

Terms and Conditions

How to book a course

To secure a place on a Harven School of English course, please return the Application Form together with payment of a non-refundable deposit or book online at www.harven.co.uk.

Payment of fees

On receipt of the application and deposit a letter of confirmation is sent with a Statement of Fees which should be settled at least 4 weeks before the course starting date. In the case of registration less than 6 weeks before the course starting date, the full amount of the cost of the course must be sent with the Application Form. PLEASE NOTE: students will not be allowed to start their course unless FULL PAYMENT has been received by the School. All bank charges must be paid by the student. PLEASE NOTE: if you require a visa the school will provide the visa letter or Certificate of Acceptance of Studies (CAS) only when full payment has been received by the school. All bank charges must be paid by the student. In the event of an unsuccessful application all fees will be returned in full, less the cost of the CAS.

Accommodation address

Students who have requested the School to book host family accommodation on behalf of the student will receive details of their host family address at least 5 days before the course starting date, unless they enrol late. This enables those students travelling independently to let the host family know of their approximate time of arrival.

Conditions for cancelling or changing a course by the Student

- If the School receives the cancellation before the course starting date, the School will retain the deposit.
- After the course has started, a student must give 10 days' written notice to the Principal of changes to or cancellation of a course. A cancellation fee equivalent to 1 week's course fees will be charged. Refunds cannot be made for non-attendance, absence due to illness or any other cause.
- If a student wishes to be absent from the course for 1 or 2 weeks for the purposes of taking a holiday s/he must give the Principal at least 2 weeks' notice in writing.
- Students who choose to exchange their original choice of course for one of greater value must pay the difference between the two at the time of requesting the upgrade.
- Any refund due when a course is changed or cancelled, or a holiday taken, will be paid to the person who paid for the student's course at his/her home address at the end of the course. 'End of the course' here is defined as the last date of the course specified on the booking form (i.e. if a student books a 12 week course and decides to leave after 4 weeks s/he will not be refunded until 12 weeks after the start of the course).
- If a student is denied a student visa or a study permit and provides the School with a copy of the rejection letter on or before the first day of classes, the School will refund the course fee.

Change or Cancellation of a course by the School

Sometimes it is agreed between the School and a student that it would be beneficial for the student to be moved to another School course. When this happens only a course of at least equivalent cost will be offered by the School.

The School reserves the right to cancel a course, or make changes to course arrangements, without liability, if forced to do so for reasons beyond its control. If this happened, the School would seek to offer alternative arrangements, dates or venues.

If the School cancelled a course booked and paid for by a student in accordance with these terms other than for reasons beyond its control, and did not offer an alternative acceptable to the student, the School would pay compensation as follows:

- Where the cancellation is before the start of the course, compensation equal to the deposit paid by the student or
- Where the cancellation is after the start of the course, compensation equal to one week's fees.

Liability and Insurance

Students should make sure that they organise their own travel insurance to cover medical costs and repatriation costs in the case of an illness or accident.

The School acts only as an intermediary between its students and travel organisations and between students and host families. Unless and to the extent caused by the School's negligence, the School cannot be held responsible for any delay or accident during a journey nor for any incident which may happen during the student's stay with the host family. The School will, however, endeavour to defend the student's interests in the event of breach of contract on the part of the travel organisation or the host family.

The School reserves the right not to allow on the course a student suffering from any illness, medical condition, or mental or physical disability which has not been disclosed on the Application Form.

This brochure, issued by the School, gives the only terms and information that can be referred to in the event of a disagreement between the student and the School. These terms and conditions are governed by English law and do not affect your statutory rights under English law.

Personal Information

We use the personal information that you give us, including information about your health and religious or dietary requirements, to perform our contract with you. We may also use it to ensure that we comply with UK law, for internal training, or to send you further information about our courses and services. We do not share your details with third parties other than as necessary to perform our contract with you. The information you give us is kept securely on our computer system, and is accessible by the schools and offices in the group of companies to which the School belongs, including those outside the European Union. If you do not want to receive further information from us, please write to us at the address below. Please contact us if you want to see a copy of the information we hold, or have questions about our use of your information.

Students aged 16 and 17

The minimum age to study at the school is 17. Students and the parents/guardians of students aged 16 and 17 should understand that they will mix with adults in both lessons and in regulated social events. We offer care and welfare support for students aged 16 and 17 though please note supervision outside the school is limited; parents/guardians who feel more support is required should consider a young learners programme.

Further conditions specific to Young Learners (14-17 years)

The School reserves the right to issue disruptive students with a warning letter and, if there is no improvement in behaviour, to send them home at their parents' expense.

The School further reserves the right to send home without a warning letter any student committing a serious offence, especially one involving the police, and to include the following: theft, smoking in any School building, the possession of, purchase of or consumption of alcohol or illegal drugs.

For children who will stay with host families, parents may indicate on the Application Form whether they authorise their child to stay out in the evenings without supervision. Generally, this means that children aged 14 and above must return by 22.00. However, students must also respect the house rules of the host family, where these times may inconvenience the family. Please note that the School cannot be held responsible for any incident whilst the student is out unsupervised.

Students aged 18 and over must register for an adult school. The School reserves the right to transfer an 18 year old from a Young Learners' Course.

The School reserves the right to use photographs taken during courses to illustrate its promotional material. Please indicate on the Application Form if you are not happy for your child's photograph to be used by Harven School of English. These photos have no commercial or contractual value.

Information about the School

The school is closed on 25 December, 26 December and 1 January. In these terms "the School" means Harven School of English.

Courses at the School are operated by Instill Education Limited, a company registered in England and Wales under company number 01293463 and with registered office at 38 Binsey Lane, Oxford, OX2 0EY United Kingdom
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All information correct at time of printing.