

# Terms and Conditions



## Registering for a Course

On receipt of your registration form (individual students) / booking email or form (groups) you will receive an email:

1. Confirmation your enrolment and chosen course.
2. Invoice document and payment details which will enable you to make payment in full or pay a required deposit of £50. Deposits paid are non-refundable.

## Payment procedure

Payment in full is required a minimum 30 days before the arrival date.

1. By bank transfer or credit card through TransferMate link, our preferred payment provider. To register a payment, click on the TransferMate link provided in the registration email or your invoice. (TransferMate fees will be advised at time of payment)
2. By bank transfer in GBP directly into SG account:

Account name: Student Gateway English Courses  
Bank name: Natwest Bank  
Bank address: 27 South Street, Worthing, West Sussex BN11 3EQ  
Account number: 19811640  
Sort code: 60-24-31  
IBAN: GB65NWBK60243119811640  
BIC: NWBKGB2L

ALL CHARGES MUST BE PAID BY THE CUSTOMER

(Please note that there is £10 fee extra for this transfer charged by the British bank)

\*Please ensure when making a payment to include the invoice number and student name or number

## Cancellation, Cancellation fees and Refunds

All cancellations must be notified in writing.

1. Accommodation fees: Notice provided of 2 weeks – full refund given.
2. Tuition and other fees:
  - 2.1. Notice provided of up to 14 days prior of the arrival – cancellation fee of £200.
  - 2.2. Notice provided of less than 14 days prior of the arrival – no refund given.
3. There is no refund if a student fails to complete the programme.
4. Where a visa has been applied for and refused, SG will refund the fees less £200 deposit, bank fees and any other non-refundable fees to third parties (such as excursions booked, etc.) on receipt of refusal information by the immigration. (Please note that SG does not currently hold a sponsor number for visa applications)
5. If the intended commencement date of an English language course is delayed due to travel problems, or other problems caused by circumstances out of SG's control, SG will not adjust the tuition or accommodation end date and no refund will be made.

## General Conditions

1. Fees include assessment test at the beginning of the programme, tuition as specified by the course chosen, individual report (if studying for 2 weeks and longer), school diploma.
2. SG does not accept responsibility for costs incurred due to flight delays, e.g. accommodation, transfer waiting time, social programme admissions etc.
3. If a student does not arrive on a booked date, the above cancellation policy applies.
4. SG does not take responsibility for loss or theft of belongings.
5. The school reserves the right to withdraw and/or withhold services (such as accommodation, course, etc.) where the rules, regulations and policies of the school have been breached
6. Students must have appropriate medical and travel insurance.
7. No refunds will be made for absences.
8. There is not refund of fees for days missed during the course/late arrival/early departure/public holidays.
9. Classes can be held at additional premises.