

# GENERAL TERMS AND CONDITIONS

It is essential that you read and understand the information below.

## 1. TERMS USED IN THIS DOCUMENT

- 1.1. Tellus = Tellus Education Group Ltd, Tellus Ltd, Tellus Group and its affiliated companies and brands.
- 1.2. Meridian School of English, Tellus College are trading names of Tellus Education Group Ltd.
- 1.3. Student or participant = either a person participating in, or supporting/monitoring, a vocational training/travel programme including a work experience activity or a language training programme or a combination of both.
- 1.4. Promoter or agent = a person or an organisation acting on behalf of an individual or group of individuals in arranging work experience, language training or work experience with language training programmes, with or without additional services, through Tellus.
- 1.5. Individual = a person attending a work experience programme, a language training programme or both.
- 1.6. ELT = English Language Teaching/Training
- 1.7. Guardian = a person legally responsible for the care of others, particularly children and minors.

## 2. GENERAL KEY PRINCIPLES

- 2.1. You should understand and agree to our Three Key Principles:
  - You should respect other people, their privacy and possessions.
  - You should try to speak English as much as possible when you are in a group setting and work hard to develop your language skills during your stay in the UK.
  - You can help improve our services by completing all requests for feedback, and contacting relevant members of Tellus staff if you have any problems.

## 3. GENERAL TERMS AND CONDITIONS FOR ALL STUDENTS AND PARTICIPANTS

- 3.1. Tellus can change these terms and conditions at any time. We will notify students of any changes. Any such changes affect all bookings. Any changes to these terms and conditions will be published on the website.
- 3.2. Please note that as soon as your registration has been accepted by Tellus, the following terms and conditions will apply.

## 4. SERVICES

- 4.1. Tellus can change details of its services, including courses, facilities and course dates where and when it is necessary or where the number of registrations is not enough to run a programme or course.

## 5. CONTRACT

- 5.1. The contract is agreed between Tellus and the promoter/individual.
- 5.2. When you register as a student or agent you accept Tellus' terms unless you have a different agreement in writing with the company.

## 6. BOOKINGS, REGISTRATION and VISAS

- 6.1. There is no restriction on nationality, but if you need a visa to come to the United Kingdom you should check the requirements for UK visas.
- 6.2. If a visa application is rejected or delayed you must inform us in writing at least 14 days before the course start date.
- 6.3. We will refund all your fees except the enrolment and visa letter fee and any courier charges within 28 days if you have told us as in 6.2 and when we get your visa refusal letter.
- 6.4. If you need a visa you must be enrolled for a programme for a minimum of 15 hours per week.
- 6.5. You can register your enquiry and complete the booking form on our website. As soon as we receive your booking form, we will check that you can attend the course/programme and then confirm your registration and send you an invoice for the full fees.
- 6.6. Tellus can refuse anyone who does not meet the requirements for a course/programme.
- 6.7. The information you have given in your application must be correct. If it is not, it may prevent you attending the course/programme you have registered on.
- 6.8. If you want accommodation and /or a work placement during your course/programme you must complete your booking and registration twelve weeks before your arrival in the United Kingdom.
- 6.9. If you do not require accommodation or a work placement you must complete your booking and registration online at least eight weeks before starting your programme, or as agreed between the parties involved.
- 6.10. We reserve the right to provide a different programme if your booking is delayed.

## 7. PAYMENTS

- 7.1. All fees and charges will be agreed between you and Tellus in writing before you book any course/programme.
- 7.2. We will send you an invoice after we have received your formal booking or registration.
- 7.3. To secure your booking, a deposit of 20% of the total invoice must be paid or 4 weeks of accommodation, whichever is the greater, and then the rest a minimum 6 weeks before your course begins.
- 7.4. All course fees and accommodation costs must be paid before your arrival in order to guarantee your place on the programme and stay in your preferred accommodation.
- 7.5. To help us to track your payment, please insert an INVOICE NUMBER on all payments and queries.

7.6. It is your responsibility to ensure that all fees have been paid in full and on time.

7.7. It is your responsibility to pay bank charges for payments made by bank transfer.

## 8. LATE PAYMENT

8.1. If your invoice is not paid on time, we reserve the right to cancel the booking 2 weeks before you arrive.

8.2. If your payments are overdue, you may be refused entry to lessons and asked to leave your accommodation.

## 9. DISCOUNTS

9.1. Group bookings - discounts are available for group bookings, please contact us.

9.2. Any additional discounts are at the discretion of Tellus.

## 10. AGE REQUIREMENTS

10.1. Minimum ages for different courses are as follows:

- English language courses for adults: 16 and over.
- Work experience: 18 and over. (Students who are 16 or 17 can register at Tellus' discretion)

## 11. PUBLIC HOLIDAYS

11.1. Our schools will be closed on public holidays and during the Christmas and New Year period. As a result no lessons will be held or fees reduced.

## 12. TAKING HOLIDAYS

12.1. You are not allowed to take holidays on bookings of less than 12 weeks. For courses longer than 12 weeks, 2 weeks holiday can be taken for each 12-week period during your course. Any additional holiday taken will not be added onto the end of the course and will not be refunded.

12.2. If you book your holiday before your arrival, you do not pay an administration charge. If you arrange your holiday during your programme, you must give 2 weeks' notice. This holiday period can be added to the end of your programme. If the added weeks run into the summer period, the summer supplement may be payable. Please note that it may not be possible to place you in the same class/work placement or accommodation when you return from your holiday.

12.3. If you are under 18 and arrange a holiday during your programme, you must show us that you have parental permission.

## 13. ACCOMMODATION DURING HOLIDAY PERIODS

13.1. If you want to stay in your accommodation over Christmas, please contact us for fees and availability.

- 13.2. To secure your room in residential accommodation during other holiday periods, you will have to pay the full accommodation fees. To keep your homestay room, you will need to pay half the cost of the accommodation in your absence.

## 14. TRAVEL AND MEDICAL INSURANCE

- 14.1. Tellus does not insure students against any type of accident, illness or loss. You are recommended to arrange insurance before coming to the school. It is important that you have the correct insurance cover for your personal possessions, any medical, health, repatriation needs etc. We are not responsible for the organisation of, or the payment for, these costs.
- 14.2. Parts of your course may take place outside; you should agree to do these activities and confirm that you have suitable insurance cover. You will not receive a refund if outside activities are cancelled due to bad weather.

## 15. TRAVEL TO, FROM AND WITHIN THE UNITED KINGDOM

- 15.1. You are responsible for organising and paying for your travel arrangements to, from and within the United Kingdom, unless you have asked us to do any of this for you. If you ask us to organise and manage this travel, it must be agreed in writing in advance and will be charged for as an additional service. It is your responsibility to ensure that you have a valid passport or other acceptable travel document /ID to enter the country where your programme is provided. We accept no liability for financial loss due to you not having the correct travel documents.
- 15.2. We recommend that you do not book your flights or make travel arrangements until your programme booking has been confirmed.

## 16. TRANSFERS, ARRIVALS AND DEPARTURES

- 16.1. All transfers are arranged at our discretion and are subject to cancellation or alteration.
- 16.2. We can arrange such transfers at an additional cost. Please contact us for details. If you decide to use this service, please remember that it is your responsibility to give us your arrival /departure details at least 14 working days before your arrival. If you do not provide this, we may not be able to arrange the transfer.
- 16.3. Tellus will provide airport transfers that allow each passenger to carry the luggage below as standard:
- 1x medium/large suitcase of 20kg
  - 1x item of hand baggage up to 40cm x 20cm x 25cm
- 16.4. Tellus Student Services must be informed at least 3 working days before departure if any luggage in excess of the permitted amount and size is to be transported.
- 16.5. In the event that a larger vehicle or additional trailer is required to transport the group and/or luggage items in excess of the permitted amount and size, charges will be incurred and invoiced on site prior to departure.

- 16.6. If we are notified that you have left behind or lost any luggage, we shall take reasonable care of it, if and when it is located. We may charge an administration fee for the storage and return of your lost luggage.
- 16.7. If you want to cancel the transport we have arranged for your arrival or departure, a minimum of 5 working days' notice must be given to avoid a charge.
- 16.8. You must notify us of any changes to airport transfers at least 5 working days before the designated arrival time. If we receive notice after this period, you may incur the full cost of the service.
- 16.9. We do not accept responsibility for any costs incurred by you while waiting for any late transport pick-up.
- 16.10. We do not accept responsibility for any costs incurred by you as a result of you arriving late at an airport or other transport connection point.

## 17. DOCUMENTATION

- 17.1. You must complete the online registration form as instructed.

## 18. ARRIVALS

- 18.1. If we have organised your accommodation, you will be met by the accommodation provider or one of our staff when you arrive. You are expected to arrive at your destination between 07:00 and 23:00.
- 18.2. If you plan to arrive outside of these hours you may incur a fee of £50 per person /accommodation address. You may also have to pay a local taxi fee from the local arrival stop to the host family.

## 19. DEPARTURES

- 19.1. Your departure from your UK city should take place between 07:00 and 23:00. If you leave outside these hours, you may need to arrange your own transport and pay for it yourself.
- 19.2. Your departure from your homestay accommodation should take place between 07:00 and 15:00. You must let us know your departure details so that we can make arrangements with your homestay provider.

## 20. TRANSPORT

- 20.1. If you are given a local travel pass by Tellus, you will be responsible for its safe keeping and the cost for its replacement if it is lost or stolen.

## 21. CANCELLATIONS AND REFUNDS

- 21.1. For any bookings made with Tellus, there is a seven-day period during which you can cancel your booking without any charge. This applies to bookings made up to six weeks before the planned start of the course.
- 21.2. If you cancel your programme, the enrolment fees and courier fees (if applicable) are non-refundable.

- 21.3. All cancellations must be made in writing to Tellus. Any refunds will be made by bank transfer refunded to the same account your payment was made from.
- 21.4. Apart from the cooling-off period, in the event that you have to cancel your programme, we will charge you the following:
- 21.5. This applies to Work Experience and ELT groups only:
- 7 weeks before arrival - 25% of all fees and charges or £150 (whichever is the greater)
  - 5 or 6 weeks before arrival - 50% of all fees and charges.
  - 3 or 4 weeks before arrival - 75% of all fees and charges.
  - Within 2 weeks of arrival - 100% of all fees and charges.
- 21.6. Other ELT (including individual bookings): If cancellations are made 14 days or more before the course is due to start, we will refund all fees except 10% of the total invoice. However, if you have started your course already:
- Course duration up to 4 weeks: no tuition fees will be refunded.
  - Course duration 4 weeks or longer: (a) ending your course in the first 4 weeks: all tuition fees (minus the time already studied) are refunded; (b) ending your course after the first 4 weeks but before the mid-point of the course: pro-rata amount of tuition fees are refunded; or (c) ending your course after the mid-point: no tuition fees are refunded.
- 21.7. If you cancel your accommodation up to 7 days before your course starts, you will be charged 1 week's accommodation fee. If you cancel up to 48 hours before your course starts, you will be charged 4 weeks' accommodation charges or full fees if your stay is shorter than 4 weeks.
- 21.8. If you do not arrive at all and have not told us you are not coming, arrive late or are absent during the course of your programme, you will not be given a refund, nor get a refund for periods of absence or be given an extension at the end of the course free of charge. Regarding visa nationals, the Home Office will always be notified of all such irregularities.
- 21.9. If we cannot provide you with an agreed programme in full, a refund of the difference between the fees you have paid and what has been provided up to date of the end of your course/programme will be given to you. The payment of this refund will be made within 28 days of the date of the end of your course/programme. Alternatively, and if possible, you will be offered a suitable alternative programme at no additional cost. You have the right to choose either a refund or accept a place on another programme. If you decide to choose another course/programme, you will be asked to sign a document indicating your acceptance of this.
- 21.10. If you break the conditions on which you were granted your visa, no refund will be made for the rest of your programme.

## 22. CHANGES TO CONFIRMED BOOKINGS

- 22.1. If you want to change or reduce your agreed programme you must apply to us in writing. We can charge you an administration fee of £75 each time your course or accommodation details are changed or cancelled after a place has been confirmed. This fee will not apply if you upgrade your accommodation or extend your course.

- 22.2. If you decide to leave the accommodation we have arranged for you before the end of the booking period, you must give four weeks' notice and will be given a refund for any remaining accommodation fees.

## 23. ACCOMMODATION

- 23.1. Accommodation provided by Tellus is in units of a calendar week (Sunday to Saturday). We take every effort to ensure our accommodation is safe and secure. We do not take responsibility for any loss, damage, accident or otherwise as a result of you staying in the accommodation.
- 23.2. We reserve the right to accommodate one nationality per homestay provider.
- 23.3. In the unlikely case of us not being able to provide the class of accommodation you have requested, you may be placed in a different type of accommodation. However, you will only pay for the type of accommodation you have agreed on and will be refunded any difference in price.
- 23.4. The rules and regulations, either verbal or written, of the accommodation in which you live must be observed.
- 23.5. During your stay, you will be responsible for any damage you or your guests cause to the accommodation, and will have to pay for any damage caused by you or your guests.

## 24. PERSONAL POSSESSIONS

- 24.1. We take every effort to ensure that you have a safe environment, whether on our premises or those of our agents. We do not take responsibility for any loss of or damage to personal possessions, accidental or otherwise, unless it was caused by our own negligence. You will be responsible for the safety and security of your own personal possessions during your stay, including money, travel documents and travel tickets.
- 24.2. If you are on a work experience programme, your accommodation could be up to 55 MINUTES' travel time from your place of work. We will not accept this as a reason to change accommodation or for a complaint.
- 24.3. For ELT students, accommodation can be up to 30 MINUTES' walking time from the school. We will not accept this as a reason to change accommodation or for complaint.
- 24.4. If you are asked to leave your accommodation by us or by the owner/landlord because of a breach of agreement, you have no automatic right to new accommodation provided by us. A difference in quality between places of accommodation (e.g. distance from work placement or school or equipment like internet or telephone access, self-service washing machine, TV etc.) is no reason to change accommodation or for a complaint.
- 24.5. A change of accommodation is only possible in exceptional circumstances and with our approval. During your stay, we may need to move you from one accommodation to another due to unforeseen circumstances. We will try to avoid this but we reserve the right to do so.
- 24.6. For some accommodation, you may be required to pay a security deposit. Where this is the case, you will be notified at least two weeks before arrival. If you decide to change the accommodation we have arranged, you must give two weeks' notice for residential accommodation and one week's notice for homestay accommodation. In such cases new



accommodation will be arranged as soon as it becomes available and you will be charged an administration fee of £75.

- 24.7. If you have arranged your own accommodation, you need to give us accurate and up-to-date information about your address, phone numbers, email address and emergency contact details in the UK and your home country. If you do not do this, you will be charged an administration fee of £75.

## 25. DISCIPLINE

- 25.1. We can exclude you from the programme or remove you from your accommodation if there is evidence of :

- gross misconduct
- abusive behaviour causing offence to staff at Tellus, at the work placement or homestay ( or other clients)
- poor discipline or attendance either at work, or at school (attendance of at least 80% of classes is required by UKVI for visa applicants; this may be subject to short notice change)
- In these cases, you will not be refunded any fees and we will accept no responsibility for providing alternative work placement, course or accommodation, and you or your parent will be responsible for all the costs involved in providing your transport home.

During trips and activities organised by us, you must follow the directions given by the accompanying members of staff to ensure everyone's safety.

## 26. CHANGES TO PROGRAMME

- 26.1. From time to time, we may have to make changes to services. You will be told about any major changes if they are necessary as soon as it is possible to do so.
- 26.2. We also reserve the right to (1)cancel courses, (2)combine classes or reduce the number of tuition hours if student numbers fall too low to sustain separate groups at the same or similar ability level or (3)run classes in the morning or afternoon as required.

## 27. LIABILITY

- 27.1. You are responsible for ensuring that you have a valid passport, or any other appropriate travel document/ID, to enter the country where your programme is provided. We accept no liability for financial loss caused by you not having correct travel documents.
- 27.2. We cannot be held liable for damage or accident to you or your property, except where such liability is expressly imposed by English law.
- 27.3. We accept no liability for any damages related to death, personal injury, breach of contract, inappropriate performance of the contract or negligence in situations where the claim has originated out of circumstances that are neither our fault nor that of other suppliers for the following reasons:
- the failure was your fault



- the failure was due to a third party that was not connected to the services provided by us under our contract with the participant and was therefore unforeseen and unavoidable
- the failure was due to circumstances that were unpredictable and out of the ordinary, and thus beyond our control, and it would not have been possible to avoid the consequences no matter how much care was taken
- the failure was due to an event that would have been impossible for us or any other supplier to foresee, even with due care.

27.4. We are not responsible for the safekeeping or delivery of any post or fax sent to you at our premises.

27.5. We are not liable for refunds or damages, however they arise, if the school cannot provide services which have been agreed to because of labour disputes, insufficient demand for courses, natural disasters or for any other reasons that are beyond its control.

27.6. If you feel that the service provided by Tellus or any of its providers has been unsatisfactory you must inform Tellus and/or any of its suppliers as soon as possible. To do so you must tell us in writing by emailing us at [info@tellusgroup.com](mailto:info@tellusgroup.com)

## 28. COMPLAINTS

28.1. Any complaints should first be made in writing to [info@tellusgroup.com](mailto:info@tellusgroup.com).

28.2. Provided that a complaint is received within one month of the course ending and all fees have been paid, it will be investigated fully. If the matter is not resolved, then you may complain in writing to the Chairman. In the unlikely event that the issue remains unresolved, the next step is to contact the governing body for all accredited language schools in the UK, the British Council.

## 29. PRIVACY POLICY

29.1. When you complete the Registration Form, you agree that Tellus can store and use the information you give for our purposes only. We will not pass your details on to any other organisation or third party. We might take photographs or video footage of social events, some of which may be used for promotional purposes.

## 30. PUBLICITY AND DISSEMINATION

30.1. You understand and agree that we may choose to publicise your experience in local, national or international media and use any material, statement or anecdote in our marketing and public relations materials and activities. The above information is correct at time of publication but may be subject to change.

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the United Kingdom excluding such conflict of law principles.

## TERMS AND CONDITIONS SPECIFIC TO ADULT COURSES

Once Tellus has accepted your registration, together with the General Terms and Conditions, the specific terms and conditions for Adult Courses will apply.

### 1. GENERAL INFORMATION

- 1.1. Students can start a course at the school on any Monday (except public holidays) for a minimum of one week.
- 1.2. Exam fees are not included in tuition prices.
- 1.3. Students entering for examinations, for example, Cambridge ESOL and IELTS, must bring valid passports for exam entry. National identity cards may not be accepted in the UK.
- 1.4. Examinations are not held at the school and the places for them depend on availability which is not guaranteed.
- 1.5. We reserve the right to change course arrangements and prices if necessary.
- 1.6. Please note that all our courses are run subject to demand.

### 2. COURSE DURATION

- 2.1. English tuition is charged in blocks of 15 or 23 hours per week, unless there is a public holiday when the hours will be reduced. No refunds are available for shortened tuition because of public holidays.
- 2.2. It is the responsibility of students or their agents to check the dates of all UK public holidays.

### 3. ATTENDANCE, BEHAVIOUR, ABSENCE AND EXCLUSION

- 3.1. If students are not able to attend their classes, they must inform the school immediately so that their teachers can be notified.
- 3.2. Being absent from or repeatedly late for classes without a good reason or prior permission could result in the student being excluded from the course.
- 3.3. Any exclusion or absence from a course may be noted on their certificate.
- 3.4. If they are excluded from a language course, they will be asked to return to their home country without a refund.
- 3.5. The attendance procedure followed by the school is detailed in the Student Handbook.
- 3.6. We have a set of rules applying to behaviour in our centres during trips, activities and in accommodation arranged by the school.
- 3.7. At the discretion of the Principal, the school has the right to expel or evict from school or accommodation any student whose conduct is unsatisfactory. No fees will be refunded in such cases, and if there are any unpaid fees, they become payable immediately. The student has the right to appeal against such a decision.

## 4. PAYMENTS

4.1. In addition to what is stated in General Terms and Conditions, the following applies to Adult ELT courses. Full fees must be paid at least 6 weeks before your course begins, or at the time of booking if it is less than 6 weeks before the scheduled time for your course to begin. If you decide to book your course more than six weeks before the starting date, you can choose from the following payment options:

- Pay the total amount of your fees when you make your booking. This includes a non-refundable enrolment fee.
- Visa Students: To secure your booking you will be required to pay a non-refundable deposit to cover the enrolment fee, visa letter and courier charges if applicable. The rest of your fees will be due 6 weeks before your course begins.

However, for certain long-term courses, at the discretion of the school, payment can be made term by term and you will receive separate invoices for each term. Please remember that neither the Certificate of Studies nor the Academic Report will be issued until full fees have been received.

## 5. COURSE MATERIAL

5.1. All required course material will be provided. There will be a charge for any damages.

## 6. TIMETABLE

6.1. We teach English lessons in the morning and afternoon from Monday to Thursday, and Friday mornings only. The school is closed on Friday afternoons.

6.2. Classes outside the scheduled timetable can be held at discretion of the Director of Studies.

## 7. COURSE LEVELS

7.1. 7.1 Certain courses are provided at certain minimum language levels, and you are responsible for making sure that your level is good enough for the course you have registered on. If, after a placement test, we find that your level is below the level required for the course, the school reserves the right to place you in another class at a different level. If you are not sure what your level is, please consult us.

7.2. 7.2 After a course has started, we reserve the right to move students to a more appropriate class for their language level, or to change any arrangements and prices for courses if it becomes necessary.

**All of this information is correct at the time of publishing but may be subject to change.**