

## Terms and Conditions for Adult Courses

International Projects Centre (IPC) Terms & Conditions are binding on all students, regardless of whether the booking is direct, or through a representative (ETO).

### Age

- The minimum age for all students is 18 years. There is no maximum age.

### Payment and Bookings

- A place in classes at IPC is only guaranteed once we have received your full payment or a scholarship guarantee in the case of government sponsored students. Please note that accommodation details are normally sent via e-mail and cannot be issued until we have received full payment.

### Payment of fees

- If you are paying by bank transfer to our bank account, the fees are payable in GBP sterling.
- Bank details will be provided on enrolment.
- We do not currently have an option for payment by Debit/ Credit card. All payments must be in GBP sterling.
- Cash payments are possible but not recommended

### Homestay Accommodation

- All accommodation payments must be made through the school.
- The school's accommodation service acts as an agent in introducing course participants to hosts.
- We cannot confirm a reservation for a room in one of our homestay families until we have received 4 weeks' accommodation fees or for bookings for fewer than 4 weeks, the full fees.
- Homestay accommodation is arranged for students only while they are studying on full-time courses at the school.
- If you terminate your course early for any reason, you will be asked to leave your accommodation.
- All accommodation is subject to availability and early booking is advisable.
- If you decide to leave your accommodation early, you must give the school 7 days' notice in writing.

- Homestay or course refunds will only be made for full calendar weeks.
- Under special circumstances we may need to move you to alternative homestay at short notice and the school reserves the right to do this. Although we will do our best to find you replacement accommodation in the same category as your original accommodation, we cannot guarantee this.
- If you only book accommodation for part of your stay (e.g. you book 4 weeks accommodation but have enrolled on a longer course) and you decide to extend your stay in school accommodation, although we will try, we cannot guarantee that there will be accommodation available with the original family, or any family, especially during busy periods. Therefore, it is advisable to book accommodation for the full length of your study period wherever possible.
- If you request a change of homestay accommodation, we will do our best to find an alternative family, but this will depend on availability.
- Any student who behaves in an inappropriate/unacceptable manner may be asked to leave their accommodation. We cannot guarantee that we will be able to find alternative accommodation.
- If you are in private accommodation and would like to move to Exeter Academy homestay accommodation, we require as much notice as possible and cannot guarantee suitable accommodation will be found.
- Homestay accommodation is usually from Saturday/Sunday to Saturday/Sunday. If you wish to arrive or depart on a different day, we will try to accommodate this, but you may be asked to book hotel accommodation for the extra nights. If you arrive on a Saturday and leave on a Sunday and are in the homestay for the whole period, you will be charged for the extra, 8<sup>th</sup>, night.
- Host families are unlikely to be available to accept students between 11:00pm and 07:00am. If you are likely to arrive in Exeter after 10.00pm, you will probably need to book a hotel for your first night. Please check on enrolment. We will confirm this on enrolment.
- If your homestay accommodation involves extra days, you will be charged a daily rate (1/7<sup>th</sup> of the weekly fee) for up to 4 days. 5 or 6 extra days will be charged at the full weekly rate.
- If you take any holiday during your stay and you are away from your homestay, you may be charged a room retainer fee (typically £20-£30) for each calendar week of absence. This includes holiday taken over the Christmas period when the school is closed. Please give 2 weeks' notice in writing to Reception if you wish to take holiday from your homestay.
- If you are not happy with your homestay accommodation, the school will try to relocate you to a new family as soon as possible. However, we cannot guarantee this will be possible or how long it might take.
- If you would like a friend or family member to stay with you, you must arrange this with your host yourself. Your host may ask your guest to pay for their accommodation.
- Where unforeseen circumstances make it necessary for us to change your accommodation at very short notice before you arrive or once you are here, we will always try to find the same category of family as a replacement but cannot always guarantee this. If we have to place you with a lower fee category of homestay, we will refund the difference in fees immediately.

Please note:

- There is a £30 per week supplement for special diets, gluten-free, coeliac, or other intolerances. Please inform us in advance of any special dietary requirements/ requests.
- There is a £30 per week supplement to standard homestay fees if you wish to stay in a homestay over the 2- week Christmas holiday period

## Pre-arrival Cancellations & Refunds

- We strongly recommend that students take out insurance that covers fees and costs in case of cancellation or leaving early.
- For all courses, you can cancel within 14 days and receive a full refund.
- If you book your course in person, by email or through an application form, including any cancellations made after 14 days, the following rules will apply:
  - The registration fee is non-refundable under any circumstances.
  - Cancellation:
    - If you cancel 14 days or more before your course start date, your tuition fees, and any accommodation fees paid will be refunded minus any bank charges. Your registration fee will not be refunded.
    - If you cancel less than 14 days before your course start date, your tuition fees and any accommodation fees paid will be refunded minus 1 weeks' course fees and accommodation fees plus any bank charges. Your registration fee will not be refunded.
    - If you cancel your course because your Visa application has been refused you will need to provide documentary evidence from the relevant embassy before any refund can be considered. Once we have received a copy of all pages of the Visa refusal letter including the last page with the signature of the ECO & date of refusal, plus our original letter of enrolment, we will refund all payments received except the registration fee, minus bank charges.
    - If you have booked and paid through a representative the refund will be made via the representative.

## Postponements and other Booking Changes

- If you need to postpone your course, we will try to find space on the new course dates you wish to attend. However, we cannot guarantee this. Please also ensure that the course you wish to take is available on the new dates you wish to attend.
- We will inform UK Visas and Immigration about any students studying for more than 6 months who do not arrive on the agreed date.

## Cancellation/Change of Course after Arrival

- If you terminate your course early, your tuition fees are non-refundable under any circumstances.
- We may allow students who leave early to book any unused full weeks in the future, depending on availability, and we cannot guarantee this will be possible. These unused weeks cannot be passed to a different person.
- Fees are non-transferable. This means you cannot transfer your fees to another person. You cannot convert full-time group study to 1-1 or 2-1 study, unless agreed by IPC and any extra fees are agreed.
- Accommodation will be refunded minus 1 week's homestay fees plus any banks charges incurred.
- If you booked through a representative, we will send any refund via that representative.
- We require 7 days' notice in writing to Reception for cancellation of any additional 1-1 lessons booked. If you cancel less than 7 days before your lesson, you will be charged full fees
- Periods of absence due to accident or sickness are non-refundable.
- Please note: We advise getting an insurance policy that will refund the remaining fees if a student has to go home early for a medical or other serious reason. We strongly advise all students to take out insurance covering this.

## Extensions

- If you wish to extend your course you may do so, provided there is a place available. As the school is often full, we advise booking an extension as far in advance as possible. Extensions must be paid in full before a place can be reserved. Please note it may not be possible to stay with the same host family.
- If you have booked and paid through a representative, your course extension fee may need to be paid via the representative.
- If you wish to extend your stay in IPC homestay accommodation, for periods of 4 weeks or less, full payment must be made at the time of booking.

## Holidays

- IPC is not open on Saturdays or Sundays or on UK public (bank) holidays (though there are often social activities on weekend days).
- Classes missed as a result of a bank or public holiday will not be refunded or made up, unless agreed in advance of the course start date.
- If you wish to take a 'study holiday', please give as much written notice as possible – we ask for minimum 14 days. Please note that we do not give refunds for holiday periods, but you can extend your course as long as there is availability. IPC reserves the right to refuse a holiday period. Ideally, the maximum holiday allowance is 4-6 weeks in total, depending on the length of your course. You must ensure that any holiday extensions remain within the period your visa is valid for.

- Please ask in Reception for the 'School Holiday' letter before going on holiday. You may need this letter to show UK Border force on your return to the UK. Please note: the school is not liable if you are delayed at the border or if you are not allowed back into the UK for any reason.

## Attendance

- As a courtesy to staff and fellow students, we expect our students to be on time, attend lessons, be respectful of other students and staff, and take part actively and positively in classroom activities. Latecomers may not be allowed into class. Persistent latecomers or non-attendeess will be subject to our Attendance Policy and in certain circumstances may be asked to leave the school.

## Visas

- It is your responsibility to ensure that you have the correct visa type and appropriate "leave to remain" (immigration status) in the UK. If we find that you do not have appropriate leave to remain, we will terminate your course immediately and you will have to return to your country. In this case tuition and registration fees may not be refunded.

## Photographs and Filming

- Classes or activities may occasionally be photographed/ filmed for promotional purposes. However, students will always be consulted and only included if they give their permission. Students must not photograph/film classes or activities unless permission has been given by all people involved.

## Bank Account

- If you are enrolled in school for 6 months or more, the school may be able to recommend local banks who will open an account. You may also use online banks. Most commercial transactions are now available for card payment, including public transport.

## Personal Information

- We keep your information in electronic and paper format and it is protected under GPDR laws.
- Some of the personal information you supply will be passed on to accommodation providers or the airport meeting service.
- Under UK law we must give information to UK Visas and Immigration if required to do so.
- In order to fulfil our obligations to you, and, in some cases, to the British authorities, it is necessary for us to see and copy your passport (and visa if applicable), to have contact details for you in Exeter (including a mobile phone number if you have one), and to have details of your next of kin (closest family member) in your country.

- Students are reminded of the need to tell us of any necessary medical information about the student to the school when the application is made and to enquire prior to enrolling whether the school and accommodation facilities are suitable for the individual's needs.
- By accepting these Terms & Conditions you accept our right to use your personal information in this way.

## Conduct

- IPC reserves the right to refuse admission to any student or to dismiss any student from school or accommodation without refund of tuition fees in the event of misconduct or unsatisfactory attendance or attitude to studies etc.
- IPC expects students to behave responsibly online and follow the school's guidelines on internet use, including not downloading or sharing any illegal or inappropriate material.
- We expect students to behave reasonably at all times (including when online or using any form of messaging or social media) towards other students and school staff and to respect cultural, racial, religious and other differences. We expect all students to uphold the British rule of law.
- If a student is asked to leave the school for poor attendance or conduct, their fees will not be refunded, and they will not be allowed to stay in IPC accommodation.
- Students may be asked to pay for any damage they cause on the school premises or at their accommodation.

## Resolution of disputes

- All complaints will be fully investigated as per our "Complaints Procedure" providing:
  - The complaint is made while the student is attending our school.
  - The complaint is registered in writing with the Director, Academic Directors, or Accommodation Manager.
  - All invoices relating to the student making the complaint have been settled in full.
- We do not accept complaints received after the student has returned to their own country.

## Liability

- IPC does not accept any liability in the case of illness, accident, loss or damage to personal items or property:
  - Occurring on the school premises, except where such liability is imposed under UK law.
  - Where accommodation or transport has been booked through the school.
- IPC does not accept liability for losses or additional expenses you might have to pay because of cancellation or delays to your travel services.
- We strongly advise all students to take out insurance before leaving their home country.

## Other

- In very rare circumstances the stated maximum class size might be exceeded. If this does happen, it will only be by one or two people and for a very limited period.
- The school reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund of all fees. If the student decides not to take the alternative course offered, we will not be liable for any losses incurred by the student for cancelled travel arrangements.
- Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of individual lessons instead of the group course.
- If your English level is not suitable for the course you have booked, we reserve the right to move you onto a different course or to refuse you admission to the school.
- Although we are aware of the importance of continuity, the school reserves the right to change teachers at any time during the course if necessary.
- The school reserves the right to alter dates, fees and any particulars although will always give notice of this.
- Classes take place in the main school building. We may use additional premises located near the school. The school reserves the right to move classes between rooms and premises as appropriate.
- The Managers of the School reserve the right at their absolute discretion to refuse any application for enrolment of any student at any stage of the application or booking process. The school shall be under no obligation whatsoever to give reasons for the decision of the Managers. If an enrolment is refused, all paid fees will be refunded.

## Force Majeure

- IPC is not liable for failure to perform its obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disasters that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.
- In the event of an outbreak of an infectious disease, all students are required to comply with rules regarding quarantine as set by government agencies or by the school.
- If the school asserts Force Majeure as an excuse for failure to perform its obligations, then the school must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, agent etc.) was, where possible, notified of the likelihood or actual occurrence of the event.

For further information, please contact Andy the IPC team at:  
[english@ipcexeter.co.uk](mailto:english@ipcexeter.co.uk)

A handwritten signature in black ink, appearing to read 'Andy Bungay', with a large, stylized flourish at the end.

*Andy Bungay,*  
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