

## Adults and 16+ programmes

### General English Lessons

*maximum 15 students per group*

Number of weeks  (Start any Monday – apart from school holidays, please see dates below price list)	All course fees in GBP £ / week			
	GE 15 15 hours per week	GE 20 20 hours per week	GE25 25 hours per week	GE 30 30 hours per week
1 - 7	165.00	205.00	250.00	290.00
8 and over	150.00	185.00	230.00	270.00

### Individual Lessons

*(one to one lessons)*

Name of course	Number of 60 minute lessons / week	Course fees (GBP £ / week)
Solo 15	15	540.00
Solo 20	20	720.00
Solo 25	25	900.00
Solo 30	30	1,080.00

### Combination Programmes (group lessons + individual lessons)

Name of course	Number of hours of group lessons / week	Number of hours of individual lessons / week	Course fees
GE 15:15	15	15	705.00
GE 15 +	15	5	345.00
GE 20 +	20	5	385.00

**GE20 Summer Package**

1 week £532.00 GBP	2 weeks £924.00 GBP
3 weeks £1316.00 GBP	4 weeks £1708.00 GBP
5 weeks £2100.00 GBP	6 weeks £2492.00 GBP
7 weeks £2884.00 GBP	8 weeks £3276.00 GBP

**GE25 Summer Package**

1 week £577.00 GBP	2 weeks £1024.00 GBP
3 weeks £1451.00 GBP	4 weeks £1888.00 GBP
5 weeks £2325.00 GBP	6 weeks £2762.00 GBP
7 weeks £3199.00 GBP	8 weeks £3636.00 GBP

**Extra fees**

	<b>GBP £</b>
<b>Registration fee</b>	40.00
<b>Visa letter Courier Fee</b>	75.00
<b>Individual Lessons (1:1 tuition)</b>	36.00 / hour (60 minutes)
<b>Diet Supplement (eg vegetarian, halal, gluten free)</b>	20.00 per week

**Accommodation - All arrivals and departures on Sunday**

<b>accommodation</b>	<b>GBP £</b>
<b>accommodation finding fee</b>	40.00
<b>Standard homestay</b> half board Mon to Fri, full board at the weekend	Age 18+ 140.00 / week Age 16 & 17 150.00 / week
Room only – no meals, available for students age 18+ only.	120.00 / week



<p><b>Executive homestay</b> <b>age 18+ only</b> (as above but guest has private bathroom or ensuite)</p>	<p>200.00 / week</p>
<p><b>Student Residence</b> <b>Salford Tramways</b> self catering with ensuite bathroom Bedding Pack (optional) Kitchen Pack (optional)</p>	<p>from 105.00 / week (£50.00 refundable deposit required)</p> <p>60.00 40.00</p> <p>(£8.00 delivery fee if purchased without bedding pack)</p>
<p><b>Student Residence</b> <b>Riverside House</b> self catering with ensuite bathroom kitchen and bedding equipment provided by residence</p>	<p>157.50 / week 160.00 admin fee (250.00 refundable deposit)</p>

**Airport transfers**

Private taxi	GBP £
Manchester International Airport	Under 18 – 50.00 per journey Over 18 – 40.00 per journey
Liverpool John Lennon Airport	Under 18 – 60.00 per journey Over 18 – 45.00 per journey

**International Football Academy Programmes**

<b>Football + English or Football + BTEC</b>		<b>age 16+</b>
		<b>GBP</b>
<b>22 weeks</b> (start January or July) Including accommodation	Under 18 - £19,995.00 Over 18 - £19,665.00	
<b>4 weeks</b> Including accommodation	Under 18 - £3,950.00 Over 18 - £3850.00	
<b>1-3 weeks</b> Including accommodation	Price per week: Under 18 - £995.00 Over 18 - £980.00	

**Please see programme information for full details of what is included.**

<b>Football Only</b>		<b>age 18+</b>
<small>Located at Hulme Hall Grammar School</small>		<b>GBP</b>
<b>22 weeks</b> Including accommodation	£10,885.00	
<b>4 weeks</b> Including accommodation	£2,495.00	
<b>2 weeks</b> Including accommodation	£1,150.00	

**Please see programme information for full details of what is included.**

Football programme prices include homestay accommodation (full board at the weekends, half board from Monday to Friday) and airport transfers on arrival and departure (Manchester and Liverpool airports only).

**Holidays & Term dates**

School is closed for English language programmes during Christmas & New Year from Friday 21st December 2018 opening again on Wednesday 2nd January 2019.

School is also closed on the following days for UK national holidays:

<b>New Years Day (substitute day)</b>	<b>Monday 1<sup>st</sup> January 2018</b>
<b>Good Friday</b>	<b>Friday 30<sup>th</sup> March 2018</b>
<b>Easter Monday</b>	<b>Monday 2<sup>nd</sup> April 2018</b>
<b>Early May bank Holiday</b>	<b>Monday 7<sup>th</sup> May 2018</b>
<b>Spring Bank Holiday</b>	<b>Monday 28<sup>TH</sup> May 2018</b>
<b>Summer Bank Holiday</b>	<b>Monday 27<sup>th</sup> August 2018</b>

## **Terms & Conditions of Sale**

### **Course fees**

If there are any changes to the UK VAT laws, International House Manchester reserve the right to pass on those charges to the client / their parents / agent.

### **Deposit and Payment**

A deposit of 15% of the total course fees must be paid when you book your course. The total course fees must be paid 14 days before the first day of your course. If a course is booked less than 14 days before the first day, all fees must be paid immediately.

There is an extra charge for late payments, unless agreed. If you pay late you must pay extra (interest is added at 5% above the Lloyds TSB bank base in force at the time). We can cancel a course that has not been paid for. You can pay either in Pounds Sterling (£GBP) to our GBP account with Lloyds TSB bank or in Euro to our AIB Euro account. The prices in our price list are fixed in £GBP. Please ensure that you cover all the costs of money exchange, bank transfer, etc. and that you make payment into the correct ij tours limited bank account (the details are on the invoice).

### **Confirmation**

If you do not pay or if you pay late, we can cancel your course. If you book a group course, but we do not have a class at your level, we will give you 75% of the number of lessons as individual lessons instead.

### **Refunds**

If your visa application is refused and you have a "visa refusal letter" from the UK Visas & Immigration, then you can apply for a refund of the fees paid (minus our bank charges and any courier fees).

Other applications for refunds will be considered individually and will only be accepted in exceptional circumstances. Please see "Cancellation" below for a list of cancellation fees payable. We cannot give refunds for late arrival, early departure, absence during a course or change of programme.

We cannot give refunds for days when the school is closed during bank holidays.

If you decide to shorten your course and leave your course early, the fees that you have paid for unused weeks can be neither transferred nor refunded.

Refunds of course fees will be made directly to the bank account or to the individual who made the fee payment.

## Cancellation

If you decide to cancel your course we will charge a fee:

- If you cancel up to 21 days before the course begins, you will lose any deposit that you have paid
- If you cancel from 21 days to 15 days, you will lose 33% of the total fees
- If you cancel from 14 days to 8 days, you will lose 66% of the total fees
- If you cancel from 7 days to 3 days, you will lose 75% of the total fees
- If you cancel 2 days or less before your course starts, you will lose 100% of the total fees

### Activities and Excursions

Activities and excursions are voluntary and are not normally included in the course fee. However, some courses do include activities, but this will be made clear when you book.

Please note; International House Manchester can accept no responsibility for loss of any of your things or for any personal injury to you while participating in these activities.

## Insurance

Students must buy their own insurance during their stay at International House Manchester. The school cannot accept responsibility for any losses during your time at the school.

## Unacceptable Behaviour

None of our staff, home stay providers or students should ever be subject to abusive, offensive or unacceptable behaviour. If a student does this, we can permanently exclude him or her or cancel their course. There will be no refund or reimbursement in this situation.

## Internet Use in Host Family and in School

Many families allow students to use their internet connection / WiFi. Students must not download adult/sexual content and illegal and/or damaging software or web content while using their host's or the school's internet connection.

## Force Majeure

If the school has to close and/or students have to return home early for reasons of natural disaster such as fire/flooding/infectious diseases or war/terrorism etc, which are beyond the reasonable control of the school, no refunds will be made. But, students may be able to claim compensation under their insurance policy. We will try hard to keep the school open, but this may mean making some classes larger or changing the timetable to allow staff to cover all scheduled lessons.

## Data Protection

Any information you have provided to us at the school, or will provide in the future, will be processed by the school. This will be in compliance with the provisions of the Data Protection Act 1998. Under data protection legislation you can ask for a copy of certain personal records held about you.

## Homestay

IJ Tours Ltd take care to make sure that homestays are suitable for students. However, IJ Tours Ltd cannot accept responsibility for any accident / incident which occurs in the homestay.

## Junior Programmes

Students on a Junior Programme must stay on with their homestay host and to follow the Disciplinary Code – “six golden rules” at all times. A copy of this code will be given to students and their parents before booking. You must agree to follow this code by signing the booking agreement.

IJ Tours Ltd reserves the right to permanently exclude students who disobey the Disciplinary Code without reimbursement of fees or travel costs.

## If you are not happy – Making a complaint

We hope that you will be very happy with us at International House Manchester. We always want to hear your ideas and feedback so that we can continue to improve what we do. However, if you are not happy with anything, please follow the procedure below:

## Complaints Procedure

Immediately speak to one of our staff: your teacher, the Director of Studies, the Principal or the Welfare & Accommodation Manager as soon as possible, telling them exactly what the problem is. They will then record everything and inform you of any action they may feel necessary to resolve the problem. Director, Peter HAYES will then receive notification of your complaint.

If, after this, you are still not satisfied or happy, please contact Director, Peter HAYES directly by post or by email, and include the details of your complaint. : Peter HAYES, Director of International House Manchester, 8 Oxstalls Lane Longlevens, Gloucester GL2 9HT

Email: peter@ihmanchester.com

If, after this, you are still not satisfied or happy, please contact Director, Michael BRENNAN directly by post or by email, and include the details of your complaint. : Michael BRENNAN, Director of International House Manchester, Brook House, 64-72 Spring Gardens, Manchester M2 2BQ

Email: michael@ihmanchester.com

Making a complaint through English UK

If you are not satisfied with the response from your accredited centre, you can contact English UK for further advice. The way we will handle your complaint will depend on the course provider you're studying with.

For private schools and language centres, English UK will attempt to mediate. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school.

If you feel you have a complaint against the school where you are studying, please first arrange a discussion with the Principal or an appropriate member of staff (for example, the Director of Studies, Accommodation Officer, or Student Counsellor).

If the reply you get from the school does not satisfy you, please write in English to English UK for the attention of the Chief Executive or e-mail sarah@englishuk.com

We cannot accept complaints over the telephone because we need a record of the complaint in case it has to be referred to the Ombudsman. We can only deal with complaints from international students on an English language course at a member school.

We cannot accept complaints:

- from teachers or other staff, agents or host families about problems with schools;
- from people unwilling to give their names;
- about courses such as computing or business studies, or work experience placements, even if these are at member schools; OR,
- about schools which are not full members of English UK.

Unless there are exceptional reasons, we will not normally consider complaints about a course that has ended more than 6 months ago.

We can accept complaints made on behalf of a student by a close family member (parents, brother/sister, uncle or aunt). We can also accept complaints by a representative if the student has given written authorisation for the representative to pursue the complaint.



In outlining your complaint, keep to the facts and include a copy of any relevant documents (enrolment form, invoice, letters) which support your case. Pay particular attention to the school's terms and conditions, which you accepted when enrolling. Say what you have done to try to resolve the complaint directly with the school. When English UK receives your complaint, we will write to you to let you know that we have received it, and at the same time we will write to the Principal of the school concerned to ask for a response within two weeks. We will reply to you in a letter based on this response.

If you are still not satisfied, we will write to the school with your further views and ask them to reconsider. We will reply to you with their response. If the school's second response still does not satisfy you, we will refer the complaint to the independent Ombudsman. We will send him all the letters on the case, and he can ask to see any other documents that he thinks may be helpful. He can also ask questions of the school or the complainant, or anyone else, in order to come to a view on the case. He will prepare a report in writing giving a decision. This report will be sent to you and the school. His judgment is binding on the school: it must do what he says. The Ombudsman normally takes between 4 and 6 weeks to come to a decision. There is no cost to you, and going to the Ombudsman does not affect your right to take legal action subsequently if you wish to do so. The Ombudsman process is intended to be a relatively fast and cost free way for students to have a complaint considered.

Once the Ombudsman has given his judgment and it has been carried out, the English UK complaints process is at an end. The Ombudsman will not engage in subsequent correspondence with either the school or the student, and English UK itself will regard the Ombudsman's judgment as final.

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If you decide at any point in the process to start legal proceedings against the school, English UK will suspend its consideration of your complaint until the legal proceedings are complete so that no comment by us should prove prejudicial to the legal proceedings.