

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

3.1 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 14 days before the course start date. Severnvale reserves the right to deduct any bank charges from a refund in the event of any cancellation.

3.2 If cancellation is received less than 14 days, but more than 7 days before the course start date (for a reason other than those which could reasonably be insured against – see sections 3.4 below) 50% of the course fees will be refunded plus all host family and airport transfer fees.

3.3 If cancellation occurs less than 7 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 3.4 below):

3.3.1 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,

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

3.3.3 a cancellation fee may be charged for airport transfers cancelled less than 48 hours before arrival.

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

3.5 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 registration fee plus any courier and/or postal fees incurred in sending to you documents associated with your course.

3.6 Postponement of courses will be assessed in the same way as the Cancellation Conditions. Severnvale reserves the right to exercise its discretion depending on the circumstances surrounding postponement.

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 periods of leave 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:

6.1 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.

6.2 International swift bank transfer to Severnvale's bank account (details provided on invoice). **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 6.1 above.

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.

8. OUR RIGHTS TO EXPEL STUDENTS

8.1 Severnvale reserves the right to expel students who:

8.1.1 do not obey the rules of the Academy

8.1.2 break any British laws

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

8.1.4 bring the Academy into disrepute

8.1.5 attend less than an average of 85% of the course or persistent lateness.

8.2 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. COVID-19

10.1 School closure: Severnvale reserves the right to close the school due to an outbreak or contraction of the virus Covid-19 or other notifiable illnesses at the premises or within the Academy's community, either if required by Public Health England, UK law or upon decision of the Directors. Return of course and other fees in these circumstances will be dealt with in accordance with the Cancellation Conditions clause 5 where a course has not started prior to closure. If a student has started their course the refund will be calculated on a pro-rata basis for the portion of the course and accommodation that has been cut short.

10.2 If a student cannot travel to attend their course due to a government imposed ban on travel or quarantine requirements on arrival in the UK, students will be permitted to postpone their course start date for up to 18 months at no charge. Alternatively, Severnvale will provide a full refund of course and accommodation fees within 30 days of the course start date.

10.3 Symptoms of Covid-19 leading to non-attendance: Students who display symptoms of Covid-19 must report immediately to the Directors via telephone/virtual method. Resumption of the course may be possible in line with NHS guidelines at the discretion of the Directors. Refunds will be provided for any such period of self-isolation in line with clause 4. The student will be liable for any additional accommodation fees due to a required extension of the stay due to self-isolation requirements. For accommodation booked through third parties, please ensure you familiarize yourself with their specific cancellation terms prior to booking.

11. COURSE SUBSTITUTION

11.1 In the event that no group class is formed at the student's appropriate language level (as assessed by the Principal), Severnvale reserves the right to provide 1 to 1 tuition for 50% of the number of hours of the group classes (excluding "guided study" lessons) for the same price as the group lessons. This will be provided on a goodwill basis and will be kept under constant review at the Directors' discretion.

BOOKING AND GENERAL CONDITIONS (Online Courses)

1. PAYMENT and CANCELLATION CONDITIONS

Full payment for your lessons must be made via our online payment portal (<https://severnvalle.flywire.com>) within 24 hours of receiving an email confirmation of the lesson. Payment can be made via online bank transfer or credit card.

2. CANCELLATION CONDITIONS (please read carefully)

Online lesson fees will be refunded in full if cancellation is received by Severnvale at least 24 hours before the lesson start. If cancellation is received less than 24 hours before the start of the lesson or the student does not attend the lesson within the first 10 minutes no refund will be applicable.

Postponement of courses will be assessed in the same way as the Cancellation Conditions. Severnvale reserves the right to exercise its discretion depending on the circumstances surrounding postponement.

3. CANCELLATION DUE TO TECHNICAL ISSUES

If technical issues mean that the lesson cannot go ahead, the teacher and student can agree to reschedule at another time at no additional cost, at the discretion of Severnvale Academy. Severnvale and the student will endeavor to resolve any issues. Early termination of a lesson and the circumstances must be notified to Severnvale by the student within 24 hours of the lesson to facilitate a decision around rescheduling.

4. CANCELLATION OF LESSONS BY SEVERNVALE, AND OUR RIGHT TO REFUSE BOOKINGS.

Severnvalle has the right to refuse or cancel bookings in exceptional circumstances. *In the event of Severnvale cancelling a booking fees for future lessons will be returned.* Severnvale will not accept liability for any costs incurred by clients due to cancellation.

5. 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@severnvalle.co.uk.

6. LIABILITY: Severnvale 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.

PRIVACY POLICY

Severnvale Academy ("SA") is committed to protecting your personal information and respecting data protection laws around the world. This privacy policy explains how we do this, and it applies to your use of SA websites, products, and services.

How we use your personal information

We use personal information in order to promote and provide SA products and services, to ensure the security of our websites, and to run our business. We have set out on this page more information on the categories of personal information that we collect, the specific ways in which that personal information is processed by us, the legal bases which permit us to do this, and the types of partners with whom we share your personal information.

In some cases where we ask for your personal information, we do so in order for us to fulfil your request or registration (e.g. needing your address to send you your confirmation). If you do not provide that personal information we will not be able to process your request or order.

Giving and withdrawing your consent, and updating your personal information

Where your consent is required for us to process your personal information, we will ask for your consent at the point at which you provide your data. You have the right to withdraw that consent at any time. You can also update your personal information at any time. If you wish to do either, contact us at enquiry@severnvale.co.uk.

We do not sell your personal information to third parties.

Storing your personal information

Your personal information may be stored and processed outside of the country where it is collected, including outside of the European Economic Area. When transferring information to others, within the EEA or otherwise, we ensure that appropriate and suitable safeguards and technical measures are in place to protect your personal data. To do this, we make use of standard contractual clauses that have been approved by the European Commission, or we use an appropriate contractual arrangements put in place by our suppliers, or we implement other similar measures required by laws around the world. A copy of the relevant mechanism can be provided for your review on request by sending an e-mail for the attention of our Data Privacy Officer at enquiry@severnvale.co.uk.

We will only keep records of your personal information for as long as is reasonably necessary for the purposes for which we have collected it, and in order to comply with any statutory or regulatory obligations in relation to retention of records. We respect requests to stop processing your personal data for marketing purposes. This includes keeping a record of your request indefinitely so that we can respect your request in future.

Cookies

We use cookies on our websites and similar technologies in our apps and other software.

Your rights

You have the right to request access to and rectification or erasure of personal information, the right to restrict processing of your personal information, and the right to object to processing of your personal information. You have the right to object to your personal information being processed on the grounds of SA's legitimate interests. You have the right to object to us sending you direct marketing and profiling you for the purposes of direct marketing. You can contact us by email at enquiry@severnvale.co.uk in relation to any of the rights described in this paragraph, or if you have any questions regarding this privacy policy. You have the right to lodge a complaint regarding our processing of your personal information with a data protection supervisory authority in a country where you live, work, or where you believe a breach may have occurred.

Contacting us

The data controller for our websites, products and services is Managing Director, Severnvale Academy, of 25 Claremont Hill, Shrewsbury, SY1 1RD, United Kingdom, unless otherwise indicated on the website, product, service or form through which you have provided your personal data to us.

If you are unsure who your data controller is, or have other queries relating to this policy, SA's Data Privacy Officer (the Data Protection Officer) can be reached at the same address or by email at enquiry@severnvale.co.uk.