

# PRICE LIST 2010



## Welcome to Excel English!

When you study at Excel English, we will give you everything you need for a successful and enjoyable learning experience in London -

- ▶ a wide choice of quality English courses
- ▶ professional and caring teachers to help you learn more quickly
- ▶ individual attention from our friendly staff so you feel happy living in London
- ▶ a specially designed modern building with up to date facilities
- ▶ a wonderful peaceful garden where you can relax
- ▶ internet access so you can stay in touch with your family and friends
- ▶ comfortable accommodation so you feel at home
- ▶ a safe, attractive London location, 25 minutes from the centre of London
- ▶ guaranteed quality through British Council Accreditation and membership of both English UK and Quality English

This Price List gives details of all the courses we provide and our accommodation options. For adults we have a full range of general, examination and professional courses including teacher methodology. We also have our unique Experience courses combining English with interesting activities. For teenagers we offer a summer residential programme, the Explore London Experience.

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For more detailed information see our brochure or visit our website

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# General English and Examination courses

**Start dates - any Monday except for Cambridge Exam courses**

1 teaching hour = 60 minutes.

All fees are in GBP (Pounds Sterling)

## 15 hour course - available January to June & September to December

You will practise all the general language skills - reading, writing, speaking, listening, vocabulary & grammar.

## 21 hour courses - available January to June & September to December

On our most popular courses you will have 15 hours of general English plus 6 hours of language skills lessons or examination preparation for either IELTS or Cambridge examinations. We also offer 'English for Work' lessons for those planning to get a full or part time job in an English speaking country.

## Cambridge Exam course dates

January 4 - March 12

March 22 - June 11

June 14 - August 27

September 13 - December 3

## One to One Lessons - available year round (NB limited availability July & August)

You can add as many individual lessons as you want to the 21 hour or 15 hour general and examination courses.

Price per 60 min 55 GBP

Weeks	Morning Intensive English 15 hours (GBP)	Morning Super Intensive 21 hours (GBP)	Afternoon Intensive English 15 hours (GBP)	Afternoon Super Intensive 21 hours (GBP)	Cambridge Exam preparation 21 hours (GBP)	IELTS Exam preparation 21 hours (GBP)
1	200	280	200	280	280	280
2	318	426	248	336	426	426
3	477	639	372	504	639	639
4	<b>636</b>	<b>852</b>	<b>496</b>	<b>672</b>	<b>852</b>	<b>852</b>
5	750	1000	555	760	1000	1000
6	900	1200	666	912	1200	1200
7	1050	1400	777	1064	1400	1400
8	<b>1200</b>	<b>1600</b>	<b>888</b>	<b>1216</b>	<b>1600</b>	<b>1600</b>
9	1305	1728	918	1251	1728	1728
10	1450	1920	1020	1390	1920	1920
11	1595	2112	1122	1529	2112	2112
12	<b>1740</b>	<b>2304</b>	<b>1224</b>	<b>1668</b>	<b>2304</b>	<b>2304</b>
13	1794	2340	1261	1703		
14	1932	2520	1358	1834		
15	2070	2700	1455	1965		
16	2208	2880	1552	2096		
17	2346	3060	1649	2227		
18	2484	3240	1746	2358		
19	2622	3420	1843	2489		
20	2760	3600	1940	2620		
21	2898	3780	2037	2751		
22	3036	3960	2134	2882		
23	3174	4140	2231	3013		
<b>Semester Courses</b>						
24	<b>3120</b>	<b>4128</b>	<b>2184</b>	<b>3024</b>		
25	3250	4300	2275	3150		
26	3380	4472	2366	3276		
27	3510	4644	2457	3402		
28	3640	4816	2548	3528		
29	3770	4988	2639	3654		
30	3900	5160	2730	3780		
31	4030	5332	2821	3906		
32	4160	5504	2912	4032		
33	4290	5676	3003	4158		
34	4420	5848	3094	4284		
35	4550	6020	3185	4410		
<b>Study Year Abroad</b>						
36	<b>4608</b>	<b>6048</b>	<b>3276</b>	<b>4536</b>		
37	4736	6216	3367	4662		
38	4864	6384	3458	4788		
39	4992	6552	3549	4914		
40	5120	6720	3640	5040		
41	5248	6888	3731	5166		
42	5376	7056	3822	5292		
43	5504	7224	3913	5418		
44	5632	7392	4004	5544		
45	5760	7560	4095	5670		
46	5888	7728	4186	5796		
47	6016	7896	4277	5922		
48	<b>6144</b>	<b>8064</b>	<b>4368</b>	<b>6048</b>		

### Tuition fees include

- All tuition costs
- Placement & progress tests
- London maps
- Student handbook
- Student card
- First day sightseeing / induction walk
- Free internet & Wi-Fi access
- Use of study centre
- Loan of DVD / audio / printed materials
- Newspapers & magazines
- Individual meetings with teachers
- Advice & support from all staff
- Some social activities
- End of course report (8 weeks+)
- End of course certificate

### Tuition fees DO NOT include

- Accommodation
- One off charges (see below)
- Express postage charges
- Examination Fees
- Some social activities

### Additional one off charges

These apply to ALL courses *except* the Explore London Experience.

Registration Fee	50 GBP
Accommodation arrangement Fee	35 GBP
Learning materials Fee	23 GBP
(examination books extra)	

# Summer courses

Available June 28 - August 27 2010

Start dates - any Monday

1 teaching hour = 60 minutes. All fees are in GBP (Pounds Sterling)

Weeks	Summer Vacation 15 hours	Super Intensive / IELTS 21 hours	Summer Double Intensive 30 hours
1	200	280	350
2	342	436	630
3	513	654	945
<b>4</b>	<b>684</b>	<b>872</b>	<b>1260</b>
5	810	1025	<b>See General &amp; Examination English for what fees include &amp; one off charges.</b>
6	972	1230	
7	1134	1435	
<b>8</b>	<b>1296</b>	<b>1640</b>	
9	1458	1845	

## 15 hour course

This summer course includes many social activities as well as general English. Your entrance fees and travel are not included in the course fees.

## 21 hour course

On this course you will have general English plus language skills or IELTS preparation. You still have time to join in with activities.

## 30 hour course

An all day general English course so you make the most progress in the shortest time.

# Professional English & English for Business Courses

These courses are designed for busy senior managers or executives to maximise the amount of English you learn. Lessons cover general business English or more specific language such as English for law or finance.

Available all year. Start dates - any Monday. NB limited availability during July & August.

## Professional English

Professional English is a specially designed course of individual lessons. You can study from 1 week to 4 weeks and for 15, 25 or 30 hours per week.

Weeks	15 individual hours (GBP)	25 individual hours (GBP)	30 individual hours (GBP)
1	900	1425	1650
2	1685	2735	3185

**Prices include:** Pre course needs analysis; Intensive 1:1 tuition for the chosen number of hours; all materials including 2 self study books to keep; detailed end of course report; registration & accommodation arrangement fees.

## English for Business

Combine a multinational group course with individual extra work on your specific business language needs. 15 hours general Intensive English Mornings plus 10 individual hours per week.

Weeks	15 general English hours + 10 individual hours (GBP)
1	750
2	868
3	1027

**Prices include:** Pre course needs analysis; group and 1:1 tuition; all materials including 2 self study books to keep; detailed end of course report.

**Internships** Excel English can arrange full time **unpaid** internships as part of your English course. These work placements are an ideal way to practise your English and improve your professional skills. Internships can be arranged in a wide variety of

Basic Placement 4 - 16 weeks	£530
Complex Placement 4 - 16 weeks	£600
Basic Placement 16 weeks +	£675
Complex Placement 16 weeks +	£750

companies. You must have at least an Upper Intermediate level of English (B2 Council of Europe) by the date you begin your internship. If you are applying for a Student Visa, the English language learning component must be a minimum of 50% of your total course weeks. Complex placements include science, engineering, law, accountancy, architecture, IT, finance.

**Executive Lunch** Continue learning social English during lunch with a member of staff.

Accompanied lunch price: 425 GBP per week (Mon to Fri) including the cost of restaurant lunches for client & tutor.

# Experience Courses

You can add to your overall Excel English experience by taking one of our unique Experience (English Plus) courses. Experience courses include 15 hours of Intensive English morning lessons in a multinational group and all admission costs & materials.

They can be combined with other Experiences or General & Examination English courses and often include visits to central London. Above all, Experience courses are fun.

**\*Prices include:**  
all tuition costs, travel, admission costs & all materials  
**\*\*Prices include:**  
all tuition costs; materials or hiring all sports equipment

## Start dates - any Monday

NB Limited availability for some Experiences July & August.

Courses	1 week (GBP)	2 weeks (GBP)	3 weeks (GBP)	Intensive English hours / week	Experience hours / week
Fashion *	795	1580		15	18
Aromatherapy & Massage *	565	1120		15	8
Flower & Garden *	810	1610	2410	15	15
Flower Arranging*	815	1620		15	12
English Tea Ceremony *	785			15	16
Glass Art **	415	820		15	8
Tennis **	265	520	775	15	2
Horseriding **	300	590	880	15	2
Golf **	260	510	760	15	1.5

## The English Teacher Experience

### Dates

From September - June we offer our teacher clients homestay half board accommodation. During July & August teachers are all accommodated in a good quality residence without meals in north London.

Jan 4 - Jan 15  
April 19 - April 30  
June 7 - June 18  
July 5 - July 16  
July 19 - July 30  
Aug 2 - Aug 13  
Aug 16 - Aug 27  
Oct 18 - Oct 29

**Course Fees 570.00 GBP per person**

These language enhancement and methodology courses are for overseas teachers of English who want to improve their mastery of the English language, discover new methodology, and learn about British culture.

Each two week course offers 24 hours input per week including organised cultural activities. The course is suitable for teachers specialising in teenage and adult students. You should have at least an Upper Intermediate level of English. (B2 on the Council of Europe Framework).

Teachers from the European Union or EU accession countries, may be eligible for grants under the EU Lifelong Learning Programme (Comenius 2.2c / Gruntvig 3). For further information visit -

<http://ec.europa.eu/education/trainingdatabase/index.cfm?fuseaction=DisplayCourse&cid=15344>  
The English Teacher Experience Course Reference Number is UK 2009 879 008

We offer teachers homestay half board accommodation outside the summer. During the summer teachers are all accommodated in a good quality residence without meals in north London.

## The Explore London Experience - Teenage Residential Course

### Dates

Sunday June 27 - Saturday July 31 2010  
Minimum booking 2 weeks  
Arrival Sunday. Departure Saturday.

Minimum age 13 years  
Maximum age 17 years

The Excel English teenage residential course is designed for young people who want to improve their English, make friends, explore London and enjoy exciting social activities.

Your course includes 15 hours of English teaching per week and more excursions than any other teenage summer programme. All admission costs & travel in the UK are included in the cost. Your accommodation is in single rooms, each with an en suite bathroom, and the meals are specially prepared and of a high quality. We have a high student / staff ratio and 24 hour supervision is guaranteed.

2 weeks (13 nights) GBP	3 weeks (20 nights) GBP	4 weeks (27 nights) GBP
1680	2355	2999

# Accommodation

At Excel English we offer good quality, carefully selected accommodation. You can book accommodation for the whole of your course, or for fewer weeks if you are coming for a long time (you may be thinking of finding your own accommodation after a few weeks). We will charge you in advance for the total number of weeks' accommodation you book.

Your accommodation must start and finish on either a Saturday or Sunday. During July and August your accommodation must start on a Sunday and finish on a Saturday. If you arrive or leave on a different day, you must arrange to stay in a hotel for the extra night(s). If you want to change / postpone or cancel your accommodation you must give two weeks' notice.

All accommodation charges must be paid directly to the school. Fees are in GBP (pounds sterling). Prices are per person.

Type	Meals	Room	1 week	2 week	3 week	4 week	5 week	Extra week	Availability	
Homestay	Breakfast & 7 Evening Meals	Single Regular	155	310	465	620	775	155	All year	
		Twin Regular	145	290	435	580	725	145		
	Breakfast & 3 Evening Meals	Single Regular	140	280	420	560	700	140		
		Twin Regular	130	260	390	520	650	130		
	Breakfast only / Self Catering		Single Regular	125	250	375	500	625		125
			Twin Regular	115	230	345	460	575		115
			Single Superior*	160	320	480	640	800		160
Residence with meals (North London)	Breakfast & 7 Evening Meals + lunches Sat & Sun	Single Regular	170	340	510	680	830	150	Jan 1 to May 30 Sept 5 to Dec 31	
			185	370	555	740	890	150	May 31 to Sept 4	
	Breakfast & 7 Evening Meals + lunches Sat & Sun	Single Superior	280	560	840	1120	1400	280	June 27 to August 22	
		Twin Superior	245	490	735	980	1225	245		
Regular Self Catering Residence	No meals provided	Single	175	350	525	700	875	175	June 27 to September 19	
Economy Self Catering Residence	No meals provided	Single	124	248	372	496	620	124	June 28 to September 12	
Muswell Hill Hotel	Breakfast only	Single en suite 55 GBP per night							All year	

**Homestay Accommodation** Our homestay accommodation is located near the school (walking distance or up to 25 minutes by bus). You will live in a British home with one or more friendly hosts and you will be able to find out more about British culture. The majority of our homestays are managed by our own Accommodation Officer, but in July & August we occasionally use accommodation agencies to provide extra homestay accommodation. You will have a single room unless you ask to share with a friend or relative. You can also decide in advance how many meals you have in the homestay each week. We can only guarantee a private bathroom if you book Superior Bed & Breakfast Homestay. During the Christmas period (Dec 24 2010 - January 3 2011) we charge 55 GBP extra for 11 days full board in the homestay.

**Residential accommodation** This is your best choice if you enjoy being with other students at all times. We offer year round residential accommodation in single rooms with meals and in the summer we also arrange accommodation in two residences (Regular and Economy) where students provide their own food and so are not restricted by mealtimes. Residential accommodation is only available to students aged 18 years and over. The maximum age in the residence with meals is 25 years September to June and 30 years during July and August. There is no maximum age in the residences without meals.

**Hotel accommodation** A good quality guest house hotel which provides bed and breakfast accommodation is available within walking distance of the school.

# Airport Meeting & Transport Service

We can arrange a meeting service at the airport and a car to take you direct to your accommodation. The prices (in GBP Pounds Sterling) are for single journeys for one person only.

If you do NOT book this service, you will not be met at the airport. If your flight is arriving after 22.00 or before 05.30, you should book an airport hotel for your first night.

Heathrow	Stansted	Luton	Gatwick	City	St Pancras (Eurostar)
75	90	90	100	75	75

**Waiting time (if you or your flight are delayed for more than 2 hours) 10 per hour (NB Different transfer prices apply for the Explore London Experience)**

## Holiday Dates

Excel English is not open on Saturday or Sunday.

### The School is closed on the following dates in 2010

January 1st \* / April 2nd \* / April 5th \* / May 3rd \*  
May 31st \* / August 30th \* / December 17th - December 31st

**If one of your sessions is on a public holiday (\*) when the school is closed, you will not be given a refund nor be allowed to take the class on another date.**

## Living In London

**Insurance** We strongly recommend you have insurance for the whole of your stay in England. Contact us for details of our recommended insurance brokers.

**Living Expenses** We suggest a minimum of 100 GBP per week for extra expenses such as sightseeing, shopping, entertainment and travel.

## General Information

### Class Sizes

Maximum class size 15 students  
Minimum class size 4 students

Where there are fewer than 4 students in a class, we reserve the right to offer an alternative course or reduce the number of teaching hours per week.

**Average class size**  
6 - 8 students Elementary & Advanced  
8 - 10 other levels.

**Summer average class size**  
10 - 12 students

The following information applies to all our courses except for the Explore London Experience.

**Minimum Age** 16 years **Average Age** 26 years

**English Levels** Elementary to Advanced. We do NOT take beginners.

**Hours** All our teaching hours are a full 60 minutes.

**Minimum course length** 1 week (2 weeks during July & August)

### Lesson times

Morning Lessons	Lesson 08.30 - 10.00	Break 10.00 - 10.20	Lesson 10.20 - 11.50
Skills & Exam Prep	Lesson 12.20 - 13.50		
Afternoon Lessons	Lesson 14.20-15.50	Break 15.50-16.10	Lesson 16.10-17.40

**Please note - we operate a zigzag programme during July and August and all students have a mixture of morning and afternoon sessions.**

# Terms & Conditions

Please read these Terms & Conditions before you book a course. If anything is not clear, then contact us. Excel English Terms & Conditions are binding on all students, regardless of whether you have booked direct or through an agency.

**Visas - EU Students** You do not require a visa to enter the UK. You will be able to work while you are in the UK.

**Visas - Non EU students** If you are not from the EU you will probably need a visa to enter the UK. Full information can be found at [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk). If you want to study for more than 6 months, work part time while you are studying, or are likely to extend your visa after your initial course, then you must apply for a **Student Visa**. If you are coming for 6 months or less, do not want to work or extend your visa, then you should apply for a **Student Visitor Visa**. You cannot study if you only have a Visitor Visa. If you are applying for a **Student Visa**, you must be able to prove you have studied English before & can follow a course at Elementary (A2) level or above. Please apply for a UK visa a minimum of 4 weeks before you plan to travel to the UK - and further in advance if you want to travel during the summer.

## Age Limit

1. The minimum age at Excel English is 16 years. There is no maximum age limit. The age limit for the teenage Explore London Experience course is 13 - 17 years.
2. 16 & 17 year old students at the adult school are not supervised except in lessons and on Excel English excursions.

## How to apply to the school

1. You can either book directly with the school, or through an agency in your country. Use the paper booking form, our electronic booking form or the booking form on our website [www.excelenglish.co.uk](http://www.excelenglish.co.uk).
2. Send the completed booking form with a copy of your passport by email or fax. If you are applying for a Student Visa you must also send proof of previous English studies or request our pre arrival level test. See 'How to Pay' for information on how to send your deposit and full fees.
3. A place in classes at Excel English is guaranteed once we have received your deposit or full payment and processed your booking form. We will then send you a letter confirming your booking, an invoice, a Certificate of Acceptance of Study if you are applying for a Visa, accommodation information including travel details (this may arrive a few days after the other documents) and confirmation of your airport transfer (if booked).
4. If we cannot accept your booking, we will offer you an alternative or refund your fees.
5. Once your booking has been confirmed and your documents have been sent, you are liable to pay the full cost of the courses and accommodation booked. (See **Changes BEFORE starting your course at Excel English**).

**How to Pay** The prices quoted are for full payment in advance for course fees and accommodation. If we have not received full payment by the start of your course, you will not be admitted to class and will have to leave any accommodation booked by the school.

**EU Students** If you are booking more than 6 weeks before arrival, you must send a deposit of 300 GBP (150 GBP without accommodation) with the booking form. This deposit will be deducted from the full fees due. The balance of the fees due must be received by the school a minimum of 3 weeks before the start of your course. If you are booking less than 6 weeks before arrival, you must pay the fees in full when you book.

**Non EU Students** At the time of booking you must pay the full tuition fees, the booking fee (50 GBP), accommodation arrangement fee (35 GBP), textbook & learning materials fee (23 GBP) and a minimum of 4 weeks accommodation fees. The booking will NOT be processed or documents sent until the payment has been received.

All payments must be in Pounds Sterling (GBP). Payment details will be printed on your invoice. Payments can be made as follows:

1. Sterling Bank Transfer to Excel English, Account Number 50971804, Barclays Bank Sort Code 20-29-77, Enfield Branch, The Enfield Group, 20 The Town, Enfield, Middlesex EN2 6LY IBAN Code GB07 BARC 202977 5097 1804, SWIFT Code BARCGB 22. Make sure the bank includes your name on the bank transfer document. You are responsible for all international banking fees. Instruct your bank to send the full amount plus additional funds to cover ALL bank transfer charges including UK bank charges of 10 GBP.
2. Visa or Mastercard credit cards - please give the cardholder's full name, card name, number, expiry date and the 3 digit security code on the reverse of the card. Non EU students must pay the first 4 weeks fees by Bank Transfer. The balance of fees can then be paid by credit card. If you pay the deposit by credit card, the balance of your fees will automatically be deducted from the card two weeks before your course start date. Credit card details should be sent by fax for security.
3. Cheque drawn on a UK Bank, payable to Excel English.
4. Cash direct to the school.

## Changes BEFORE starting your course at Excel English

1. We must receive written notice at least 3 weeks before you are due to begin that you want to change / postpone the dates you have booked. This includes if your visa application is delayed.

2. There is an administration charge of 25GBP for every change made before the course starts.
3. If you cancel 3 weeks or more before the start of your course for whatever reason we will refund your tuition and accommodation fees in full. The registration and accommodation arrangement fees include cancellation insurance and are NOT refundable under any circumstances. Bank charges and postal courier fees are also not refundable.
4. If your application for a Student Visa or Student Visitor Visa is refused, you MUST send us the letter of refusal from the British Embassy and the original Excel English booking documents. If the cancellation is received a minimum of 3 weeks before the start of your course, we will refund your tuition and accommodation fees in full after we have received the documents. The registration and accommodation arrangement fees include cancellation insurance and are NOT refundable under any circumstances. Bank charges and postal courier fees are also not refundable. If you receive a refusal less than 3 weeks before the start of your course then all tuition fees will be refunded, but 1 week's accommodation fees will be retained to pay compensation to the accommodation provider.
5. If you have applied to the EU for a grant for a Teacher Methodology course, you must inform us if your application is unsuccessful a minimum of 3 weeks before the start of the course. If you inform us less than 3 weeks before the start date, normal cancellation charges will apply.
6. If you cancel / postpone less than 3 weeks before your course start date for whatever reason, the deposits (300 GBP or 150 GBP without accommodation) will be not be returned. Other fees paid will be refunded.
7. If you cancel / postpone less than 2 weeks before your course start date for whatever reason, you will be charged the full deposit plus 1 week's course fee and 1 week's accommodation fee. Other fees paid will be refunded.
8. There are no refunds for cancellation or postponement made 1 week or less before the planned start date.
9. If you have booked through an agency, we will send any refund to that agency. We do not refund agency students direct.
10. We strongly recommend you to purchase insurance to cover cancellation in case of illness.

## Changes AFTER starting your course at Excel English

1. You cannot cancel or change your course once you have started at Excel English or if you do not arrive on the agreed date.
2. If you leave early, you will not be entitled to a refund of your tuition fees. You are also not allowed to transfer the outstanding fees to another student. If you have paid in advance for your accommodation, you will receive a refund of accommodation fees after the two week notice period.
3. If you leave because you are ill or because of the death or serious illness of a close relative, you may be able to claim reimbursement of fees through your insurance. We strongly recommend you purchase insurance.
4. Individual lessons can be cancelled / postponed with 48 hours notice. All late cancellations will be charged at the full hourly rate.
5. The UK Border Agency will be informed about non EU students who do not arrive on the agreed date or who leave their course early.

## Accommodation

1. Accommodation is only arranged for full time students and only while you are studying at the school. If you leave the school, you will be asked to leave your accommodation.
2. All accommodation is subject to availability. Please book early and give a second choice.
3. Homestay accommodation is only suitable for students who are prepared to adapt to living with British hosts.
4. All accommodation fees should be paid through the school. You can pay for your accommodation every 4 weeks, one week in advance.
5. Accommodation must be booked to start on the Sunday before the start of your course and finish on the Saturday or Sunday after the end of your course. (Saturday departure only during July and August). If you want to arrive or depart on different days, you must book a hotel for the extra nights.
6. The school acts as an agent in booking accommodation.
7. You must send your full arrival details as soon as you have made your travel arrangements. If we do not receive your arrival details, your accommodation provider may not be at home when you arrive. If you would like us to book a meeting service, please tell us when you book your course.
8. If you are unhappy with your accommodation, talk to the Accommodation Officer as soon as possible. If necessary, we will find you new accommodation. You cannot request a change of accommodation just because you want to be nearer to the school.

# Terms & Conditions continued

9. After 3 requests to change accommodation, Excel English reserves the right not to provide further accommodation.
10. Students who do not behave reasonably in their accommodation will be asked to leave and find their own accommodation.
11. Students booking bed and breakfast homestay can use the hosts' kitchen. Students requesting half board are not allowed to use the kitchen facilities.
12. Friends or relatives cannot stay at your accommodation.
13. If you change your accommodation in an emergency, or you extend your course, no further accommodation arrangement fee will be charged. If you book fewer weeks of accommodation than your course, we will charge the 35 GBP accommodation arrangement fee for each rebooking. This fee will also be charged if you leave Excel English accommodation and then ask to return to school accommodation.
14. While every effort will be made to ensure you are happy with your accommodation, Excel English cannot guarantee you can stay with one accommodation provider throughout your stay. Changes might occur because of emergencies or on rebooking.
15. If you go on holiday during your course, you will have to pay for your accommodation while you are away, unless you cancel your accommodation completely.
16. If you decide to leave your accommodation early, you must give two weeks' notice in writing. Accommodation refunds will only be made for full calendar weeks.
17. You are responsible for any damage you cause in your accommodation and must pay the accommodation provider for the repair / replacement.
18. If you book your own accommodation, instead of the school accommodation, you must give your address and contact phone number to the Client Services Co-ordinator.

## Studying English

1. You will take a placement test on the first day of your course to ensure you are placed in the correct level.
2. 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 have to move you to a more expensive course, you will have to pay the difference.
3. All students must be able to read and write Roman script. We do not offer literacy lessons at the school.
4. We reserve the right to determine the best course of study for any student.
5. Your progress will be monitored by your teachers and you will be moved levels when appropriate.
6. You will be expected to do a minimum of one hour's homework each weekday.

## Extensions & Repeat Bookings

1. If you want to extend your course or accommodation, please speak to the Client Services Co-ordinator as soon as possible. Courses will be extended as long as there is space available.
2. Payment for extensions must be made in full in advance.
3. If you extend your booking or return to school for a further course, no extra registration fee will be charged.

## Holidays

1. Excel English is not open on Saturdays or Sundays or on UK public (Bank) holidays.
2. If one of your sessions is on a public holiday when the school is closed, you will not be given a refund nor be allowed to take the class on another date.
3. You can take two weeks' holiday for every 12 consecutive weeks you are at the school.
4. Holidays must be complete calendar weeks.
5. You must give us at least two weeks' written notice of a holiday.
6. There is a discretionary administrative charge of 35 GBP for each holiday booking, unless the holiday dates have been given at the time of initial booking.
7. The holiday week(s) will be added to the end of your course. If you are not an EU student, you must have enough time left on your Visa. No refund will be given and extra accommodation must be paid for.
8. Excel English cannot guarantee to place you in the same class group or accommodation when you return from holiday.

## Attendance and Absence

1. We expect all students to come to lessons regularly and to arrive on time.
2. We keep attendance registers.
3. You will not receive a leaving certificate unless you attend a minimum of 90% of your course.
4. We are legally obliged to give the UK Border Agency the details of any student who does not attend for 10 consecutive daily sessions.
5. If you miss a lesson, regardless of the reason, we cannot give you a refund or allow you to take the lesson at some other time.

## Personal Information

1. We keep your information in electronic and paper format.
2. Some of the personal information you supply will be passed on to accommodation providers or the airport meeting service.

3. To fulfil our obligations to you, and to the UK Borders Agency, we must see and photocopy your passport and Visa (if required) when you start your course. We also need your UK address, your mobile phone number (if relevant) and details of your next of kin in your own country. You must keep these details up to date at all times.
4. We must give information to the UK Borders Agency, if required to do so under UK law.
5. By accepting these Terms & Conditions you accept our right to use your personal information in this way.

**Photographs and Videos** Excel English may use video or still photographs of students for promotional purposes. You (or your parents if you are under 18 years of age) must inform the school in writing **before** your course starts if you do not allow us to use such images.

## Conduct

1. We expect students to behave reasonably at all times towards other students, school staff and accommodation providers and to respect cultural, racial and religious differences.
2. If we have to ask you to leave the school because your behaviour is unacceptable, you will not be entitled to any refund of fees and you will not be allowed to remain in Excel English accommodation.
3. Unacceptable behaviour includes unsatisfactory attendance or work, aggressive physical or verbal behaviour towards other students or members of staff, drug abuse, dishonesty, or deliberately causing damage to the school premises or accommodation.
4. The school expects all students to adhere to the standards and rules we set.

## Liability

1. Excel English does not accept liability in the case of accident, illness, loss or damage to personal effects 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.
2. Excel English does not accept liability for losses or additional expenses you might incur because of cancellation or delays of your travel services.
3. Excel English is not liable for failure to perform its obligations if the failure is because of external events not under the school's control (eg war, terrorist activities, natural disasters, earthquakes, hurricanes, infectious diseases, pandemics, labour dispute, failure of electricity or water supply etc), provided the school can prove it took reasonable steps to minimise delay or damages caused by foreseeable events.
4. You will have to pay for any damage you cause on the school premises or at your accommodation.
5. We strongly recommend all students buy insurance to cover all risks before leaving their own country.

## Other

1. The school reserves the right to change published information, including prices, lesson times and Terms & Conditions at any time.
2. The school reserves the right to cancel or alter courses. In this case you will be offered an alternative course.
3. The school will make every effort to ensure you can attend the course for which you booked. A course will run with the published number of lessons, provided there are 4 or more students in the group. In the unlikely event of insufficient enrolments for a particular course, we reserve the right to arrange a reduced number of lessons or offer a course of equal value.
4. The school reserves the right to change teachers at any time during a course.
5. The school reserves the right to hold lessons in other premises should the need arise.
6. VAT (Value Added Tax) is not charged on Excel English tuition fees. If the UK government decides to charge VAT on tuition fees at language schools, Excel English reserves the right to change prices as necessary.

## Complaints & Disputes

1. If you are unhappy with any aspect of our service, teaching, accommodation, etc, then please speak to a member of staff immediately. We will try to resolve the problem as quickly as possible.
2. In the unlikely event the complaint is still not resolved, you or your educational travel agency should give the Principal a full written report of the complaint before the end of your course.
3. We will investigate the complaint fully, provided it has been received before the end of your course and all invoices have been paid.
4. If, after due consideration, we consider the complaint reasonable we will make an appropriate recompense (financial or otherwise).
5. If we do not consider the complaint reasonable, and you wish to take the dispute further, then you can write to the Chief Executive, English UK, 219 St John Street, London EC1V 4LY.
6. All disputes are handled under UK law.

**EXCEL  
ENGLISH**

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