. Mobile phones, MP3 players, iPods etc. must be switched off and kept in your bag during class time.

Chewing gum is not allowed on the premises and is not to be eaten during class time.

Sunglasses and hats / caps must be removed in the classroom.



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Morning classes begin at 9.00am. You must be in class by that time. Punctuality is important.

### **Social Programme Activities**

Trips and activities are compulsory.

You should be careful to remember the meeting points & times and must not be late. We may have to leave without you if you miss the arranged start time.

You must make sure you have an emergency contact number on you in case you get lost or have problems.

Always stay with friends in small groups. Do not walk off on your own. Remember that in Britain cars drive on the left, so be safe and look left and right. Use a crossing! Only cross the road when you see the green man light up.

You must wear your seatbelt on the coach at all times and stay seated.

### **Smoking, alcohol and drugs**

It is illegal for anyone under the age of 16 to smoke. Smoking is not allowed anywhere in the school building or at any school entrances. The minimum age for drinking and buying alcohol is 18 in the UK. Students may not drink or have alcoholic drinks in their possession. Students must not possess, use or supply illegal drugs. Any student breaking the law or persisting in serious anti-social behaviour will be disciplined. In serious cases students may be sent home early (see **College disciplinary procedures** below).

### **Bullying**

Bullying is when someone makes you feel bad by trying to have power over you. They may call you bad names, threaten you, write bad things about you, take away your possessions or even attack you physically. If you are being bullied:

- Tell an adult – your teacher or the Director of Studies as they can do things to stop bullying
- Tell your friends and spend time with them
- Always remember that you are not the problem. The bully is the problem.

If you see that someone else is being bullied:

- Always try to stop it
- Show the bully that you know what they are doing
- Encourage the student who is being bullied to tell an adult

### **6.2 College disciplinary procedures**

The college reserves the right to terminate the courses, either temporarily or permanently, of any student whose work effort or attendance is unsatisfactory or whose behaviour (whether on or off the premises or in or out of course time) has been prejudicial to good order or college discipline or to the reputation of the college. In such cases, no refund



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covering the period of exclusion will be made and costs incurred for this early return journey will not be covered by the College.

A student may be excluded from the College at any time when fees are unpaid.

The Director of Studies may at any time when grounds for suspicion exist, require the student to give a biological sample to test for the use of illegal drugs or other substances damaging to health.

We reserve the right to search students and confiscate any item we suspect is illegal, threatens the safety of students or staff, or otherwise disrupts our services. For example, this may include confiscating a mobile phone that a student uses during a class. All items will be returned at the end of an agreed period during the course except for illegal items.

Students have to pay for any damage they cause on the College premises, to any property on activities or trips arranged by the College, or in accommodation arranged by the College. Parents will be informed and required to settle the payment before their child returns home.

## 7. POCKET MONEY

We advise parents to provide their child with adequate funds before departure (we suggest between £6.00 -£15.00 per day to cover incidental expenses i.e. snacks, souvenirs, bus fares). Parents can send extra money to the school for their child, but should allow 48 hours for their child to receive it. The school will look after pocket money, passport and flight tickets on request at no charge to the student.

## 8. LIABILITY

The College does not accept any liability in case of illness, accident, theft, loss or damage to personal effects or property.

We recommend you take out insurance before leaving your country.

Students are advised not to leave money lying around in their homestay/hostel or bags unattended at the school or public places.

It is a good idea for parents to keep a photocopy of their child's passport and flight tickets in case they are lost or stolen.

## 9. COMPLAINTS

All complaints must be made as soon as possible and given in writing to the Principal or the Director of Studies.

If no satisfactory solution is found, then refer the complaint in writing to the Managing Director, David Game, at the address below.

David Game House  
69 Notting Hill Gate  
London W11 3JS  
United Kingdom

Telephone +44 (0)20 7221 6665  
Fax +44 (0)20 7243 1730  
Email [nhg@davidgame-group.com](mailto:nhg@davidgame-group.com)



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Whilst the College will accept complaints received after the student has left the College, Bath Academy will be under no obligation to process refunds in these cases and any refunds made will be entirely at the discretion of the Director of Studies.

## 10. GENERAL

The College reserves the right to cancel a course. If we do so, we will offer either an alternative course or a refund.

The College reserves the right to change teachers at any time during the course.

In order to fulfil our obligations to the British authorities, it is necessary for us to see and copy your passport (and visa if appropriate), to have contact details for you in Bath (including a mobile phone number if you have one), and to have details of your next kin in your country. Parents of junior students must agree to provide these and tell us if they change.

By signing the Application form parents are agreeing to the storage and use of the information they supply for Bath Academy's purposes only. We will not pass details on to any other organisation or third party.

On our junior courses we may take photographs of children during trips and activities organised by Bath Academy for use in promotional materials i.e. for brochures and the website. Parents should indicate on the Application form if they are not happy for the school to use their child's photograph for these purposes.



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**To be signed by the student:**

I, ( ) have read and understood the *Terms and Conditions* of accepting my place on this course. I further confirm that I am medically fit to undertake the course for which I have applied and that I have disclosed any medical problems.

**Signed:**

**Full Name:**

**Date:**

**To be signed by Parent(s) or Sole Legal Guardian:**

I, ( ) am the parent or legal guardian of the student named above and I consent to the arrangements that have been made with regard to their application, travel, reception and care arrangements in the UK.

**Signed:**

**Full Name:**

**Date:**

**To be signed by the fee payer (agent / sponsor if different to the parent / legal guardian above):**

I, ( ) agree to pay the necessary fee, as outlined in the original offer letter.

**Signed:**

**Full Name:**

**Date:**



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