



Terms and Conditions

English Summer Study Holidays

Agreement

The agreement is made between Lyons Languages Ltd and the student or the person who is booking the course on behalf of a student. In the case of a group, the person who completes the booking will be responsible for the booking as 'group leader'.

Bookings and registration

Details of courses will be stated on our website www.lyonslanguages.com, and individual course brochures. Further information can be requested by contacting us directly by email or telephone. Bookings will be confirmed on payment of the deposit and registration fee. Any charges incurred in relation to international transactions will be paid by students or those responsible for payment of fees.

Fees

A non-refundable deposit of £250 is required on booking to secure a place, together with a registration fee of £25. The balance must be received at least four weeks before the start of the course. Payment is by bank transfer and details will be included in the invoice for payment.

The fee **includes** return transfers from Stansted Airport only (transfers from other airports can be arranged at additional cost); all travel and activity costs and accommodation with a local host family* (*accommodation is included with English Summer Study Holidays only).

The fee **does not include** flights, personal travel insurance or optional activities.

Amendments, cancellations and refunds

Requested additions or amendments to an existing group will be carried out if possible. If such changes incur costs for Lyons Languages Ltd, these costs will be charged to the student.

All cancellations must be notified in writing. There is no charge for cancellations eight weeks prior to the start of the course, but after that an administration fee of £100 per person will be charged. Please note: the initial deposit is non-returnable.

If Lyons Languages Ltd should have to cancel the course due to unforeseen circumstances, all payment received up to that point will be refunded.

Programme timetable

A timetable will be sent to all students prior to the start of the course. Lyons Languages Ltd reserves the right to change the schedule if and when necessary.

Accommodation

Students are accommodated with local host families in their homes. Hosts provide breakfast, packed lunches and dinner, and will transport their students to and from daily meeting points as required by the course timetable. We like to offer our students a private single or double room although some students may request a twin room to be able to share with another student, but this will only be by prior arrangement and agreement with Lyons Languages.



The student's bedroom consist of:

- 1 or 2 full size single beds or a double bed;
- a wardrobe and drawers or other adequate storage facility for clothes;
- a desk and a chair (or made available for the student elsewhere in your home);
- a mirror and adequate lighting.

Students' rooms will be in good condition and heated as appropriate. Clean linens and a towel are provided and changed at least weekly. Students are asked to keep their rooms tidy; however, the general cleaning of the room is the responsibility of the host. The students have access to the bathroom and laundry facilities as necessary and as agreed with you. Hosts are not required to do student laundry although this is often greatly appreciated particularly by our younger guests. We endeavour to match students with the most appropriate host family, taking into account any stated preferences from students and/or parents.

Student conduct

We expect all visiting students to respect the rules of the school and host families during their stay, and to behave politely and appropriately. All students must comply with the Student Code of Conduct.

Any unacceptable behaviour will be promptly addressed by staff and/or hosts, and in extreme cases the student or student involved will be sent home early. If a student is sent home early, all fees will be non-refundable, and the parents/guardian will have to make arrangements for the student's departure at their own cost. (All students are, of course, expected to abide by English law.)

Supervision

During school activities and excursions, all students are fully supervised. On Sundays and evenings, when in the care of their host families, students are allowed out to socialise, play football etc., at the discretion of the host families and with permission. Students are never allowed to go out alone. See more details in our Supervision Policy which can be accessed on our website.

Medical Conditions

At the time of registration, you must make Lyons Languages Ltd aware of any existing medical conditions and/or any information regarding the student's health. Any other concerns about the student's personal life or general well-being should also be stated where appropriate.

Insurance

For the safety and security of students, Lyons Languages Ltd requests that all involved in the visit take out separate personal travel insurance. This insurance is not included in the price of the Study Holiday and should be arranged prior to the start of the course.



Privacy and data protection

Registration with Lyons Languages Ltd means that you consent to the school storing and using your information. Any personal data that you supply to Lyons Languages Ltd will be held and processed only for the purpose for which it is supplied. We ensure that all personal data is captured, held and processed in accordance with the Data Protection Act 1998. The information you supply will be given to third parties only within the provision of this act. We will request separate permission for the use of students' photographs in our marketing material, website and social media.

Complaints

If you have any complaints or problems, we will do our best to resolve complaints and problems quickly and confidentially. Please see our procedures for addressing complaints in our full Complaints Policy which is accessible on our website.

Rosalind and Siobhan Lyons

Directors

April 2021