

# Terms and Conditions of Booking

## Course Fees

The course fees applicable to your course are as contained in the following table. Please note that the fees applicable are those for **the year in which the booking is made**, not the start date of the course.

The following are our standard fees for self-funded students. If your funding comes from your government or employer, please refer to the fee table on page six below.

				2024	2025		
<b>MORNING</b>							
	Entry Level	Min. Age	Hours per Week	Cost/Week (1-6 weeks)	Cost/Week (7+ weeks)	Cost/Week (1-6 weeks)	Cost/Week (7+ weeks)
General English	Any Level	16	15	£190	£180	£195	£190
IELTS Preparation (Academic)	CEFR B1	18	15	£195	£185	£200	£195
<b>AFTERNOON</b>							
General English	Any Level	16	7.5	£95	£90	£95	£90
Academic English	CEFR B2	18	7.5	£95	£90	£95	£90
Business English	CEFR B2	18	7.5	£95	£90	£95	£90
IELTS Preparation (Academic)	CEFR B1	18	7.5	£95	£90	£95	£90
TOEIC Preparation	CEFR B1	18	7.5	£95	£90	£95	£90
<b>SPECIAL OFFER (Combined courses of 22.5 hours – mornings and afternoons)</b>							
General English Intensive	Any level	16	22.5	£250	£240	£260	£255
IELTS Intensive	CEFR B1	18	22.5	£255	£245	£265	£260
General English Plus Academic English	CEFR B2	18	22.5	£250	£240	£260	£255
General English Plus Business English	CEFR B2	18	22.5	£250	£240	£260	£255
General English Plus TOEIC Preparation	CEFR B1	18	22.5	£250	£240	£260	£255
IELTS Plus Academic English	CEFR B2	18	22.5	£255	£245	£265	£260
IELTS Plus Business English	CEFR B2	18	22.5	£255	£245	£265	£260
<b>INDIVIDUAL TUITION</b>							
One-to-One Individual Lessons	Any level	18	As agreed	£45 per hour		£40 per hour	

Please note: If paying by bank transfer please ensure that Glasgow 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.

## Course Bookings

You must pay your course fees in full at the time of booking if either of the following applies:

- If you are booking 28 days or less before your course start date, or
- If the School requires full payment at time of booking, at our sole discretion.

## Deposits on Course Fees

The option of paying a deposit on course fees lies within the discretion of the School. We reserve the right to require full course fees to be paid in advance (or a higher deposit amount), depending on a number of factors including your circumstances, length of course, and demand for places on your course.

If the School accepts a deposit on your course fees the standard amount will be £190.

If the total amount to be paid is less than the deposit amount, you must pay the fees in full.

If a deposit is paid, the full balance of the course fees must be paid no later than 28 days before the course start date.

The course deposit is not refundable, except in the circumstances outlined in the “Right to Change your Mind” section below.

## Minimum Length of Course

The minimum course booking period is for one week of tuition of the advertised number of hours. “One week” means here a working week from Monday to Friday inclusive.

## Accommodation Booking

If you book accommodation through the School, you will be charged booking fee every time you book either homestay or student residential accommodation. This means both for the first booking and for any subsequent bookings. The accommodation booking fee is not refundable, except in the circumstances explained under the “Right to Change your Mind” section below.

The current Accommodation Rates and Booking Fee are outlined in the following table. Please note that the accommodation rate applicable are those for **the year in which the accommodation is required**, not the date of the booking.

ACCOMMODATION RATES AND BOOKING FEE		
	2024	2025
Accommodation Booking Fee (per booking) (This fee is waived if booking for 12 weeks accommodation or more)	£50	£50
Accommodation Deposit (Homestay)	£220	£225
Accommodation Deposit (Student Accommodation)	£350	£350
Hosted Accommodation (Homestay)	£220 per week	£225 per week
Hosted Accommodation – Extra Night	£50 per person	£50 per person
Hosted Accommodation – Special Dietary Requirements Supplement	£20 per week	£20 per week
Hosted Accommodation – High Season (July-August) Supplement	£25 per week	£25 per week

Hosted Accommodation – Private Bathroom (if available)	£25 per week	£25 per week
Dobbies Point Student Accommodation	£270 per week	Not available
Dobbies Point – Extra Night	£75 per person	Not available
Willowbank Terrace Student Accommodation	£350 per week	£350 per week
Willowbank – Extra Night	£75 per person	£75 per person

Any fees or deposits for accommodation are in addition to any course fees or deposits referred to in these Terms.

We recommend you book the full period you would like to stay in the accommodation before your course starts. Your accommodation is only guaranteed for the period you pay for.

You must pay in full for the total cost of your accommodation at least 28 days 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 28 days.

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 for full weeks 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 will be agreed on a case by case basis.

### Additional Special Fees

The following table contains additional fees that are charged for additional optional services or special arrangements made for students by the school. Please note that fees listed shall be applied for the year in which the service is provided.

ADDITIONAL SPECIAL FEES		
	2024	2025
Airport Transfer from Glasgow International Airport	£60 one way	£60 one way
Airport Transfer from Glasgow Prestwick Airport	£100 one way	£175 one way
Airport Transfer from Edinburgh International Airport	£180 one way	£250 one way
Teaching Materials	£35 applies to all courses of two weeks or more. Please note that new teaching materials must be purchased each term of your course.	£35 applies to all courses of two weeks or more. Please note that new teaching materials must be purchased each term of your course.
Social Programme Events	Friday afternoon and weekend social programme will incur travel and admission costs. Costs will vary depending on the trip and will usually be in the range of £10-£30 per trip.	Friday afternoon and weekend social programme will incur travel and admission costs. Costs will vary depending on the trip and will usually be in the range of £10-£30 per trip.

### 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 is seven days. For students requiring a visa you must book your course at least 28 days in advance.

### **Right to Change your Mind**

You have the right to change your mind and can cancel your booking within a period of 14 days from the date of booking, provided the booking was made 28 days or more in advance of course start date. If the booking was made less than 28 days before course start date, you have seven days from date of booking to change your mind and cancel.

If you cancel your booking within these time periods, all fees and deposits will be refunded.

### **Changes to Your Booking**

Any changes to your course or 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 7+ weeks on a course and extend by extra weeks, you will pay for these additional weeks at the reduced 7+ week rate as outlined in the Course Fees table above. When purchasing extra weeks, you must pay a deposit, or full fees, depending on how long in advance of the extra weeks you book. If booking extra weeks 28 days or less in advance, you must pay in full and if paying a deposit, you must pay the balance 28 days before the extra weeks start.

### **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 or discount.

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 and Refunds

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.

If cancelling before your course starts (and after the Right to Change your Mind provisions have expired), the following cancellation fees will apply.

CANCELLATION FEES						
Course Booked	Accommodation Booked	Visa Rejection Provided Less Than 28 Days Before Course Start Date (or after scheduled start date)	Visa Rejection Provided More Than 28 Days Before Course Start Date	Visitor Visa Or No Visa Required	Short-Term Study Visa	Student Visa
Yes	No	Yes	No	£250	£650	£650
Yes	No	No	Yes	£190	£550	£550
Yes	Yes	Yes	No	£600	£1000	£1000
Yes	Yes	No	Yes	£540	£900	£900

Once we deduct the appropriate cancellation fee we will refund the balance 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 Student Visa 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 Short-Term Study 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.

## 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.

Where your course is funded by your government or employer the following fee table applies and not the standard fee table on page 1.

				2024	2025
<b>MORNING</b>					
	Entry Level	Min. Age	Hours per Week	Cost/Week (1-50 weeks)	Cost/Week (1-50 weeks)
General English	Any Level	16	15	£220	£220
IELTS Preparation (Academic)	CEFR B1	18	15	£250	£250
<b>AFTERNOON</b>					
General English	Any Level	16	7.5	£100	£100
Academic English	CEFR B2	18	7.5	£100	£100
Business English	CEFR B2	18	7.5	£100	£100
IELTS Preparation (Academic)	CEFR B1	18	7.5	£100	£100
TOEIC Preparation	CEFR B1	18	7.5	£100	£100
<b>SPECIAL OFFER (Combined courses of 22.5 hours – mornings and afternoons)</b>					
General English Intensive	Any level	16	22.5	£280	£280
IELTS Intensive	CEFR B1	18	22.5	£290	£290
General English Plus Academic English	CEFR B2	18	22.5	£290	£290
General English Plus Business English	CEFR B2	18	22.5	£290	£290
General English Plus TOEIC Preparation	CEFR B1	18	22.5	£290	£290
IELTS Plus Academic English	CEFR B2	18	22.5	£290	£290
IELTS Plus Business English	CEFR B2	18	22.5	£290	£290
<b>INDIVIDUAL TUITION</b>					
One-to-One Individual Lessons	Any level	18	As agreed	£45 per hour	£40 per hour

## **Airport Transfer**

If you have requested an airport transfer, you must confirm your arrival details (airport, date, time, and flight number) at least seven days before you arrive. If you do not, your airport transfer may be cancelled and you will still be charged, if applicable. Airport transfer fees are outlined in the Additional Special Fees section above.

## **Teaching Materials**

All students studying for more than two weeks must buy the correct materials for their course. Please be aware that the course materials change each term and so you may be required to buy at least one course book each term.

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. The teaching materials cost is outlined in the Additional Special Fees section above. 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 two 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 found as Appendix 1 at the end of these Terms.

## **Data Processing and Use of Images**

By accepting these terms and conditions, you are consenting to the School processing your personal data and to making use of photographs or videos within the School or on school excursions that may contain your image for promotional purposes. If you wish to opt out of this, it is your responsibility to raise this with the School. You will be given the opportunity to opt out during the registration process on your first day at the school.

Glasgow School of English is committed to GDPR regulations and processes all data received in accordance with the Data Protection Act 2018. The information contained in this form is necessary for us to process your application, maintain our duty of care toward you and ensure you have the best experience possible as one of our students, and meet our legal obligations. The information will not be disclosed to any other parties and will only be used by us for legitimate purposes.

## **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 and 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 For Low Class Numbers**

Our published course fees are based on a minimum class size of four students. Where there is demand for a course but with 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 and 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 two 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.



## APPENDIX 1 – SCHOOL RULES

### Attendance

Good attendance is essential for successful study. Teachers mark your attendance on the class register and your attendance is recorded.

We will tell you if your attendance is too low (usually less than 80% of course hours).

If you have a visa to study in the UK and your attendance does not improve you will be reported to UKVI.

### Attendance for under 18s

If you are absent the teacher will inform the welfare officer then the Welfare Officer will call you and if necessary your homestay. If you don't attend classes then we will inform your parents.

### Absence

Please tell reception staff **before** you take time off, for any reason (holiday; appointment; sickness). You can see them in the office or contact them by email or telephone. You will be marked as absent on the register but because you have told us the reason your absence is authorised by the school.

### Lateness

Classes start at **09:00** in the morning and **13:20** in the afternoon. If you are **more than 5 minutes late** for class, you may need to wait until the break to enter. Please return to class quickly after each break. Lateness affects your attendance.

### Sickness

Please email or telephone the school if you are sick. Long periods of absence due to illness (1 week+) require proof from a doctor or hospital.

### Holidays

You must tell the office you are taking a holiday by signing a Holiday Request form. Holidays must be booked in one week blocks (from Monday to Friday) by telling the Reception staff before you go. **You cannot claim a holiday after you have been away.** Your course end date will be extended accordingly and **your attendance will not be affected.** The number of weeks you can take on holiday depends on the length of your course as shown in the table below.

Course length (weeks)	Holiday Entitlement
1-12	0
13 - 16	2 weeks
17 - 20	3 weeks
21 - 24	4 weeks
25 - 28	5 weeks
29 -32	6 weeks

33 - 36	7 weeks
37 +	8 weeks

## **Speaking English**

You must only speak English in the School. This is a great opportunity to practice using your English with people from other countries and make friends at the same time.

## **Your classes and classmates**

All students must participate fully in class and we expect you to be sensitive to cultural differences. If you have any problems with a person in your class, please speak to your teacher.

## **Homework**

You must complete homework assignments given by your teacher.

## **No Smoking**

You cannot smoke in any public buildings in Scotland, including the school building. Please do not stand in front of the main door when smoking as this blocks the entrance.

## **Drugs and Alcohol**

You must not consume alcohol or drugs (except medicines) on the School premises or on School excursions.

## **Photographs and Videos**

You should only take photographs or video footage in the School with the permission of any people appearing in the photograph or video.

## **Keep the School Tidy**

Do not eat or drink in the classrooms. At lunch time, please eat in the student area only. Please leave the classrooms and common areas clean and tidy. Please only put toilet paper in the toilets. Anything else should go in the bin. If the bin is full or you spill something, please let a member of staff know.

## **Use of Mobile Phones**

You must only make use of your mobile phone while in class when it is part of your lessons and with your teacher's permission. While in class your phone should put on silent.

## **Bullying, Abuse and Harassment**

You must not bully, abuse, intimidate or harass any other students or staff members and no violent, aggressive or threatening behaviour will be tolerated.

Any student found to have been violent or threatening or to have bullied, abused or harassed other students, or staff, may be expelled.

Glasgow School of English wants all students to be happy and takes bullying and abuse very seriously. If you feel you are a victim of bullying or abuse, please tell a staff member.

## **Prohibited Items**

You must not bring any of the following items onto school premises for any reason:

- Illegal drugs or alcoholic beverages
- Chemicals, explosives or other dangerous materials
- Knives, guns or any other weapon
- Pornographic or other offensive material

Any student found to be carrying such items may be expelled.