



## Terms and Conditions 2025

### 1. Registration and payment

- 1.1 By completing the enrolment form and making payment of the deposit, you agree to Polyvox Education's terms and conditions as detailed below.
- 1.2 'Course' refers to the service you are enrolling a student on.
- 1.3 The student's age must be appropriate for the course being booked. The student's age is the age the student will be **at the start** of the course they are enrolled on. If the student will turn 18 during the course of the enrolment, please contact us.
- 1.4 Students enrolling on our volunteering course must be aged 16 or 17 years old and must have a language level of B1 (CEFR) or higher. Students will be required to attend a short online interview to determine their suitability for this course.
- 1.5 Once your enrolment request has been received, an invoice will be issued, detailing payment dates and how to make payment. Our courses have a set price which includes all aspects of the course with the exception of flights, travel insurance and the optional Harry Potter trip.
- 1.6 All enrolments must be accompanied by the £300 deposit. This is non-refundable. Payment of the deposit secures a student's space on a course. Completing the enrolment form alone does not secure a space.
- 1.7 An enrolment form must be completed by a parent/guardian for all students under the age of 18.
- 1.8 Enrolments made less than 28 days before the course start date must be paid in full.
- 1.9 Final payments are due no later than 28 days prior to the start date of the course.
- 1.10 Please be aware that payments can take up to 5 working days to appear in our account, and this should be considered when making payments.
- 1.11 Payment schedule - £300 deposit on enrolment and to secure the space. 50% of the remaining balance due 1<sup>st</sup> March 2025. Final balance due 28 days prior to the course start date.

## **2. Cancellations and refunds**

2.1 The £300 deposit is non-refundable.

### **2.2 Cancellation prior to arrival.**

Polyvox Education LTD must receive written notice of any cancellations no later than 28 days prior to the start date of the course. If written notice is given with 28 days, all monies will be refunded less the £300 deposit. If fewer than 28 days notice is given, a refund equal to 50% of the full amount less the £300 deposit will be given.

2.3 Any cancellations made after the start of the course, non-arrivals or late arrivals are non-refundable.

2.4 In the event of a Visa refusal, Polyvox Education must receive a copy of the Visa Refusal Letter from the Home Office before a refund will be provided. This must be submitted within 30 days.

2.5 All refunds are less the £300 deposit and any bank charges. To prevent fraud, all payments must be refunded to the card or bank account used to make the payment.

2.6 Refunds are not transferable to other students.

2.7 Refunds can take up to 28 days.

2.8 Polyvox Education LTD reserves the right to cancel a course where there are circumstances beyond our control or where a course is undersubscribed. A full refund (including the £300 deposit will be provided).

## **3. Insurances**

3.1 Polyvox Education LTD holds Public Liability Insurance, Professional Indemnity Insurance and Employer's Liability insurance as well as travel insurance for Polyvox Education LTD staff and employees.

3.2 Students are not insured by Polyvox Education LTD against illness, accident, theft, damage or property loss of personal property and Polyvox Education LTD accepts no liability.

3.3 Students should arrange their own insurance before travelling to study on a Polyvox Education LTD course.

3.4 You should check the arrangements of your home country for access to the NHS and ensure that you have sufficient cover in place. Polyvox Education LTD accepts no liability.

## **4. Behaviour**

4.1 Polyvox Education LTD reserves the right to dismiss a student from a course without refund if there are concerns around a student's behaviour. Examples of behaviour includes an act which contravenes UK law, behaving in a disrespectful or dangerous manner, incidents of racism or refusing to follow the Polyvox Education behaviour guidance as detailed in the student and parent handbooks.

4.2 Polyvox Education LTD reserves the right to dismiss a student from a course for unsatisfactory attendance, including lateness. Any students with an attendance of less than 80% will receive a verbal and/or written warning and may be removed from the course. Please note that attendance on our course is a requirement of the Visa.

4.3 No refund will be given where a student is removed from a course due to non-attendance, poor behaviour or being asked to leave the country by the British Authorities. If a student is asked to leave a course, parents or guardians will be responsible for arranging travel.

## **5. Homestay provider accommodation**

- 5.1 Details of your homestay provider will be sent out prior to the start of the course. You should aim to arrive between 08:00 and 21:00 on arrival day. Please contact us before booking travel if you will arrive outside of these times.
- 5.2 You must leave the homestay provider at the end of the course.
- 5.3 Students might be required to share a room. Only students of the same sex will be accommodated in a homestay.
- 5.4 Homestays are able to host up to four students at a time.
- 5.5 Our homestays provide three meals a day – breakfast, lunch (packed) and dinner and drinks.
- 5.6 Homestay providers are not required to provide additional trips or activities outside the remit of the homestay environment, that is to say providing a home-from-home experience.
- 5.7 Unless a student is unwell, they must be out of the homestay during the day, inline with the programme of activities.
- 5.8 If student behaviour leads to removal from a homestay provider, Polyvox Education LTD are under no obligation to find an alternative. Examples of this behaviour includes an act which contravenes UK law, behaving in a disrespectful or dangerous manner, incidents of racism or refusing to follow the rules in place for Homestays.
- 5.9 You may request a change in homestay provider before or after your arrival. Please be aware that this can take up to 7 days to process and changes cannot be guaranteed. Polyvox Education LTD reserves the right to charge an administrative fee of £85 if a change is requested.
- 5.10 English is the language used in all homestay providers and it is expected that students will communicate in English.

## **6. Disabled access**

- 6.1 Due to the premises used and the nature of our courses, Polyvox Education LTD has no access for disabled students.

## **7. Arrivals and departures**

- 7.1 For students not travelling with a Polyvox Education LTD group, no travel arrangements should be made until you have received confirmation of your enrolment.
- 7.2 For all transfers, Polyvox Education LTD requires at least 14 days notice.
- 7.3 For students not travelling with a Polyvox Education LTD group, if your flight is delayed by more than 90 minutes there will be an additional charge which will be invoiced.

## **8. Visas**

- 8.1 Polyvox Education LTD holds provisional accreditation from the British Council (Accreditation UK) which allows entry to the UK on a Standard Visitor Visa to study an English Language Course at an accredited centre. It is your responsibility to check your own Visa entry requirements (<https://www.gov.uk/check-uk-visa>).
- 8.2 Prior to travel, Polyvox Education LTD will provide an Acceptance Letter which will detail enrolment on an English Language Course at an accredited centre. It is your responsibility to check that all details are correct and inform us no later than 7 days prior to travel of any errors or omissions.

## **9. Safeguarding of under 18s**

- 9.1 Students under the age of 18 are considered as children under UK law.
- 9.2 It is to be noted that it is illegal to purchase or drink alcohol, purchase or distribute or take drugs and purchase cigarettes or vapes or smoke or vape for all under 18s.
- 9.3 All teachers, homestay providers and employees of Polyvox Education LTD are subject to Safer Recruitment protocols and undergo an Enhanced DBS check to determine their suitability to work with children.
- 9.4 All teachers, homestay providers and employees of Polyvox Education LTD undergo annual safeguarding training.
- 9.5 All students will be issued with an ID card and are required to carry them at all times. Non-compliance with this condition can lead to refusal for the student to take part in trips away from the centre, in line with our risk assessments and safeguarding policies.

## **10. Promotional materials**

- 10.1 For marketing purposes, we may take photos or videos. You must inform us on the enrolment form if you do not consent to this.

## **11. Medical information**

- 11.1 For Safeguarding purposes and so that we can ensure the safety of our students, all medical information must be disclosed on the enrolment form, including details of any disabilities, dietary requirements or other information which might affect the student for the duration of their course.

- 11.2 If details are not disclosed, Polyvox Education LTD reserve the right to remove the student from the course and repatriate them at their parent/guardian's expense.

- 11.3 Dietary requirements may incur an additional fee – please contact Polyvox Education LTD prior to completing the enrolment form to discuss this further.

## **12. Privacy policy**

- 12.1 For the smooth running of our courses and the safeguarding of our students, Polyvox Education LTD are required to collect data and information about our students. All data will be stored and handled in line with GDPR requirements and only shared with those with direct access to the students. Data will be protected against loss, theft, unauthorised access and copying or modification. Data will not be shared with third parties.
- 12.2 Personal data may be shared with regulatory bodies.

## **13. Liability**

- 13.1 Polyvox Education LTD and all staff are not liable for loss, damage, or injury to persons or property, however caused, except where such liability is expressly imposed by UK law.

## **14. Intellectual Property**

14.1 All intellectual property owned by Polyvox Education LTD, including its name, logo, website, marketing materials and all course content belong to Polyvox Education LTD. Intellectual Property must not be used, published or copied without our prior written consent.

## **15. Complaints policy**

15.1 At Polyvox Education LTD we take complaints seriously. Please see our separate complaints policy. You can request a copy at any time.

## **16. Force Majeure**

16.1 Polyvox Education LTD is not liable for failure to perform its obligations if such failure is deemed to be 'an act of god' (including fire, flood, earthquake, storm, hurricane, infectious disease or other natural

disaster that are beyond the reasonable control of all parties), war, invasion, act of foreign enemies, hostilities, civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanctions, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be given in such circumstances.

16.2 In the event of an outbreak of an infectious disease, all students and/or parents and guardians are required to comply with rules regarding quarantine as set by Government agencies.

16.3 If Polyvox Education LTD quotes Force Majeure as an excuse for failure to perform its obligations, then they must prove that it took reasonable steps to minimise delay or damages caused by unforeseen events, and that they substantially fulfilled all non-excused obligations and that the other party was, where possible, notified of the likelihood or actual occurrence of the event.