

Terms and conditions

1. How to book a course

- a. To secure a place at Newbury Hall, please return the Registration Form to info@newburyhall.com or by post to Newbury Hall, Enborne Road, Newbury, Berkshire, UK, RG14 6AD.

2. Payment of fees

a. On receipt of the application a letter of confirmation is sent with a Statement of Fees which should be settled at least 4 weeks before the course starting date. In the case of registration less than 6 weeks before the course starting date, the full amount of the cost of the course must be sent with the Registration Form.

b. PLEASE NOTE: students will not be allowed to start their course unless FULL PAYMENT has been received by the School. All bank charges must be paid by the student.

c. PLEASE NOTE: if you require a visa the school will provide the visa letter only when full payment has been received by the school. All bank charges must be paid by the student. In the event of an unsuccessful application all fees will be returned in full on production of the visa refusal letter. Where we receive this evidence, the refund will be paid to you within four weeks of your providing us with bank details and signed authorisation that the refund should be paid to that account.

3. Accommodation address

Accommodation begins on the Sunday before the course starts and finishes on the Saturday after the course ends. Students who have requested the School to book homestay accommodation on behalf of the student will receive details of their homestay address at least 5 days before the course starting date, unless they enrol late. This enables those students travelling independently to let the homestay know of their approximate time of arrival.

4. Conditions for cancelling or changing a course by the Student

- a. If the School receives the cancellation before the course starting date, the School will refund the fees paid.
- b. After the course has started, a student must give 10 days' written notice to the Principal of changes to or cancellation of a course. A cancellation fee equivalent to 1 week's course fees will be charged. Refunds cannot be made for non-attendance, absence due to illness or any other cause.
- c. If a student wishes to be absent from the course for 1 or 2 weeks for the purposes of taking a holiday s/he must give the Principal at least 2 weeks' notice in writing.

d. Students who choose to exchange their original choice of course for one of greater value must pay the difference between the two at the time of requesting the upgrade.

e. Any refund due when a course is changed or cancelled, or a holiday taken, will be paid to the person who paid for the student's course at his/ her home address at the end of the course. 'End of the course' here is defined as the last date of the course specified on the booking form (i.e. if a student books a 12 week course and decides to leave after 4 weeks s/he will not be refunded until 12 weeks after the start of the course).

5. Change or Cancellation of a course by the School

a. Sometimes it is agreed between the School and a student that it would be beneficial for the student to be moved to another School course. When this happens only a course of at least equivalent cost will be offered by the School. The School reserves the right to cancel a course, or make changes to course arrangements, without liability, if forced to do so for reasons beyond its control. If this happened, the School would seek to offer alternative arrangements, dates or venues.

b. If the School cancelled a course booked and paid for by a student in accordance with these terms other than for reasons beyond its control, and did not offer an alternative acceptable to the student, the School would pay compensation as follows:
Compensation equal to one week's fees.

6. Liability and Insurance

a. Students should make sure that they organise their own travel insurance to cover medical costs and repatriation costs in the case of an illness or accident. The School acts only as an intermediary between its students and travel organisations and between students and host families. Unless and to the extent caused by the School's negligence, the School cannot be held responsible for any delay or accident during a journey nor for any incident which may happen during the student's stay with the homestay. The School will, however, endeavour to defend the student's interests in the event of breach of contract on the part of the travel organisation or the homestay.

7. The School reserves the right not to allow on the course a student suffering from any illness, medical condition, or mental or physical disability which has not been disclosed on the Registration Form.

8. These terms and conditions are governed by English law and do not affect your statutory rights under English law.

9. Personal Information and Photographs

a. We use the personal information that you give us, including information about your health and religious or dietary requirements, to perform our contract with you. We may also use it to ensure that we comply with UK law, for internal training, or to send you

further information about our courses and services. We do not share your details with third parties other than as necessary to perform our contract with you. The information you give us is kept securely on our computer system, and is accessible by the schools and offices in the group of companies to which the School belongs, including those outside the European Union. If you do not want to receive further information from us, please write to us at the address below.

b. Please contact us if you want to see a copy of the information we hold, or have questions about our use of your information. The School reserves the right to use photographs taken during courses to illustrate its promotional material. If a student wishes that his or her photo should not appear in this material, they should advise the School during the photo-shoot. These photos have no commercial or contractual value.

10. Information about the School

In these terms “the School” means Newbury Hall where you book your course. The school is operated by Instill Education Limited, a company registered in England and Wales under company number 01293463 and with registered office at 38 Binsey Lane, Oxford, OX2 0EY United Kingdom Tel: +44 (0)1865 258300 Fax: +44 (0)1865 244696.