

## A. Bookings and enrolment

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1. City School of Languages (CSL) can take independent students from the age of 17. We can also take in students from the age of 14 if they are part of a closed group and accompanied by an adult group leader.
  2. To become a student of the City School of Languages you need to complete the following:
  3. Our application form in full with supporting documents (passport and evidence of your English language level if applicable).
  4. An indication of how long you wish to study and when you want to start.
  5. Payment of at least half of your full tuition fees, prior to starting your course, or a letter from your sponsor addressed to City School of Languages stating that they will be financially responsible for you.
  6. A non-refundable enrolment fee of £62.00.
  7. Payment of accommodation and airport transfer (if required).
  8. By enrolling at CSL, you have agreed that the school can keep your records on its computerised and paper-based systems. This includes seeing and making a copy, on your first day, of your passport, which City School of Languages is required to keep in order to fulfil our obligations to you and, in some cases, to the British authorities.
  9. Should your circumstances change, it is your responsibility to keep us informed of all changes, in particular:
    - Changes of address in the UK as well as your home country.
    - Changes to emergency telephone numbers and contact names.
    - Change of e-mail address.
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1. City School of Languages reserves the right to refuse any requests to alter the course start date.
  2. Courses will not be extended due to any unauthorised absences and or uncertified illness.
  3. Students cannot attend other classes apart from those assigned to them.
  4. All class changes must be requested and be approved by the Director of Studies or the Principal. Change of class is strictly subject to availability. You can only change class if there is a space in the class into which you want to transfer and the Director of Studies deems your level appropriate.

5. If you fail to start your course on the commencement date or leave the course prior to the completion of the course, your name will be struck off the class register without any refund.
6. City School of Languages reserves the right to introduce new courses, alter existing ones or postpone courses.
7. City School of Languages reserves the right to move you to a more suitable course or to refuse you admission to the school if information sent to us by you or by others regarding your level is incorrect and means you are not able or suitable to follow your original choice of course. If City School of Languages moves you to a more expensive course as a result, you will have to pay the difference. If we move you to a cheaper course, you will not receive any refund.
8. City School of Languages reserves the right to place students in an appropriate level if the placement tests taken show that this is necessary or if it is deemed necessary by the course tutor. There will be no refunds in such instances.
9. City School of Languages reserves the right to change teacher, class time and/or combine classes if necessary or transfer a student from one class to another.

## **B. Under 18's**

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1. The student must book into homestay accommodation on a full-board basis unless other arrangements have been made by the parent/s and/or legal guardian/s.
  2. City School of Languages is responsible for all under 18 students; during class, on school premises, planned school activities and if placed in arranged accommodation.
  3. The parent/s and/or legal guardian/s of students under age 18 are required to complete a curfew form indicating the times that the student should be at home in the evenings and on weekends. Parents must tick to indicate whether the student can attend and participate in activities that have been organised by City School of Languages.
  4. The parents must provide a legal guardian or next-of-kin address and contact number and e-mail for emergencies or accidents.
  5. The parent must complete all documentation regarding the student so that the school can provide transfers and a comfortable environment for the student which is safe and enjoyable.

For more information about Under 18's, please read our safeguarding information.

## C. Payments

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1. Payment of at least half of your full course fees must be received before the classes can start.
2. If you are a sponsored student, during the application process you must provide a letter from your sponsor addressed to City School of Languages stating that they will be financially responsible for you. We must also receive your financial guarantee within the first two weeks of your course. If not, you will have to pay for your tuition fees yourself.
3. All other fees due to the school (enrolment, deposit, accommodation, pick-up service) must be paid in full prior to the commencement of the course.
4. If instalment payments of tuition fees are not made on the due dates, the course will be terminated forthwith without any notice.
5. If you are paying by cheque drawn on a UK account, please note that a minimum of 8 clear working days have to be allowed for clearance of cheques. Cheques drawn on a non UK account are not accepted.
6. It is the student's responsibility to cover all bank charges and exchange rate differences for payments.
7. Fees are not refundable or transferable to another student under any circumstances.
8. There is no reduction or refund in fees where a course includes a public holiday. Courses will not be extended if a student enrolls on a course that includes a public holiday.
9. Tuition fees do not include travel, accommodation, airport transfer, social programmes, external examination fees, personal and health insurance, bank charges or course materials (i.e. books, photocopies, pens, pencils and paper).

## D. Cancellation and refunds

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1. If you want to cancel a course, unless due to visa refusal (see Section E), you must do so in writing and notice of cancellation must be sent to City School of Languages.
2. A refund will only be provided in the case of your application for a visa being refused by the Home Office. CSL regrets that in the vast majority of cases besides visa refusal it will not be able to provide any form of refund. Written requests for a refund must be made within 12 months of the start date of the course. CSL regrets that it will not be possible to provide any form of refund if the initial request for a refund is received after the end of this 12 month period.

3. No refund can be made after the course has commenced, regardless of whether you were in the country or not.
4. Fees are non-transferable to any other individual.
5. No refund can be made for travel expenses and airport transfer.
6. If you are dismissed for poor attendance or misconduct, no refund will be given.
7. Any refunds that are given in exceptional circumstances, will be less £100 for administration charges.
8. If you cancel less than 5 working days before your arrival date, and homestay has been arranged, you must pay for 1 week's accommodation.
9. As stated in Section A2, 4, all enrolment fees (£62.00 for all students) are non-refundable.

## E. Visas

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1. Please note that it is your responsibility to apply for the correct visa in good time.
2. If you obtained a visa with a City School of Languages (CSL) Visa Support Letter you must start your classes on the agreed day. If for some reason this is not possible, it is essential that you inform us at the earliest possible date and let us know why you will be late and what date you expect to arrive.
3. If you obtained a student visa through us and do not attend school or inform us of your whereabouts within ten working days, we may inform the Home Office who may in turn, cancel this visa. No extensions or refunds will be made in these circumstances.
4. No refund will be given under any circumstances if the immigration authorities of the **Home Office refuse a visa due to the following reasons:**
  - Providing incorrect information to the school.
  - Providing incorrect information to the immigration authorities.
  - Working without a work permit.
  - An invalid change of status.
  - Lack of genuine interest and commitment to the course.
  - Doubt about the student's intention to follow the course and/or to leave the UK at the end of studies.
5. If the visa refusal is for other reasons, a refund less £100 for administration charges will be made, provided the school is notified in writing and the original documents issued by the school and immigration authorities are received through registered post by the

school within 14 days of any such refusal.

**6. No refunds will be made if:**

- You are asked to leave the country by the British authorities.
- The student visa is refused but you are granted another kind of visa, whether to enter or remain.
- You apply for a visa in the UK when Home Office regulations state that you need to apply in your own country.

7. If your visa refusal is for other reasons, you must inform us of your visa refusal at least 5 working days before your course is due to start. If you notify us later, we reserve the right to charge you in line with our normal cancellation terms.

8. The original start date shall be considered as the start date of the visa refusal refund application.

9. Refunds may take up to 28 days to process.

10. Refunds can only be made in the name of the student, regardless of who paid for the course.

11. Refunds will only be made by cheque, drawn on our UK account and paid in GBP sterling or by bank transfer to the same account from which payment was originally received, using the same method as you paid. Any bank charges must be paid by you.

12. If you cancel less than 5 working days before your arrival date and homestay accommodation or a room in our Henrietta Street house has been arranged, you must pay for 1 week's accommodation, even if your cancellation is caused by a visa refusal. Please note that it is your responsibility to apply for your visa in good time.

13. The conditions in Sections A, C and D apply in all circumstances except a visa refusal. We therefore strongly recommend that you take out insurance in case you are unable to start or finish your course for reasons outside your control, such as illness. Please contact us for further information.

## **F. Accommodation and airport transfers**

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1. A minimum of 4 weeks' notice is needed in order to arrange appropriate accommodation.

2. Homestay accommodation is only available while you are taking a course at City School of Languages, including any time necessary to take an exam connected with your course.

3. Homestay accommodation is booked from the day before your course starts to the day after it ends. Homestay bookings therefore normally begin on a Sunday and end on a Saturday. If you want to arrive earlier, or leave later, we will try to arrange this but we may have to offer an alternative such as a different homestay or a hotel for the extra nights. All charges associated with extra nights are your responsibility and must be paid in full.
4. Any payments for homestay accommodation should be paid directly to City School of Languages and not to the host provider under any circumstances.
5. Once the accommodation booking has started, there is no refund if it is cancelled by you.
6. If you want to change the starting date of your accommodation, at least 4 weeks' notice must be given to the school in writing.
7. You should contact the school 5 working days before your arrival to confirm your accommodation. Failure to do so will result in the accommodation being cancelled. The school will not be held responsible in any such case.
8. There is no guarantee that the accommodation arranged will be within walking distance from the school, although all accommodation is in the surrounding area of the school and no further than 40 minutes from the town centre by bus. Easy access by bus is always available.
9. You are liable for any damage you cause to your host provider or landlord's property.
10. If you are staying with a host provider, you are expected to respect and abide by the host family's reasonable schedule and house rules. Failure to do so may result in you being expelled from the accommodation.
11. If you are expelled from your accommodation, no refund will be given.
12. It is your responsibility to inform City School of Languages of your arrival details. If incorrect details are supplied, the school will not refund charges should you not be met.
13. If you cancel less than 5 working days before your arrival date, and homestay has been arranged, you must pay for 1 week's accommodation, even if your cancellation is caused by a visa refusal. Please note that it is your responsibility to apply for your visa in good time.
14. You should contact the school 5 working days before your arrival to confirm your airport transfer service. Failure to do so will result in the airport transfer service being cancelled. The school will not be held responsible in any such case.

## **G. Liability**

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1. You are advised that the school, its employees and its representatives accept no liability for personal injury and/or loss or damage to personal property on the school's premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when you are on school trips, excursions or activities offered as part of our social programme.
2. We therefore strongly recommend that you take out appropriate insurance to cover personal injury and/or loss or damage to personal property on the school's premises and elsewhere, whether by fire, burglary, theft or otherwise. Contact us for further information.
3. It is your responsibility to inform the school in writing about any health problems or disabilities.

## **H. Disclaimer**

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1. It should be noted that City School of Languages has made every effort to ensure the accuracy of all printed material. At the time of going to press all information was correct.
2. Our brochure, website and marketing material are provided for illustration purposes only and do not form or constitute any contractual term between the school and any other person.

## **I. General**

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1. Students may from time to time be photographed or recorded, the photographs or recordings of which may be used in the school's promotional / publicity material. The school reserves the right to all photographs which may be used in any way the school sees appropriate in promoting itself. The copyright to all photographs shall belong to the school.
2. If the school asks to take any photographs or recordings of you and you agree, you will be asked to sign a release form requesting consent for us to reproduce these photographs or recordings for promotional / publicity purposes. You may refuse to sign this release form, in which case you will not be asked to appear in any such photographs or recordings.
3. If a student wants to appoint a representative, a power of attorney is required, along

with proof of the student's identity and signature. This may take the form of a passport or driving license.

4. The school will not be held responsible if you or your representative signs these Terms and Conditions without reading them or asking for assistance.

## **J. Privacy policy and statement**

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1. City School of Languages is the data controller and is committed to protecting the rights of its students, staff, agents and third party providers in line with the UK Data Protection Act 1998 and the new General Data Protection Regulation (GDPR). City School of Languages has a Data Protection Officer who can be contacted on [principal@cityschooloflanguages.co.uk](mailto:principal@cityschooloflanguages.co.uk).

2. Personal data will be used solely within Academic Registry for the purpose of making admission decisions and supporting records of the named student for his/her academic studies. Where appropriate, the data may be processed by the Computing and Information services and for health and safety purposes.

3. The data will not be passed to any third party without your consent, except where the school is required to do so by law. Appropriate security is in place to ensure that sensitive personal data is retained confidentially and is not retained for longer than necessary in providing student administration support.

### **PRIVACY POLICY**

#### **1. BACKGROUND**

The General Data Protection Regulation (GDPR) will apply in the UK and the rest of the EU from 25 May 2018 and will replace the Data Protection Act 1998 (DPA). The GDPR is designed to harmonise and strengthen data protection law and practice across the EU. Like the DPA, it will be regulated in the UK by the Information Commissioner's Office (ICO).

It will apply in the UK and is supplemented in by a Data Protection Bill that was introduced in Parliament in September 2017 and will become law by May 2018; amongst other things, the Bill legislated in those areas where the GDPR gives EU Member States the discretion to vary rules, and it sets out the ICO's regulatory powers in more detail.



Like the DPA, the GDPR sets out rules and standards for the use of information about living identifiable individuals and applies to all organisations in all sectors, both public and private. It doesn't apply to anonymous information or to information about the deceased. The GDPR's rules and standards are based around the existing DPA concepts of data protection principles and individual rights. Accordingly, many of the concepts in the GDPR and reflected in this document are updated from current provisions in the DPA.

## **2. PURPOSE**

City School of Languages holds personal data about job applicants, employees, workers, students, agents, third parties and other individuals for a variety of purposes. This policy sets out how City School of Languages seeks to protect personal data and ensure staff, students and third parties understand the rules governing their use of personal data.

## **3. SCOPE**

The policy applies to all staff, students and third parties, and all items of personal data that are created, collected, stored and/or processed through any activity of City School of Languages, across all areas.

The policy covers, but is not limited to, Cloud systems developed or commissioned by City School of Languages, any system or data attached to City School of Languages data or telephone networks, systems managed by City School of Languages, mobile devices used to connect to City School of Languages networks or which hold City School of Languages data, data over which City School of Languages holds the intellectual property rights, data over which City School of Languages is the data controller or data processor or electronic communications sent from City School of Languages.

City School of Languages Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our IT usage policy and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.cityschooloflanguages.co.uk](http://www.cityschooloflanguages.co.uk) you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act) and the General Data Protection Regulation, the data controller is City School of Languages Limited of 93/94 Mansel Street, Swansea, SA1 5TZ.

#### **4. INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

**Information you give us.** You may give us information about you by filling forms on our site [www.cityschooloflanguages.co.uk](http://www.cityschooloflanguages.co.uk) (our site) or by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use our site, subscribe to our service, place an order on our site, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, address, email address and telephone number, financial and credit card information, personal description and copies of identification documents.

**Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:

Technical information, including the Internet Protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Information we receive from other sources. We may receive information about you if you use any of the other websites we operate or other services we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

## **5. COOKIES**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allow us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

## **6. USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

**Information you give to us.** We will use this information:

To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.

To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.

To provide you, or permit selected third parties to provide you, with information about goods and services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (email or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data (our enquiry and application form).

To notify you about changes to our service.

To ensure that content from our site is presented in the most effective manner for you and for your computer.

**Information we collect about you.** We will use this information:

To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

To improve our site to ensure that content is presented in the most effective manner for you and for your computer.

To allow you to participate in interactive features of our service, when you choose to do so.

As part of our efforts to keep our site safe and secure.

To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.

To make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

**Information we receive from other sources.**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **7. DISCLOSURE OF YOUR INFORMATION**

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. We may share your information with selected third parties including:

Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.

Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others.

Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If City School of Languages Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of City School of Languages, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **8. WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and store at, a destination outside the European Economic Area (“EEA”).

It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or

where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try prevent unauthorised access.

## **9. YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [principal@cityschooloflanguages.co.uk](mailto:principal@cityschooloflanguages.co.uk).

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that those websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **10. ACCESS TO INFORMATION**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. An initial access request can be provided free of charge. Any further requests may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## **11. CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

## 12. CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [principal@cityschooloflanguages.co.uk](mailto:principal@cityschooloflanguages.co.uk)

## K. Cookie Policy

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This site uses cookies. These are small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers.

The City School of Languages website does not automatically store or capture personal information, but merely logs your IP address, which is automatically recognised by the web server.

By using our website, you consent to our use of cookies. This site uses the following cookies:

- `exp_last_visit` = Sets the datetime that the user last visited the site, and is set for both guests and logged in users.
- `exp_tracker` = Every time the state is updated (the page reloaded) the last activity is set to the current datetime. Used to determine expiry.
- `exp_last_activity` = Every time the state is updated (the page reloaded) the last activity is set to the current datetime. Used to determine expiry.
- `exp_uniqueid` = Used only for logged in members.
- `exp_anon` = A flag set by the user to determine if they are listed in the online users.
- `exp_expiration` = Determines the length of the session for a logged in user. There are two options for this cookie: if the user has selected remember me then it is set to 1 year, and if not then it's set to the datetime that the user logged in. Used only for logged in members.

Some third-party plugins on this website (such as Google Maps) may also use cookies. For more information about cookies, and how to change your browser settings to control which cookies you accept, please visit [www.aboutcookies.org](http://www.aboutcookies.org).

We do not pass on any personal information you have given us (eg through filling in web forms) to any other site. The system will record your email address, and other information if volunteered to us by you. This will be treated as proprietary and confidential. It may be used to respond to your query or to notify you about updates to the site, or for the purposes you gave it to us (listing your event, for example).

The website contains some links to other websites. This privacy policy applies only to our site. You should always be aware when you are moving to another site and read the privacy statement of any site which collects personal information.

If this privacy policy changes in any way, we will place the revised policy on this page. This page will always tell you what information we collect, how we use it, and under what circumstances, if any, we will share it with other parties.

### **Changes to this cookie policy**

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If this privacy policy changes in any way, we will place the revised policy on this page. This page will always tell you what information we collect, how we use it, and under what circumstances, if any, we will share it with other parties.