

**Important**

Please ensure you read these Terms and Conditions carefully and understand them before signing your final acceptance of a place at the Royal Holloway, University of London International Study Centre (hereafter referred to as RHUL ISC). The Terms and Conditions referred to herein constitute the entire agreement between the parties and shall supersede any and all promises, representations, warranties or other statements whether written or oral made by or on behalf of one party to the other of any nature whatsoever or contained in any leaflet brochure or other document given by one party to the other concerning such subject matter. The RHUL ISC is administered and taught by a Study Group company, Bellerbys Educational Services Limited hereinafter referred to as RHUL ISC. By signing these Terms and Conditions you give permission to participate in course related trips arranged by the RHUL ISC.

**Application and confirmation payment**

If the application is accepted, a written Offer of a Place will be made. To accept this Offer a confirmation payment is required comprising a non-refundable enrolment fee of £150, £1,000 refundable security deposit and £500 in advance fees. All offers are made subject to availability. Non-payment by the fee deadline may put your place at risk. When a Confirmation of Acceptance of Studies, hereafter referred to as CAS is requested a further minimum payment of the first term's fees is required, in order for the CAS to be issued. (Please note in some cases you may be required to pay three terms' tuition fees). In the event of an official visa rejection, only one further CAS will be issued in support of a second and final visa application. Full fees must be paid in advance for a second CAS to be issued. RHUL ISC reserves the right not to issue a second CAS if it deems the risk of rejection too great.

The refundable security deposit is primarily held against any damages and other incidental expenses, and if at the end of a course there are any monies left these can be offset against disbursements, otherwise an invoice will be issued for any damages/disbursements in excess of the deposit. Any monies left will be refunded within 90 days of completion of the final term less any deductions made for any amount outstanding at that time. No other refunds will be made.

Additional charges may be made for such items as accommodation security deposits, bedding packs, accommodation specific insurance, University administration fees and other sundry expenses. These items may be charged either to your ISC student account or your University student account. Residential accommodation is subject to availability and early confirmation is advised.

**Cancellation and Refund Policy**

The following charges apply for courses cancelled before arrival in the UK where a CAS has not been issued or not received:

8 weeks or more before course start date = £500 + £150 non-refundable enrolment fee

Less than 8 weeks before course start date = £1,000 + £150 non-refundable enrolment fee

Where a CAS has been issued, please refer to our Refund Policy which can be found on the RHUL ISC website:

<https://www.rhul.ac.uk/international/englishlanguage/ifp/termsandconditions.aspx>.

Cancellations must be made in writing and the period of cancellation applies only from the date upon which the RHUL ISC receives the written notice of cancellation. If cancelling the course, students must also confirm if they are cancelling StudyCare insurance.

No refund will be given where a student obtained a valid Visa for the intended course of study and is cancelling with no exceptional circumstances or where a Visa application was refused due to severe negligence on student/agent's part, such as:

- Student submitting fraudulent documentation (as viewed by UKBA)
- Student unable to communicate with the visa officer on the level of their SELT/Approved English test
- Student failing to submit a full/correct pack of supporting documents for their visa application, including correct financial statements or originals of supporting documentation

To view full Refund Policy document, please check the link below:

<https://www.rhul.ac.uk/international/englishlanguage/ifp/termsandconditions.aspx>

**RHUL ISC tuition fees**

Fees are payable termly to the RHUL ISC, one month before term starts. Termly payment will be subject to any increase in tuition or accommodation fees which may be announced during the course. Admission to classes is dependent on fees having been received by the RHUL ISC.

Reasonable efforts are always made to keep fees to the minimum that is consistent with the provision of a modern and efficient teaching programme. However, fee increases may become necessary from time to time in order to maintain standards and will become effective immediately they are notified.

If payments become overdue, the RHUL ISC reserves the right to suspend or cancel tuition and to charge interest on the balance at the rate of 2% above the base rate of NatWest Bank per month or part thereof.

Fees remain payable if Notice of Withdrawal has not been given in accordance with these conditions.

**Provision of tuition****Pre-arrival**

The RHUL ISC reserves the right to withdraw programmes, if the number of student applications for those programmes fall below the minimum number required running the programme. Under such circumstances students will be given the opportunity to either change their programme of study or withdraw from the RHUL ISC with no liability for cancellation fees.

Once the student has commenced the course:

The RHUL ISC reserves the right to withdraw academic programmes if student numbers drop below the minimum number required to run the programme. If this occurs, the student will be offered an alternative academic programme or enrolment at another ISC (visa regulations permitting).

**Undergraduate Programme Preparation Fee**

Should the student be successful in progressing to Royal Holloway, University of London (hereinafter referred to as the University) Undergraduate programme, an amount equivalent to 15% of that Undergraduate programme's first year's fees will be payable by the student to Bellerbys Educational Services Limited as a degree programme preparation fee. At the same time, the student will be entitled to receive a 15% discount from the University in respect of its first year's fees. The student will pay the Undergraduate programme preparation fee directly through their first year's university fee.

**Academic criteria**

Students who do not yet meet university criteria for English Language proficiency will be expected to take an appropriate English Language course at the RHUL ISC.

Students are accepted into the RHUL ISC on the strict understanding that progression through the course is conditional upon satisfactory and required attendance and successful attainment of prescribed performance targets (available at [rhul.ac.uk/isc](http://rhul.ac.uk/isc)).

Students are formally assessed at least twice a year. The assessment will take into consideration:

- Course work assignments
- Internal examination results
- Attendance
- Commitment to study

Students who do not meet the attainment criteria will not be allowed to proceed with their original course but will be offered an alternative course or invited to withdraw from the RHUL ISC without refund.

**Study plan changes**

All students' English and numeracy skills will be tested on arrival. Should the required standards not be met the centre may be required to alter the student's study plan to one more appropriate to their academic level. This may incur additional costs. Music tuition will be charged in addition to the IFP tuition fee,

**Personal insurance****Accident and Medical insurance**

It is necessary that all students have appropriate accident and medical insurance. Students must either take out the StudyCare insurance policy or provide proof of adequate cover at enrolment. Cover under the StudyCare insurance policy does not commence until the insurance fees have been paid in full.

**Personal belongings and contents insurance**

While the RHUL ISC takes all reasonable precautions to ensure the safety and security of students on the campus and in their University-managed accommodation, the University and RHUL ISC cannot accept responsibility, and expressly excludes liability for loss or damage to students' personal property (including computer equipment and software), including any financial or other consequential loss, where such loss or damage is as a result of theft, fire, flood, computer virus or any cause relating to University or RHUL ISC computing facilities, or any other cause, except where such loss or damage is caused by the University's or RHUL ISC's negligence.

Neither the University or the RHUL ISC insure students' personal possessions and cannot be held liable for loss or damage should individuals fail to arrange their own insurance cover. All students are, therefore, strongly advised to take out a contents insurance policy. If our StudyCare insurance is taken out, loss or damage to personal property which may occur is covered within the terms of the policy.

**Breakages**

Students are responsible for payment for any damage caused by them to RHUL ISC/University properties, including fixtures and fittings in accommodation. Occupants of shared accommodation are jointly and severally liable for the proper care of rooms, fixtures and fittings and the University reserves the right to recover costs for damage or exceptional cleaning.

**Campus services not provided by the University**

Some facilities, services or equipment are provided on campus by third parties and not by the University (e.g. the Health Centre, or the Students' Union). Whilst the University will endeavour to ensure that those facilities and services are delivered to a reasonable standard, it can accept no responsibility for the nature of, and reserves the right to withdraw or change such facilities, services and equipment.

**Withdrawal from RHUL ISC**

Once a student has arrived in the UK, a minimum of one term's notice (in writing) is required, or payment in lieu, whether or not the student continues to attend lessons.

Students following the English Language Preparation courses are enrolled to progress on to the academic programme assuming a satisfactory level of English has been obtained. The student must therefore give the standard term's notice if they do not wish to progress further at the RHUL ISC.

If withdrawal is due to refusal of a visa extension then less notice may be accepted (at the RHUL ISC's discretion) as long as full written details are provided before a course recommences.

Where withdrawal is due to illness, if the student has taken out the comprehensive StudyCare plan insurance scheme (details of which are available on request), subject to the terms of the scheme the student may be able to claim a refund.

Notice of withdrawal must be given in writing and is effective from the date it is received by the RHUL ISC. Enrolment is for the RHUL ISC only and is non-transferable.

**Withdrawal/variation of degree programmes**

If, after a RHUL ISC applicant has indicated an intention to progress onto a particular degree programme, but prior to the student completing the RHUL ISC programme, and the University discontinues the nominated degree programme, the student may either: (1) withdraw without liability for fees other than the fee liability for the RHUL ISC programme, or (2) transfer to such other programme (if any) as may be offered by the University for which the student is qualified. If in these circumstances the student wishes to withdraw from the University and enrolls in a course at a different university, the University shall use its reasonable endeavours to assist the student.

Once the student has commenced the first term of master-level study, if:

(a) the University's ability to deliver programmes or other services in accordance with the descriptions provided is compromised by circumstances beyond the control of the university (e.g. third party industrial action), the University will use all their reasonable endeavours to minimise disruption as far as it is practical to do so;

(b) the programme is cancelled or substantially varied from that described in the prospectus for reasons other than circumstances beyond the University's reasonable control, the University will use reasonable endeavours to provide a suitable replacement programme, but cannot guarantee to do so. If the student does not wish to accept the replacement programme, the student shall be entitled to withdraw from the programme. In the event of such withdrawal the University shall make an appropriate refund of tuition fees. Depending on the point at which the withdrawal takes place, the University reserves the right to retain fees or charges to cover the tuition or services which the student has actually received.

**Enrolment conditions for progress to degree programme**

Students are required as a condition of enrolment to pay all fees due to the University according to fee status and published fee rates.

Enrolment also entails the student's agreement to abide by the provisions of the University.

The provision of a facility or service may attract an additional charge (i.e.: separate from tuition fees). The University will make this clear in advance. If a student contracts voluntarily to receive an extra facility or service from the University, but subsequently fails to pay all or part of the agreed charge, the University maintains the right to withdraw the service and to recoup the outstanding charge.

**Accounts procedures****Payments**

Payment can be made to the RHUL ISC by cheque, Sterling bank draft, telegraphic transfer or credit card. Please ensure that the student's name and customer reference are always included on the transfer document, indicating that the transfer is in respect of fees.

Bank charges and commission for both the sending and receiving banks should be paid by the sender of funds or they will be applied to the student's account. Payment by credit card is subject to a surcharge of 2%. Payment by debit card is subject to a surcharge of £1. Accounts communications will be sent both to the person responsible for paying the fees and to the student unless written instructions are received to the contrary.

**Sundry Charges**

Any incidental costs incurred on behalf of the student will be charged to their account, for example taxi charges, fax costs, field trips, text books and vacation accommodation.

**Refunds**

Refunds will only be made to the person responsible for the fees unless written authorisation is provided to the contrary from that person. Refunds will be made within 90 days of the end of the relevant term.

Refunds are made after calculating any damages or disbursements due, or any other incidental fees or charges. Should the applicant decide not to pursue their

**Accommodation****Provision of Accommodation**

Applicants who firmly accept an offer of a place and who complete the relevant accommodation application procedure by their published accommodation deadlines will be housed.

If you miss your start date for any reason, we reserve the right to change your accommodation.

**Length of Tenancy**

Students taking up accommodation will be required to sign a tenancy agreement for a period which may include the Christmas and Easter vacations, if these fall between the start and end dates of their course. Students starting their course in January in certain types of housing may be asked to move to alternative accommodation for July and August.

**Rent**

Rents vary according to the type of accommodation offered. Rent is due as per the accommodation terms and conditions and students can choose to pay in the following ways:

(a) the full amount in advance; (b) in instalments.

**Room swaps and terminating a tenancy**

Although we do our best to allocate students to their preferred choice of accommodation, it is not possible to meet everyone's needs. The stock of accommodation is varied and some areas are more popular than others. If a student is unhappy with his or her room allocation, there is normally an opportunity to swap later on. An administration fee will be charged for any room changes. If a student decides to move out of their accommodation for any reason, he or she will be asked to pay a termination fee and will be liable for rent until another acceptable student is found to take the room. Vacation accommodation is available on request. The appropriate fee will be added to the student's account.

**Behaviour in residences**

All residents are expected to behave in accordance with commonly accepted rules of good behaviour and to abide by the clauses in the tenancy agreement. All students will also be required to abide by and submit to the procedures of the University's or housing provider's disciplinary rules and regulations as amended from time to time.

Residents may be subject to disciplinary action and/or legal possession proceedings if they breach the terms of their tenancy agreement.

**Publicity**

The student (and, where applicable, his or her parent or guardian):

- (i) agrees that the student's photographs, videos, artwork or other works, as well as recorded or written testimonials and details of the student's achievements ("Student Images and Testimonials") may be used by Study Group, or by a third party agent of Study Group, worldwide for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notification; and
- (ii) gives consent to Study Group storing, or transferring across international borders, copies of the Student Images and Testimonials for such purposes.

**Data protection**

Any information provided to RHUL ISC may be held on computer and shall be used by the RHUL ISC in accordance with the UK Data Protection law. Information provided to RHUL ISC is held and processed for the purpose of administering your application, and we may share your information with our offices around the world. This information may be carried forward to your official student record, which holds data in electronic and paper form on your personal details, academic and administrative history and on relevant financial transactions. Once you progress to a degree programme, the University is required to provide information to UK agencies including the Higher Education Statistics Agency. After you leave, the parts of your student record which the University needs to retain will be archived. Some information will also be processed for the purpose of managing our relationship with you as an alumnus. Other information will be destroyed. Throughout, your personal data will be held in accordance with current UK data protection law.

**Liability**

Any reference in these terms to liability of students shall also infer liability on the financial sponsor of the student, and such liability is joint and several.

**Variation**

No variation to these conditions is valid unless agreed in writing by the Principal, ISCs provided always that the RHUL ISC reserves the right to make any addition, amendment or alteration to these conditions upon giving one term's written notice of such change to all affected students.

**UK government bodies**

RHUL ISC is obliged to report, on request, visa status, attendance records and UK contact details to relevant UK government bodies.

**Communication**

Please supply the RHUL ISC with personal e-mail addresses and mobile telephone numbers prior to arrival, in order that communication, to include transmission of student reports, may be maintained at all times. Please also advise of any changes as they occur.

*These Terms and Conditions apply to all bookings commencing after January 2013*