

## BOOKING AND GENERAL CONDITIONS

### 1. DEPOSITS.

**20% of the registration fee and course fees should be paid as a deposit** immediately after you receive confirmation of acceptance. This deposit is non-refundable.

### 2. PAYMENT DATES.

All remaining course, accommodation, transfer and other fees should arrive at Severnvale **at least 28 days before your course start date** (or immediately upon receiving confirmation of acceptance if you book less than 28 days in advance of your start date.) Severnvale cannot provide accommodation and lessons for students who have not paid.

### 3. CANCELLATION CONDITIONS (please read carefully)

a) Registration fees and course fees (excluding the 20% deposit) and all accommodation and transfer fees are FULLY RETURNABLE if cancellation is received by Severnvale at least 28 days before the course start date.

b) If cancellation is received less than 28 days, but more than 14 days before the course start date (for a reason other than those which could reasonably be insured against – see sections 3d and 10 below) 50% of the course fees will be refunded plus all host family and airport transfer fees.

c) If cancellation occurs less than 14 days before the course start date, or if a student cancels part of a course after course commencement (for a reason other than those which could reasonably be insured against – see sections 3d and 10 below):

i) 50% of course fees will be refunded for all complete weeks of the cancelled period (subject to exclusions in section 3d below) **except** the first week of the cancelled period which will be charged in full,

ii) all remaining accommodation fees will be refunded in full less 2 weeks' accommodation fee which will be retained,

iii) a cancellation fee may be charged for airport transfers cancelled less than 72 hours before arrival.

d) Severnvale Academy strongly recommends that you book travel, health and cancellation insurance for the period of your visit to the UK.

**IMPORTANT NOTE:-** *If cancellation occurs within the final 28 days before the course start date due to a risk which could have been insured no refund of registration fees or course fees will be made.*

e) **Special note for students from countries from which a visa is required to study in the UK.** In the event that your visa application is refused, we shall ask you to send a scanned copy of the complete refusal notice. When we are satisfied that the refusal notice is genuine, all fees received by Severnvale will be refunded *except* the 20% deposit (as described in section 1 above) plus any courier and/or postal fees incurred in sending to you documents associated with your course.

### 4. RETURN OF COURSE FEES IN THE EVENT OF THE STUDENT TAKING A PERIOD OF LEAVE.

Periods of leave of 1 week or longer within a course will not be charged for if we are notified of these before the course begins. For longer vacations within a course which are notified after arrival, we will refund 40% of the course fees for the period. Periods of leave of less than 1 week are charged for in full. Host family accommodation for periods of leave within a course will be charged for in full.

### 5. CANCELLATION OF COURSES BY SEVERNVALE, AND OUR RIGHT TO REFUSE BOOKINGS.

Severnvale has the right to refuse or cancel bookings in exceptional circumstances. ***In the event of Severnvale cancelling a booking, all deposits, course fees and other fees received will be returned.*** Severnvale will not accept liability for air or other transport fares lost due to cancellation, or any other costs incurred by clients.

### 6. PAYMENT METHODS.

 The following payment methods are acceptable to Severnvale:

a) Our preferred method via **credit card** or **online transfer** through our partners “Flywire” (this may be the **cheapest method**, as there are no bank charges applied by Flywire). In this case, you need to register at Severnvale and have an invoice number from us. To proceed go to the following web address: <https://severnvaler.flywire.com> and choose whether you want to pay by Credit/Debit card or online transfer and follow the instructions.

b) International **swift bank transfer** to Severnvale's bank account:

Severnvale Academy Ltd, Account No. **04366999**, Coutts & Co (Sort Code:**18-00-02**)

Coutts & Co, 440 Strand, London, WC2R 0QS.

**BIC/Swift:** COUTGB22

**IBAN:** GB20COUT18000204366999

**IMPORTANT - PLEASE NOTE** that you are responsible for all bank charges if you decide to pay by this method, and if we do not receive the full amount of the invoice, we will normally need to ask for the remaining payment to be made. Typically it may be cheaper to pay via “Flywire” (as mentioned in payment method 1 above.)

c) Cash on arrival at Severnvale for the main part of your course and accommodation (but please note that you will still need to pay a 20% deposit by one of the methods mentioned above.)

### PLEASE NOTE:

If payment is made by bank transfer, you are responsible for all bank transfer charges. If reduced payment is received for whatever reason, Severnvale will request you to pay the remaining fees when you arrive.

**7. PRIVACY POLICY:** We take our students' privacy seriously. Please refer to our privacy policy for guidance if you have any concerns, or would like to discuss your data. To request a copy of this policy you can always contact our Data Protection Officer at: [enquiry@severnvaler.co.uk](mailto:enquiry@severnvaler.co.uk).

### 8. OUR RIGHTS TO EXPEL STUDENTS.

Severnvale reserves the right to expel students who:

a) do not obey the rules of the Academy

b) break any British laws

c) abuse the Academy's staff, students, host families, or who wilfully damage property

d) bring the Academy into disrepute

In the event of expulsion being necessary, no course fees will be returned.

### 9. LIABILITY.

Severnvale Academy Ltd and its owners, directors, employees and associates accept no liability for any losses or expenses due to delay, sickness, quarantine or any other cause.

**10. INSURANCE.** *We strongly recommend that you arrange insurance before you come to England.*