



HOME ENGLISH. Learn English one-to-one in your host's home or via Skype.

Terms and Conditions

1. **Who May Apply?**

Programs are open to students aged 16 or older at the time of course commencement. Some programs are available to students aged 13 to 15.

2. **How To Enrol**

Students may enrol by phone, online or by mail. A non-refundable Booking Fee of 5% of the course fee is included in the fee. Upon Enrolment students will receive a booking confirmation and payment statement.

3. **What's Included in the Course Fee?**

a. Homestay:

- Your course of choice (total tuition time varies according to program type)
- Single room in a homestay (or shared room if booking the group option)
- 3 meals per day, at least one of which will be cooked
- Course material
- Placement and progress tests
- Course Certificate
- Booking fee

b. Skype:

- Your course of choice (total tuition time varies according to program type)
- Course material
- Placement and progress tests
- Course Certificate
- Booking fee

4. **What's Not Included in the Course Fee?**

- Internet/Wi-Fi in homestay may not be available
- Travel and medical coverage
- Official language exam testing fees (i.e. DELF, DALF, DELE, HSK, JLPT, etc.)
- Optional activities and excursions
- Credit card fees

5. **Methods of Payment**

The course fees must be paid by any of the following means:

- a. For payment in Pounds Sterling, by PayPal on the website, www.homeenglish.co.uk



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- b. For payments in Euro or Swiss Franks, by bank transfer to TORFX at the following account:

Account name: TORFX

Bank Name and Address: Barclays Bank, 8/9 Market Jew Street, Penzance, TR18 2TW, UK

Payment Reference: 673053

Account No: 55123499

Sort Code: 20-67-19

IBAN: GB03 BARC 206719 55123499

Swift / BIC: BARCGB22

6. Payment Plan

Students will receive a booking confirmation upon enrolment and an invoice for a second payment due within 10 days of enrolling. A final invoice for the remaining balance is due at least 14 days prior to your program start date. For late payments, Home English reserves the right to charge a late payment fee. Bookings made within 30 days of the start date may require an additional non-refundable courier fee and payment of the whole course fee.

7. Travel Insurance

All students are required to take out their own travel insurance coverage.

8. Medical Insurance

All students are required to take out their own medical insurance coverage.

9. Rebooking

Any change of destination, course type, start date or type of accommodation after initial enrolment will result in a rebooking fee of £20, which is payable immediately.

10. Accommodation

Each week runs from the Sunday late afternoon until Sunday morning of the following week. Accommodation is available between these dates. Please arrange your travel to arrive/depart on these days, as arriving earlier or later to accommodation may require additional fees.

11. Class Schedules

Classes are offered in the family by a family member in the mornings (wherever possible) on Monday to Fridays. Each lesson is one full hour. Hosts and students can ask for this to be flexible.

12. School Breaks and Public Holidays

In the event of a public holiday, lessons will proceed as normal.

13. Cancellation

All cancellations must be made in writing via email or the website contact form. In all cases, the Booking Fee of 5 % of the course fee is non-refundable.

- If you cancel 45 days or more before the start of the program, the course fee (minus the Booking Fee) will be fully refunded



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- If you cancel 16 to 44 days prior to departure, Home English will retain 20% of the course fee to cover the cost of prepaid accommodation and services.
- If you cancel less than 15 days prior to departure, Home English will retain 40% of the course fee to cover the cost of prepaid accommodation and services.

14. **Withdrawals after course start**

All withdrawals need to be made in writing to Home English. If the student wishes to withdraw from their course after arrival, they must inform the Home English and sign a copy of the course change notification form.

Home English is not obligated to make refunds to students whose courses are terminated due to violation of Home English's written disciplinary and/or attendance policies or local, state or federal law.

For courses four weeks or less: Home English may retain all the tuition charges (each hour is charged at £20) for the course. Home English will retain any actual housing costs incurred.

15. **Course levels**

In the first lesson the student will take a language test to establish the level of English. A further test is taken prior to departure.

16. **Photography and film material**

By accepting Home English's terms and conditions, the student accepts that Home English freely can use any photographs taken during the course, without asking further approval from the participant.

17. **Liability and force majeure**

Home English will not be liable in cases where Home English cannot fulfill any services to which they are contractually bound because of fire, natural disaster, act of government, failure of suppliers or subcontractors, labour disputes or other reasons that are beyond Home English's control. Home English will not be liable for loss, damage or injury to persons or property howsoever caused, save where the liability is expressly imposed beyond exclusion by statute. These conditions do not affect your rights as defined by the consumer protection laws in your host country.

18. **Student Code of Conduct**

Students agree to abide by student conduct rules and other policies while enrolled in Home English programs. Examples of inappropriate conduct are illegal activity or behaviour that deliberately disrupts the learning environment or damages host family property. Students in breach of this code of conduct will be expelled or suspended from the program and no refund will be issued.



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19. Validity of Price List

The prices published in the price list are based upon currency exchange rates in effect at the time of writing. They are therefore subject to change, up to 30 days before departure.

20. Personal Data

Your personal data will be use by Home English for the purpose of completing your booking, providing you with the products and services that you have ordered, and for customer service. We may also inform you of new offers, products and services which may be of interest to you (including by e-mail and SMS), and you may unsubscribe at any time. We will not pass your data on to any third party.