



Visa student: Terms and Conditions

VISAS

If you are a non-EU citizen wishing to study at The Essential English Centre, you must have a visa or leave to remain in the UK that allows you to study full-time. The Essential English Centre can assist with a Short-term study visa.

Information about the Short-term study visa can be found at <https://www.gov.uk/study-visit-visa>

The Essential English Centre is not authorised to give advice about visas and it is always the student's responsibility to ensure they have the correct visa and appropriate leave to remain in the UK. If The Essential English Centre finds that you do not have the correct visa and/or appropriate leave to remain, your course may be terminated. In this case any tuition fees paid are non-refundable.

BOOKING A COURSE

When you book a course you will be asked to complete our booking form, submitted online or via email. If you require a visa we will send a Pre-course questionnaire. This will give us information about why you have chosen to study in the UK and will allow us to assess your application to study. If your application is approved, we will then send you confirmation of the acceptance and the invoices. We must receive a 50% deposit and then we will send a Letter of Confirmation and supporting documents for visa applications.

SPONSORED STUDENTS

If you are being sponsored by your embassy then a provisional letter of sponsorship is required before you can be issued with a Letter of Confirmation. The Essential English Centre will supply an Offer Letter so you can obtain the provisional letter of sponsorship from your embassy. You will not be permitted to start your course until a stamped, full letter of financial guarantee has been received by The Essential English Centre. Full payment must then be received within 15 days of starting your course. If you book accommodation with The Essential English Centre a 1 week's deposit must be paid by you and will be refunded upon payment of your fees from your Embassy.

ACCOMMODATION

You will need to provide proof of where you intend to stay when you arrive to the UK and accommodation can be booked with The Essential English Centre if required. We can provide accommodation in a student residence (over 18's only) or with a host family. Accommodation must be booked and paid for in advance and is subject to availability. If accommodation is requested to be included in the student's Letter of Confirmation for visa purposes, it cannot be cancelled or shortened.

POSTPONING YOUR COURSE DUE TO VISA DELAYS/REFUSALS

Postponing your course.

If you are required to postpone your course start date due to your visa being refused or delayed you must contact the school immediately to avoid incurring any cancellation charges (see our standard terms and conditions published on our website) and a copy of the refusal letter must be sent to contact@essentialenglishcentre.com. No fees will be charged for postponing your course but if additional documents are required then a fee of £10 per letter will be payable before updated documents are sent.

Postponing your accommodation

- You must request to postpone your accommodation in writing (by post or email) more than 14 days before the check-in date. After this time it will be treated as a cancellation and our Accommodation Cancellation Policy must be followed.
- You may postpone your accommodation twice free of charge and after this, it will be considered as a cancellation and our Cancellation Policy must be followed.

- Postponing your accommodation will most likely lead to you being placed within a different room or with a different host family than originally stated in your Letter of Acceptance and will be decided by The Essential English Centre.

CANCELLATIONS DUE TO VISA REFUSALS

If you are required to cancel your course due to your visa being refused or delayed you must contact the school by emailing contact@essentialenglishcentre.com explaining that your visa has been refused.

We must be notified **at least 14 days in advance** to avoid any cancellation charges. If a visa application is rejected and we receive written evidence at least 14 days prior to arrival, we will refund the fees received in full, less an administrative fee of £100.

Refunds

If your visa is refused after providing all of the correct information, please forward the copy of the visa refusal document and a completed refund application form. The full deposit or payment, minus a £100 handling fee, courier fees if applicable and any bank charges, will be refunded.

Where a refund is issued, the school will not cover the cost incurred as a result of an international bank transfer. A refund application form must be requested from the bookings team and completed and returned to the school. Once the refund has been confirmed by the school Directors, we aim to process all refunds within 30 days. Please ensure all of the refund details are correct on the refund form as this may cause delays in processing the refund.

- The enrolment fee, accommodation booking fee and bank transfer fees are non-refundable.
- Refunds must be applied for by completing a 'Refund application form' and returning to the booking team at school. This will then be passed to the Director(s) of the school who will review the application alongside the visa rejection letter and will inform you, in writing within 14 days, about the decision.
- Refunds are usually processed within 30 days of agreeing the refund

Important Information about refunds

If written evidence of a refusal is received **less than 14 days prior to arrival** then the refund will be paid less the administrative fee and the following non-refundable payments:

- 1 week's course fees
- If less than 7 working days' notice and staying homestay accommodation 1 week's accommodation fee will be charged.
- If less than 7 working days' notice and staying homestay accommodation 2 weeks' accommodation fee will be charged.

- If no notification is given at the course start date then you will be liable for paying full course and accommodation fees.
- We will not refund any course fees where the visa has been refused due to an administrative error, missed information on the application or where the applicant has provided misleading information to the embassy.
- You must ensure that all the information provided to the embassy is legitimate and any discrepancies can easily be explained. The Home Office's decision is final and we will use the information provided in the refusal letter to make the final decision on whether a refund will be issued.

HOLIDAYS

All students must notify the school of holidays, in writing at least two weeks in advance. It is not sufficient to notify a member of staff verbally.

The maximum authorised holiday permitted for students is 1 week for every 12 weeks of study. The permitted time will be added to the end of the course or you will be given the possibility to attend additional classes. This will be decided by The Essential English Centre. You will not be issued a refund for any holidays taken.

The school will be closed on public holidays and students are not charged for these days. No additional hours are added to any course for these days.

The school will be closed during the Christmas holidays. No charges are incurred by students for the days on which the school is closed during this period.

Further information on school closure dates is available on our website