

Terms and conditions

Implemented:	June 2019
Written By:	Caz Potten
Reviewed:	June 2020 (JH), June 2021 (JH), June 2022 (HB), June 2023 (HC)
Next Review:	June 2024

Course Fees

Deposit of £100 payable on Enrolment, remaining fees paid 4 weeks prior to arrival.

Cancellations

Prior to arrival: Fees are non-refundable on reserved courses which are cancelled 4 weeks prior to arrival. For this reason, students are strongly advised to take out insurance.

During the Course: Any refund of fees for students who leave the school early will only be made in exceptional circumstances at the discretion of the Director - and never in cash.

Visas and Passports

Visa/Passport applications are the responsibility of the student. Where visa applications are refused before the start of the course, school fees will be refunded upon presentation of supporting documentation from the British Embassy, less an administration charge of £100 and 1 week's accommodation fees, if applicable. As it is a legal requirement that schools check passports of visa nationals, all students must bring their passport/identity card with them on the first day of school for checking.

Conduct

Students must attend regularly and punctually. STAR Exeter reserves the right to exclude or suspend students if their attendance is not satisfactory or for reasons of misconduct. Visa nationals who do not attend regularly will be reported to the Immigration Authorities. No refund will be given in such circumstances. Parents will be asked to withdraw a student in the event of serious misconduct and fees will not be refunded. Any costs of an early return will be the responsibility of the student's own family who are also liable to be charged for any damage caused by the student concerned. Appeals may be made in writing to the Principal.

Welfare for students aged under 18 years old

STAR Exeter will act 'in loco parentis' for students under the age of 18 who are staying in accommodation arranged by STAR Exeter. In the case where students do not follow the regulations set by STAR Exeter or the STAR Exeter homestay provider, the parents/guardian will be contacted. If this behaviour continues, the student may be asked to leave the course.

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Accommodation

Homestay and private home providers reflect the multi-cultural aspect of life in England and are selected and inspected according to the British Council criteria.

They are chosen for the warm welcome and care they will provide for students and not for their proximity to the school. We will take into consideration requests made by students at the time of booking and will endeavour to meet these but cannot guarantee to fulfil every request unless it concerns health factors such as allergies. If a change of accommodation is requested within 7 days prior to arrival - or after arrival

- there will be a cancellation charge of one week's accommodation fees.

Damage or Loss

The School does not accept responsibility for the loss, damage or theft of any personal effects including money. Although we advise all students to arrange full insurance for health, travel and possessions.

Illness

The School must be notified promptly of any absences through illness. The School must be notified of suspected or known infectious diseases so that appropriate action can be taken.

School Closure Dates 2024/2025

- 1st January 2024
- 29th March
- 1st April
- 6th May
- 27th May
- 26th August
- 21st December 2024 - 5th January 2025 inclusive

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In the event that any school is closed or unable to perform its contractual obligations by reason of 'Force Majeure' as defined herein the school shall be under no obligation to refund any part of any fees paid. A 'Force Majeure' occurrence shall mean an occurrence beyond the control and without the fault or negligence of the party affected and by which exercise or reasonable diligence the said party is unable to prevent or provide against. Without limiting the generality of the foregoing 'Force Majeure' occurrences shall include; acts of nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), or invasion acts of foreign combatants, terrorist attacks, military of other usurped political power or confiscation, nationalisation, government sanction or embargo, labour disputes of third parties to this contract, or the prolonged failure of electricity or other vital utility service.

The schools reserve the right to vary details of the courses offered without notice and to cancel courses should the minimum number of participants not be reached.

How to Enrol

Bookings can be made online - www.starexeter.com/register or by returning this registration form completed in full to our email:

By Email:

info@starexeter.com

Once your enrolment form has been received, the booking will be confirmed if there is availability and an invoice will be issued. On receipt of the deposit all necessary documents will be sent. Details of accommodation will be sent at the latest one week before the commencement of the stay. If, after the enrolment form has been received any changes are made, such as change of dates, change of spelling, change of passport number, etc. there will be a charge of £25 on each occasion the documents are re-issued.

For further information please contact:

STAR Exeter

89A Queen Street

Exeter Devon

EX4 3RP

Email: info@starexeter.com

Website: www.starexeter.com

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How to Pay

1. By Credit or Debit Card

We accept payment by credit card for tuition, accommodation and other fees.

The balance should be paid at the latest 4 weeks before the course start date unless alternative arrangements for payment have been made.

We accept the following credit cards:

Visa, Mastercard, JCB.

2. Bank Transfer

Bank charges are the responsibility of the student. Please add £15 to cover UK bank charges if making payment by Bank Transfer. Details of the account to which the transfer should be made will be indicated on the invoice.

Please ensure that the student's name and the invoice number are mentioned on the bank transfer documentation, and send a copy to STAR Exeter.

3. Sumup Payment link

We can send you a payment link via email/ whatsapp or message.

Confirmation

By signing the Registration Form, you confirm that you have read and agreed to STAR Exeter's Conditions of Enrolment