

TERMS AND CONDITIONS
of
St. NICHOLAS COLLEGE OF LONDON

Students

To become a student you must:

1. Complete and sign application form
2. Pay registration and tuition fee
3. Demonstrate evidence of previous academic achievements (visa students only)
4. Pass the course entry test (online for foreign students)

Once registration and/or course fees have been paid the student is bound by the Terms and Conditions of St. Nicholas College of London.

Registration and Tuition Fees

Full payment must be received before an Enrolment letter can be issued. In the case of money sent by bank transfer a period of up to 2 weeks must be allowed for receipt of payment, although an Enrolment letter or a confirmation of acceptance for studies (CAS) may be issued upon official confirmation of pending transfer from the payer's bank. A minimum of 5 and a maximum of 10 clear working days have to be allowed for clearance of cheques drawn on a UK bank.

If a UK bank cheque is returned unpaid for whatever reason a fee of £15 will be charged. Tuition fees do not include anything other than class tuition. Cambridge Examination or IELTS fees are payable in addition to course fees.

Course lengths are adjusted to accommodate public holidays. The registration fee of £20 (£195 for visa-students) includes a level test, first enrolment letter, first holiday letter, receipt and certificate. A fee of £5 is charged for other letters. Letters will not necessarily be issued to students who have not paid or attended to the level required. Letters or documents must be requested at least two working days before collection.

Trial Lessons

A trial day of two lessons is offered to all students except those booking through an agency.

Course changes

A student may change class times and location as often as he or she wishes depending upon the availability of classes at the time required. If a student is absent for more than 5 days the student's name will be removed from the class register. To change the class time a student must notify the administration at least 1 week before the desirable date of change.

For visa students - once a start date has been agreed and an enrolment letter or confirmation of acceptance for studies (CAS) issued the course date will not be moved forward, but may be postponed in the case of a visa

refusal or Embassy delays. Courses will not be extended or refunded due to any unauthorised absences or uncertified illness. Classes must be taken within the UKBA (UK Border Agency) specified time i.e. before 6pm. Students not attending their classes for 10 subsequent working days and not responding to any of the College's correspondence will be reported to the UKBA. Student, whose overall attendance will be less than 80% will be reported to the UKBA.

The college reserves the right to combine or terminate some groups. In that case a student will be offered an alternative class or a group.

Holiday and absence

The holiday allowance is 2 weeks for every 12 weeks of paid lessons. The College must be notified at least 2 weeks prior to the holiday.

Any time off taken in excess of holiday entitlement will result in the loss of untaken lessons for that period, except in case of certified illness.

Classes

St. Nicholas College of London reserves the right to alter, cancel or combine classes when necessary, and to change teacher/class allocation when appropriate. The College cannot guarantee the time and/or location of a student's course although every effort is made to comply with a student's request. The College reserves the right to place students in a class of the appropriate level as ascertained in the level test or as deemed necessary by a teacher.

Attendance

Students with a student visa are advised that they must attend full time. The College is obliged to report to the Home Office those who have stopped attending or who have a poor attendance record. Poor attendance may affect the validity of the Guarantee.

Student records

Upon payment of the registration fee the student agrees to the keeping of personal records on the College's computer system. The student must keep the College advised of any changes to UK or home addresses and contact telephone numbers.

Refunds

Normally all lessons at the College are non-refundable. However any non-visa student may reserve the right to request a refund giving 2 weeks' written notice of the course cancellation or holiday request. To be entitled to the right of holiday/cancellation a student should pay holiday reservation fee according to the College's fee schedule. There will be a charge for every holiday/course change application made by a student. All fees and charges are listed in the current Fee Schedule of the College.

/see reverse

Visa students may have a refund under the following conditions:

1. Visa or visa extension refusal – 90% refund of unused course fees with original letter of refusal from UKBA or British Embassy from where the application was made. If this is not satisfactory further proof will be required. Also see conditions under "Attendance". College does not refund registration fees or any other extra charges.
2. Family or medical emergency necessitating a return home – relevant travel documents are required. In this case 50% of remaining course fees can be refunded. Alternatively the remainder of the course can be postponed for a maximum of 1 year, or transferred to another student. Any such action will take place upon the expiry date of the student's visa and provided the student has left and not re-entered the UK before that date. College does not refund registration fees or any other extra charges.

In some cases it will be necessary for the College to verify a student's status before issuing a refund i.e. confirmation from a British Embassy. Until the College is fully satisfied that the student qualifies for a refund no money can be returned.

Payments made by credit or debit card can only be repaid back onto the same card, and those made by bank transfer are returned to the same bank account from which the payment originated. Fees can be returned only to their origin and only by the method by which they were received.

No refunds are given to agency students but they may, under certain circumstances i.e. proof of return home, proof of non-arrival and cancelled visa application in the case of visa students, transfer lessons through the agency. A course can be transferred only once.

We do not refund or exchange books, CD's or cassette tapes.

Students may claim their refund ONLY within 3 months after the start date of the course if they have not started the course, or within 3 months after their last attended lesson if they started the course and want to terminate it. In both cases the course fee will not be refunded after three months since either of those dates.

In normal conditions processing a refund application may take up to 3 months. In certain circumstances this may take longer. A student will be advised of the approximate time scale of his/her application. Nonetheless the refund process may take longer than expected initially.

Payment by third party

Where lesson fees are paid by a person other than the student, a refund or course transfer can only be made with the written consent of both parties who must present themselves at the College with the proper identification. Fees will only be refunded to the payer. (See above)

Behaviour

Whilst on the College premises all students are expected to conduct themselves in an orderly fashion and to show consideration for others. The College reserves the right to refuse to teach any student whose behaviour causes annoyance, distress or offence to others. Persistent offenders will have their course cancelled.

Complaints

Complaints (Feed Back) Cards are available in reception or on the college's web-site for any student who wishes to make use of them. The College welcomes constructive comment and all complaints are dealt with in confidence.

Liability

St. Nicholas College of London, its employees and representatives accept no responsibility for personal injury and/or loss of/damage to personal property on the College's premises, whether by fire, burglary, theft, evacuation or otherwise.

Force Majeure

St. Nicholas College of London, its employees and representatives are not liable for damages for cessation of operation and resulting cancellation of courses due to earthquake, fire, flood, explosion, terrorist attack, plane crash or any other disaster outside its control.

General

The College reserves the right and retains copyright to all promotional photographic or video materials of students, taken on College's premises during the classes or within the common areas of the College. These materials will be only used for educational or advertising purposes.

No personal details of students will be passed to third parties, except the appropriate authorities, without prior consent.

Disclaimer

St. Nicholas College of London makes every effort to ensure the accuracy of all printed and promotional material, and all information is correct at the time of printing. The College reserves the right to change information at any time and will endeavour to give sufficient notice of any changes. Our promotional and marketing material is meant for illustration purposes only and does not constitute any contractual agreement between the College and any other person.

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