

Terms & Conditions of Booking

Course Bookings

Course fees must be paid in full at least 4 weeks before the course start date or at the time of booking where the period between the booking date and the course start date is less than 4 weeks. A deposit of is payable for all courses at the time of booking in all cases where the period between the booking date and the course start date is more than 4 weeks. The current course fee deposit arrangements are detailed on the [“How to Apply and Pay”](#) page of our website.

The only exception to the above is in the case of applicants from particular countries who require either a General Student Visa (GSV) or short Term Student Visa to study in the UK. For applicants from such countries the full course fees require to be paid in advance. The list of countries to which this condition applies is determined by the school and we reserve the right to change the list of countries at any time based on guidance received from the UK visa authorities. [The current list of countries can be found by clicking here.](#)

Minimum Length of Course Booking

The minimum course booking period is for one week of tuition of the advertised number of hours. For this purpose “one week” refers to a working week from Monday to Friday inclusive.

Accommodation Booking

You will be charged a non-refundable booking fee every time you book either homestay or student residential accommodation. This means both for the first booking and for any subsequent bookings. Details of the current accommodation booking fee can be found at the [“How to Apply and Pay”](#) page of our website.

You must pay an accommodation deposit at the time of booking. The current accommodation deposit arrangements are detailed on the on the [“How to Apply and Pay”](#) page of our website.

We recommend you book the full period you would like to stay in the accommodation before your course commences. Your accommodation is only guaranteed for the period you have paid for. You must pay in full for the total cost of your accommodation at least 4 weeks before the course start date or at the time of booking where the period between the booking date and the course start date is less than 4 weeks. Once the accommodation stated on your Confirmation of Booking has been occupied, you will be unable to transfer to another accommodation except in exceptional circumstances.

All homestay and student residential accommodation can only be booked on a weekly basis from Sunday to Sunday. If your flight arrangements result in you arriving earlier or leaving later you should arrange the extra nights of accommodation yourself. Although we will attempt to organise additional night’s accommodation with your host or student residential accommodation we can give no guarantees of availability. Prices for any additional nights accommodation arranged will be agreed on a case by case basis.

Requirement to follow accommodation provider rules

Each of our student residential providers and homestay families have their own specific rules. These are straightforward and common sense rules but by making an accommodation booking you are agreeing to follow these rules. The current rules for each student residential provider are shown on our website against the specific residence. Each host family will have their own “house rules” which they will make you aware of when you first arrive at their accommodation. You must respect your host’s home and keep your room and shared

areas clean and tidy. You must follow the host's "house rules." We reserve the right to ask you to leave the host accommodation early if you fail to meet all the above rules.

By booking accommodation through Glasgow School of English you are agreeing to abide by these rules. Specifically you will be liable to pay for any damage that you cause at your accommodation.

If you book accommodation with a host family you must stay for the full period booked unless it is agreed between yourself and Glasgow School of English that the description of the host accommodation given prior to booking was materially inaccurate.

Minimum notice periods for Booking

Our courses are very popular and are often fully booked well in advance of the course commencement date. To maximise the likelihood of your booking being accepted you need to book as far in advance as possible. The minimum period of notice from students not requiring a Visa varies between 7 and 28 days. For students requiring a visa you must book your course at least 28 days in advance. Please see the ["How to Apply and Pay"](#) page of our website for details of the current minimum booking period.

Right to Change your mind

For bookings confirmed when our the minimum notice period for booking period is set at 28 days, you are entitled to change your mind if you give us written notice within 7days of booking that you no longer wish to follow the course.

Changes to Your Booking

Any changes to your course and accommodation details must be agreed by the school at least 21 days before the start date stated on your Confirmation of Booking. If you do not notify us of any changes at least 21 days in advance, or arrive late for your course, then full course and accommodation fees, as detailed on your original confirmation of booking, are payable in full.

Extending your booking

It is usually possible to extend your booking while you are here. The extra fees you pay will be based on the length of your original booking. For example, if you originally booked 14 weeks on a course and extend by 4 weeks, you will pay for these 4 weeks at the 14-week rate. You must pay a deposit, or full fees, in order to guarantee a place.

Your level of English

It is your responsibility to check the level of English you need for the course you wish to take. We require you to complete our online placement test before confirming your booking.

If your level of English is unsuitable for the course you have booked, we reserve the right to move you to a more suitable one, or to refuse you admission to the school. If we move you to a more expensive course as a result, you will have to pay the difference. If we move you to a cheaper course, you will not receive any refund.

If your level is too low to join a group course, we may offer you a programme of Individual Tuition at our current rates, subject to availability. Because this will be more expensive, you can choose either to pay extra fees and maintain the full length of your booking, or to pay the original fees and shorten your studies. If your total time with us becomes shorter, we will calculate your fees based on the new course length.

Booking Cancellation & Refunds

Unless you change your mind as outlined in the section “Right to Change your mind” above, cancellation charges will apply to course and accommodation cancellations. The cancellation fees payable depend on the following factors;

- Your nationality and visa status – all students requiring a visa to study at Glasgow School of English will require to provide a visa rejection letter before we will raise the appropriate cancellation fee and return the balance of the deposit paid.
- Is the booking for English classes only or is accommodation also included?
- How much notice of cancellation is given? In the case of students requiring a visa this is measured from the date on which a visa rejection letter is provided.

The table below shows the current cancellation fees that apply;

a) Cancellation fees - Visa Applicants						
Course Booked	Accommodation Booked	Visa rejection provided within 21 days or less of course start date (or after course start date.)	Visa rejection provided more than 21 days before course start date	General Student Visa applicants (GSV)	Student Visitor Visa applicants (SVV)	Extended Student Visitor Visa applicants (ESVV)
Yes	No	Yes	No	£400	£150	£150
Yes	No	No	Yes	£200	£50	£50
Yes	Yes	Yes	No	£550	£300	£300
Yes	Yes	No	Yes	£200	£50	£50

b) Cancellation fees - Visa Applicants (from one of the “high risk” countries listed here)						
Course Booked	Accommodation Booked	Visa rejection provided within 21 days or less of course start date (or after course start date.)	Visa rejection provided more than 21 days before course start date	General Student Visa applicants (GSV)	Student Visitor Visa applicants (SVV)	Extended Student Visitor Visa applicants (ESVV)
Yes	No	Yes	No	£400	£400	£400
Yes	No	No	Yes	£200	£200	£200
Yes	Yes	Yes	No	£550	£550	£550
Yes	Yes	No	Yes	£200	£200	£200

c) Cancellation fees - Applicants from any EU or EEA countries and Switzerland				
Course Booked	Accommodation Booked	Cancellation within 21 days or less of course start date (or after course	Cancellation more than 21 days before course start date	Cancellation Fee

		start date)		
Yes	No	Yes	No	£150
Yes	Yes	Yes	No	£300

Once we have raised the appropriate cancellation charge we will refund all other money paid in full.

Attendance

Good attendance is essential for successful study. We require all students to achieve at least 80% attendance. Teachers mark your attendance on the class register each day and your attendance is recorded. We check attendance on a weekly basis and students with poor attendance will be told if their attendance is too low. Low attendance warnings may be verbal or in writing. By accepting these terms and conditions you are agreeing to achieve the required level of attendance. If your attendance falls below 80%, you may not be issued with an end of course certificate without the express permission of our Director of Studies.

Passport and Visa copies and contact details

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 appropriate), to have contact details for you in Glasgow (including a mobile phone number if you have one), and to have details of your next of kin in your own country. You therefore agree to provide these and tell us if they change during your stay

UK Visas & Immigration (UKVI) obligations for Visa students

As a UKVI Sponsor Glasgow School of English have certain legal obligations. If we issue a Confirmation of Acceptance of Studies (CAS) and you are successful in being issued with a General Student Visa (GSV) to study with us, we require to report you to UKVI if you fail to commence your course within 10 days of the latest possible course start date and have not contacted us to explain the reasons for the delay. By accepting a place on a course with us you understand and accept that;

- If you do not attend your classes regularly and miss ten consecutive classes, we require to report this to UKVI.
- If attendance is not at least 80% we may have to terminate your course and cease to act as your “sponsor.” This would result in you no longer being entitled to be in the UK and us having to inform UKVI..
- If you leave your course early we require to report you to UKVI.

If we issue a course confirmation letter to allow you to apply for a Student Visitor Visa or Extended Student Visitor Visa and you fail to enrol for your course and have not contacted us to explain the reasons for the delay, then we will report your non-attendance to UKVI.

Payment & Leaving Your Course Early

All course, accommodation and other fees must be paid in full at least 4 weeks before you start your course or at the time of booking where the period between the booking date and the course start date is less than 4 weeks. If paying by bank transfer please ensure that Global School of English receive the total amount due. Payment of bank charges are strictly the responsibility of the person sending the funds. Payment can be made by credit card through the secure payment facility on our website or by bank transfer. **AFTER YOU START A COURSE, THERE IS NO REFUND UNDER ANY CIRCUMSTANCES.** If you leave a course early, no refund will be made and UKVI will be notified, if appropriate.

Calculation of fees when course starts in one year and ends in the next.

If you take a course that starts in one year and finishes in the next we will calculate your fees and accommodation payments according to the fees for the different years. For example, if your course starts in 2017 and extends into 2018, you will pay 2017 prices for the part in 2017 and 2018 prices for the part in 2018. The only exception to this is if you take advantage of a promotional offer to book before a specified date to qualify for course fees at the current year fee level.

Government or Employer funded students

If your course fees are paid by your government or employer you must provide a financial guarantee letter from your sponsor addressed to the school. You agree to pay the course fees and all other charges yourself until we receive the financial guarantee letter.

Airport Transfer

If you have requested an airport transfer, you must confirm your arrival details (airport, date, time, and flight number) at least one week before you arrive. If you do not, your airport transfer may be cancelled and you will be charged, if applicable. The current airport transfer fees are detailed on the ["How to Apply and Pay"](#) page of the website.

Teaching Materials

All students studying for more than one week must buy the correct materials for their course. The appropriate charge for your initial materials will be automatically added to the total cost of your booking and you will be issued with the correct course materials when you arrive at the school. Please refer to the ["How to Apply and Pay"](#) page of the website for details of the current materials fees payable. As a continuing student you agree to purchase the required materials directly from the school when your class or level changes.

Age

The minimum age for our adult courses is 16. In the UK an adult is legally recognised as aged 18 or older. Therefore if you are aged 16 or 17 we will require a consent form signed by a parent or guardian indicating that they agree to you studying with Glasgow School of English.

National Holidays

The school is open for 50 weeks every year and closes for 2 weeks in late December/early January for the Christmas and New Year holiday. Throughout the year the school does not normally close on national or local holidays, with the exception of Easter Monday. If a course includes Easter Monday, no refund will be offered for this day.

Rules and Regulations

All students must follow the school rules. By accepting these terms and conditions of booking you are agreeing to follow the school rules. [The school rules can be accessed by clicking here.](#)

Expulsion

The school reserves the right to expel without refund any student who repeatedly breaks school rules; physically or verbally abuses or threatens other students or staff; does not attend classes; or commits a

criminal offence. UKVI will be informed if appropriate. In all cases of expulsion, students have the right to appeal both to the school and to an independent body.

Liability & Insurance

Unless imposed by law, the school will not be liable for any loss or injury sustained by students whether within the school or elsewhere. The school strongly advises you take out travel and medical insurance before travelling to the UK to commence your course.

Course Changes

We reserve the right to change or postpone course start dates, course content and teaching locations at any time due to circumstances beyond our control. We also reserve the right to cancel a course if the minimum advertised class size is not achieved before the published start date. In such circumstances we will always endeavour to offer you an alternative option but if you choose not to accept it we will refund you all fees paid.

Supplement when class numbers are very low

Our published course fees are based on average class sizes of approximately 12 students. Where there is demand for a course but with significantly lower numbers in the class we reserve the right to increase the weekly cost of the course. This reflects the improved student/teacher ratio and the additional individual attention that will result from the lower number of students. You will be informed of any supplementary charge prior to confirming your booking.

Booking through an agent

If you have come to us through an agent, their Terms of Contract may apply to you, but we reserve the right to apply our own Terms & Conditions of Booking.

Other situations arising

If a situation arises that has not been covered by these Terms & Conditions of Booking, we reserve the right to take any fair and reasonable action that we think appropriate.

Disabled Access

The school is situated on the second and third floors of a building in Glasgow city centre. Although the building does have a lift, there are 2 steps at the building entrance from street level which may make it unsuitable for students with physical disabilities. Internally three of the classrooms also require to be accessed by short stairways which could make access difficult for students with physical disabilities. By accepting these terms and conditions you are confirming that this location will not physically prevent you from attending the school. This information is also clearly stated on our website and our confirmation of booking and we cannot therefore be liable should you be unable to access the school premises by reason of physical disability. In such cases all fees would remain payable in full.

Law and Jurisdiction

Glasgow School of English is owned and operated by Global Connections (Scotland) Limited, registered in Scotland SC188088 and with Registered Office at 3rd Floor, 180 Hope Street, Glasgow, G2 2UE, United Kingdom. This contract is subject to Scots law and the Scottish courts shall have exclusive jurisdiction.