



## Terms & Conditions

### **1. BOOKINGS**

- 1.1 Bookings are only accepted under English Work Placements Terms & Conditions.
- 1.2 Our English Language Level Test must be completed. The student must achieve Intermediate Level prior to acceptance.
- 1.3 Upon receipt of a completed booking form, CV (in English), passport photocopy and Registration Fee or full payment, a confirmation letter will be sent to you confirming your booking. The confirmation letter will include your reserved work placement and host family accommodation details. Do not book flights until the confirmation letter is received.
- 1.4 If full payment is not received with your booking form then an invoice will be sent for the remaining balance due. Please note English Work Placements must receive the booking form, CV, passport photocopy and full payment 28 days prior to the student's arrival in the UK.
- 1.5 The booking form is for one student. Each student must complete and sign a separate booking form, accompanied by their CV (in English), passport photograph and the Registration Fee, or full payment.
- 1.6 Students must be aged 18 years or over and have a minimum English level of Intermediate.
- 1.7 All documentation can be sent directly to us via email, fax or post.

### **2. PAYMENT**

- 2.1 Payment is required in full 28 days prior to date of arrival of the student. Payment is recommended either by Paypal, cheque, bankers draft or bank transfer. Please make payable to English Work Placements. All cheques must be drawn in pounds sterling (£). We do not recommend you send cash by post. If cash in pounds sterling (£) is sent it must be by secure registered mail, including your full name. English Work Placements will not be held responsible for any mail that is lost through the postal services or carriers etc.
- 2.2 If paying via bank transfer, the student prior to commencement of the student's work placement must pay all bank charges at either end in full. These charges are not the responsibility of English Work Placements. Please ensure you include our IBAN and BIC numbers otherwise further charges will be incurred and will be payable by the student.
- 2.3 If full payment has not been received in full 28 days prior to the arrival of any student then English Work Placements reserve the right to cancel the booking. Should this transpire then the Registration Fee would not be returned.

2.4 Payment in full must be received 28 days prior to date of arrival of the student for transfers from the Airport to the host family accommodation.

2.5 All fees payable are in pounds sterling (£).

### **3. INSURANCE**

3.1 We strongly recommend before travelling all students take out full comprehensive insurance which will cover them for loss of property, theft, damage, cancellation of flights, loss of earnings, medical/health insurance, financial loss, etc. It is also recommended that you have a European Health Insurance Card (EHIC) as well as taking out other insurances.

3.2 Flight costs and flight arrangements are the responsibility of the student, not English Work Placements.

3.3 English Work Placements will do their utmost to help the student should they have any problems i.e. host family accommodation or work placement.

3.4 English Work Placements will not be held responsible for any of the student's loss of property.

3.5 English Work Placements will give no refund if the student does not adhere to their work placements Policies and Procedures, Rules & Regulations and English Work Placements Terms and Conditions.

3.6 Flights, insurance, transport (excluding prepaid airport transfers), excursions, entrance fees, theatre tickets, entertainment, etc, are not included in the fees paid in advance to English Work Placements. These are additional costs and students must pay for them separately.

### **4. ACCOMMODATION**

4.1 Prices shown are per person per week and are in pounds sterling (£).

4.2 If host family accommodation has been paid for, it will be on a half board basis (breakfast and evening meal) during the week (Monday to Friday inclusive). Full board (breakfast, lunch and an evening meal) will be provided at the weekend (Saturday and Sunday).

4.3 The Accommodation Arrangement fee is not refundable.

4.4 Students wishing to change from their current host family accommodation are liable to give 7 days notice or pay 7 days accommodation charges. A £25.00 placement fee will be charged to find alternative accommodation.



# ENGLISH WORKPLACEMENTS

## 5. LIABILITIES & RESPONSIBILITIES

- 5.1 English Work Placements will not be held responsible for loss or damage caused by act of 'force majeure', any riots, wars, damage, flood, fire etc that is out of their control.
- 5.2 Once the student's work placement has commenced no refund will be given.
- 5.3 Any action or omissions taken by third party suppliers (work experience company or host families) providing services/facilities is not the responsibility of English Work Placements. However, English Work Placements will do their utmost to resolve any disputes.
- 5.4 Should a student be excluded from their work placement due to unsociable or inappropriate behaviour, then English Work Placements under no circumstances will be held responsible for any expenses, losses etc to the student. Should a student be excluded from their work placement then no refund will be returned.
- 5.5 It is the responsibility of all non-EU students to apply for their own "student visa". Non-EU Students must ensure they have a valid "student visa" when they arrive in England.
- 5.6 Non-EU student work placements will be a maximum of 20 hours a week. EU students work placements will be a maximum of 40 hours a week.
- 5.7 English Work Placements take no responsibility for any damage that the student may cause.
- 5.8 Students will be held responsible for any damage caused to property or equipment, caused by himself/herself. Payment for damages caused must be paid immediately otherwise it could lead to postponement of work placement and removal from accommodation.
- 5.9 Students should treat their host families and work placement colleagues with respect. Failure to do so may lead to expulsion of work placement and or host family accommodation. The student concerned may even be deported and all expenses incurred will be the responsibility of the student.
- 5.10 If a student is dismissed from their work placement for misconduct English Work Placements reserve the right to terminate the work placement immediately. In this instance English Work Placements will not refund any monies. The student concerned may be deported and all expenses incurred will be the responsibility of the student.
- 5.11 Students should have sufficient funds to pay for admission fees, public transport, lunch, entertainment and any other expenses not included in English Work Placements Terms and Conditions.
- 5.12 Students are expected to arrange their own transport arrangements to and from their work placement, excursions etc, this is not English Work Placements responsibility.

- 5.13 If the student suffers any accidents or loss of life English Work Placements will not be held responsible. We strongly recommend students take out full insurance to cover them at all times.

## 6. CANCELLATIONS

- 6.1 English Work Placements reserve the right to cancel or rearrange at any time, and without liability the student's work placement and or host family accommodation. If it is not possible to rearrange then the work placement, host family accommodation and Registration Fee monies will be returned in full to the student. English Work Placements will not be held liable for any other fees i.e. expenses, compensation etc.
- 6.2 We strongly recommend students have full comprehensive insurance cover against possible cancellation charges.
- 6.3 Cancellations must be sent to English Work Placements by fax or post and be signed by the student who booked their work placement.

### **Cancellation Notice Fees: -**

**More than 28 days notice** - Full Registration Fee  
**Between 14 days and 28 days** - 50% of work placement fee & 1 week's accommodation fees  
**Less than 14 days** - 75% of work placement fee & 2 weeks accommodation fees.

- 6.4 Registration Fees and Placement Fees are not transferable from one person to another person.
- 6.5 If cancellation is due to "student visa" refusal then English Work Placements must be sent the original evidence that the visa has not been issued without delay. If the student wishes to transfer the Registration Fee to a later work placement date (\*which has to be within 1 month of the original work placement start date) with notice of 28 days or more then the full Registration Fee will be transferred without any additional charges.

### **Cancellation Fees due to visa refusal: -**

**More than 28 days notice** - Full Registration Fee  
*(if student does not want to transfer Registration Fee to a later date\*)*  
**Less than 28 days** - 50% of work placement fee & 1 week's accommodation fees

## 7. COMPLAINTS

- 7.1 Should any complaints arise then the person concerned should report the complaint to the English Work Placements Manager immediately in writing. The complaint will be fully scrutinised and may be subject to a refund providing all the following points apply: -
- Complaints must be reported in writing to English Work Placements Manager during the work placement and not after the work placement finishes
  - All payments due from the student must have been settled in full