ETC International College
Cancellation and Refunds Policy for FEHE
November 2019

For the purposes of this document ETC International College will be referred to as ‘ETC’ or ‘the College’.

1.0 Student Fees

1.1 ETC endeavours to provide transparency and fairness with regards to fees and charges. Students are sent information about their tuition fees and ways to pay when issued with their offer letter. Students can find out more information or may enquire regarding their invoice by contact the finance department: invoices@etc-inter.net / 01202 559044.

1.2 ETC will notify the student (or sponsor) in a timely manner of any fees or charges due to be paid to the College.

1.3 Fees are reviewed annually and are subject to change for any course. ETC publishes fee information at the start of each academic year for course start dates the following year.

1.4 All course, accommodation and service fees are available on the ETC website, in printed material and are sent to students upon enquiry.

1.5 ETC reserves the right to make fee adjustments as a result of changes in exchange rates or statutory taxes.

1.6 All students, including those that are sponsored by a government body, embassy or organisation, are responsible for the payment of their fees.

1.7 Fees must be paid in full before a visa letter / CAS can be issued. For sponsored students a Financial Guarantee letter must be submitted to ETC before a CAS can be issued. Full payment is a demonstration of the student’s intention to follow the course and no refunds are offered to students once a visa has been issued, except under the 14 day cooling off period (see 3.1).

1.8 Full fees must be received by ETC at least 4 weeks before the commencement of the course. If enrolment is accepted fewer than four weeks before the start of the course, full payment should be made immediately.

1.9 Late payments or failure to pay may result in sanctions being taken against the student.

2.0 How to pay

2.1 Students may pay using the following methods:

- Credit / Debit card (over the phone or in person)
  → The College will not add a transaction charge for payment of fees by debit or credit card. Students should ensure sufficient funds are available before payment is processed.

- Bank transfer

- Via our website using our online payment facility, provided by Flywire: http://www.etc-inter.net/prices/bank-details-and-how-to-pay/
  → Flywire offers safe and secure online payments in the student’s own currency.
  → Students can pay securely from any country and any bank, typically in their own currency.
  → Flywire accepts payment by bank transfer, credit / debit card or e-wallet solutions, including AliPay and China UnionPay.
  → Flywire guarantees the cheapest exchange rates.
→ Students / sponsors / representatives can track their payments from start to finish.
→ If students have any queries regarding the online payment facility they can contact Flywire’s multilingual customer support team. Students can contact Flywire using the chat facility on their website at any time of the day or night: https://flywire.com/help.

2.2 All bank charges must be met by the student.

3.0 Failure to pay

3.1 Should students fail to pay their fees in full, ETC shall notify the student / sponsor of any outstanding fees and how to pay.

3.2 Should payment continue to be outstanding ETC may withdraw the student from their course of student and may take the decision to not allow re-enrolment.

3.3 Students will only be awarded with a certificate once full payment has been received by ETC.

3.4 ETC may refer to the College’s external solicitors and/or debt collection agents to pursue recovery of the debt.

4.0 Cancellation, withdrawal suspension or other interruption of studies

4.1 A ‘cooling off period’, determined by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, of 14 days after the booking has been made is in place where clients may cancel their course and request a full refund without reason. Students can notify the College of their intent to cancel their course within the 14 day cooling off period via phone, email or letter.

4.2 If the student cancels within 14 days of accepting their offer, the College must refund all fees and/or deposits that have been paid.

4.3 If the student cancels within 14 days of registering for their programme at the College, ETC will not refund any deposit paid. All tuition fees will be refunded. Accommodation fees

4.4 No fees or deposits will be refunded once the course has started.

4.5 If a student does not arrive to start their course on the arranged date, no refunds are payable and acceptance of the student onto the remainder of the course is at the discretion of the Director.

4.6 Students may be refused entry to classes if full payment has not been made. Deposits and fees are not transferable from person to person.

4.7 If a student is refused a visa for having presented forged or falsified documents as part of his or her application, no refunds will be made. Students who withdraw early from their courses, fail to arrive for their courses, fail to attend classes or otherwise do not meet their obligations under the terms of their visa will be reported to the Home Office according to the prevailing regulatory system.

4.8 No compensation, fee reductions, refunds, credit, additional lessons or extension of the course can be given:

- For lessons replaced by testing and class allocation procedures on course entry dates or when tests form part of the course progress monitoring procedures.
- For days when ETC is closed because of official public (bank) holidays.
- For services or facilities included in the fees and not used.
- When students reduce the number of lessons studied, take an unplanned vacation, enter the course late or leave earlier than planned.

4.9 Students are advised to take out personal insurance against inability to attend or continue a course for medical or compassionate reasons, as no refunds can be given in such circumstances.

4.10 If students have a problem paying their fees, they should notify ETC by phone, email or letter as soon as possible.

5.0 Visa Refusals
5.1 If a student’s visa application is turned down and the student cannot therefore attend a course at ETC as scheduled, any fees paid by the student will be refunded minus the enrolment fee, any fees already paid out to a third party and any bank transfer fees. Any refunds will be given at the sole discretion of the Director.

5.2 If a student is refused a visa for having presented forged or falsified documents as part of his or her application, no refunds will be made. In order to obtain this refund, the student must return the:

- ETC Letter of Acceptance
- Visa refusal letter
- Any other documents issued.

→ The above documents must be sent by the student or their ETO and received by ETC within 6 months of the date of refusal.

6.0 Late Arrivals, Unauthorised Absences, Withdrawals and Expulsions

6.1 ETC expects each student to complete the course of study that he or she has booked. Visa nationals must leave the United Kingdom at the end of their studies. Students must notify ETC if they will be unable to start their course on the date stated in their confirmation letter. They should give a valid reason for the delay as ETC is obliged to report this information to the Home Office. Any unauthorised absences could result in expulsion from ETC. Students must notify ETC of any changes to their plans. These reporting rules only apply to students from outside the EU.

6.2 ETC has the right to expel a student with no refund for misconduct or unsatisfactory work or attendance.

7.0 Accommodation

7.1 We can only secure accommodation once we have received full payment. Students may lose their room or may have to change accommodation if payment has not been received for their booking(s).

7.2 Homestay accommodation can only be booked firmly once ETC receives confirmation that the student has obtained a visa. Obtaining a visa may take several months so it is very important that the student applies for their visa well in advance.

7.3 Students extending their accommodation may be required to change room or accommodation if their room is no longer available.

8.0 Homestays

8.1 ETC acts solely as an ETO in the provision of homestay accommodation for students, not as principal. Accommodation is normally arranged from midday on Sunday until midday on the following Sunday each week.

8.2 Homestays normally include bed, breakfast and an evening meal from Monday to Friday. Additionally, it includes lunches or packed lunches on Saturdays and Sundays. Students are responsible for keeping their rooms tidy and making their own beds.

8.3 Allocation of students to homestays: ETC will try to find the kind of family that the student has asked for on the Enrolment Form. We will do our best to meet all of the student’s preferences (subject to availability).

8.4 Students must pay for at least 1 week’s accommodation 4 weeks in advance; ETC does not arrange the accommodation until this is paid. If students do not stay in this accommodation, they lose a £100 cancellation fee, plus one week’s accommodation fee.

8.5 Length of stay: If the student is not sure how long he or she would like to stay in the homestay, he or she should give an estimated number of weeks and stay in the accommodation until then. It is usually possible to extend the stay after the student has arrived (subject to availability).

8.6 Arrival time: Students must inform their homestay of their expected arrival time at least 5 days before they travel. Please note that homestays may not accept students arriving after 12pm midnight.
8.7 Problems: If students have a problem with their accommodation, they should tell the Accommodation Officer either in person, by phone, letter or email.

8.8 Changing accommodation: If students want to change their accommodation for their own reasons, a week's notice and a cancellation fee of £100 is required.

8.9 If students want to shorten their course at ETC, they must leave their homestay accommodation. They may not make a private arrangement with their homestay.

8.10 If students at ETC wish to arrange their own accommodation, they must give ETC their new address.

8.11 ETC is obliged by law to keep students' accommodation details so that they can provide this information to authorities including the Home Office.

8.12 Where possible, extra nights' accommodation at the start and finish of the course may be arranged with fees calculated on a pro rata basis.

9.0 Residential accommodation:

9.1 A credit card authorisation of £200 is required on arrival to act as a deposit. If no credit card is available, an alternative will be requested. We require at least 1 week of accommodation to be paid at the time of booking. We can only secure accommodation for the period that has been paid for in full.

9.2 Students may lose their room or may have to change accommodation if payment has not been received for their booking(s).

9.3 Students extending their accommodation may be required to change room or accommodation if their room is no longer available.

9.4 No refunds are given after the student’s date of arrival. If a student leaves the residence early a credit will be placed on their account for them to redeem their residence booking at a later date (subject to availability), valid for up to a year from the date of issue.

9.5 ETC reserves the right to request that a student leaves the residence, with no refund payable, if he or she fails to respect the residence rules.

10.0 Liability / Force Majeure

10.1 In the event of the student's death or illness, ETC accepts no liability unless the cause is shown to be negligence by its staff.

10.2 ETC does not accept liability for the loss of a client’s property or for extra expenses incurred by circumstances beyond our control, including strikes, sickness, riots, war, etc.

10.3 ETC does not hold insurance to cover students against doctors' fees, hospital or drug expenses or loss of baggage, loss of money or damage to property (including the property of a homestay) by students. Students are advised to take out full insurance to cover these risks and to ensure that they are repatriated in the event of serious accidents, illness or death. Students are strongly advised to take out full insurance in his or her own country as protection against losing money through leaving a course early due to illness or for personal reasons.

10.4 In signing the Enrolment Form, you agree to absolve ETC of all possible liabilities which may arise if you do not take out adequate insurance cover. A condition of the contract between the student and ETC or its representative is that neither ETC nor its representative shall be held liable to the student, parent or guardian in the event of any service booked by them becoming impossible to supply by reason of industrial dispute, war, terrorism, natural disaster or any other cause outside of their control.

10.5 ETC works in partnership with Guard Me to offer student insurance. You can find out more on their website: www.guard.me or please contact ETC for more information.

10.6 Please see our Student Protection Plan for further information on risks that may occur and measures we have in place to protect the best interests of our students. The plan can be viewed on our website: http://www.etc-inter.net/staff-
If students are not satisfied with any part of our service, they should speak to Reception or contact us on the details below. Our aim is to ensure that students are able to benefit from their time at ETC and we will do our best to resolve any problems.

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