

# Terms and Conditions

## VAT IS NOT PAYABLE ON FEES OR OTHER CHARGES

### Payment

Fees must be paid in full 21 days before arrival. A **deposit of 25%** (or full fees for programmes of one month or less) is required on enrolment to secure bookings. Payment must be made in Pounds Sterling (£), either by bank transfer, or in cash. **All bank charges must be paid by the student.**

### Courses

Each lesson is **45 minutes long**. If a subject cannot be taught in a group we offer individual tuition of at least equal value.

Once a course has commenced, any lessons cancelled are non-refundable. Lessons can be postponed to another date during the course, with good reason, provided that at least 24 hours' notice is given prior to the originally-scheduled lesson start time.

### Enrolment

**Enrolment is confirmed only when we have received all fees, completed application forms, and copies of passports.** Student may begin their programme on any Monday, except public holidays and during the Christmas closure period of two weeks (**closed dates for 2020-21 are below**).

A-Level students must have the equivalent of 5 GCSEs at grades A\*-C, and English at CEFR level B2 - IELTS 5.0 or equivalent.

## Cancellation and Refund Policy

**Please note that the refund and cancellation policy for groups is different, and each group has its own separate agreement.**

A **total refund** (less registration fee, accommodation service fee, any expenses - eg. courier fee - and administration fee of £50) is payable when:

- A visa application has been rejected, an appeal has been made, and the two letters of rejection are shown.
- **30 days' cancellation notice is given**, before the course begins.
- Evidence is produced concerning death or serious illness involving the student or their immediate family.

**Important note: Students using a Confirmation of Acceptance for Studies (CAS) to apply for a Tier 4 visa must use an approved visa application service, and send a full copy of the application documentation to OISC before submission. If these are not submitted, or an application is refused due to a clearly avoidable student/agent error, the above refund policy is void and any refunds offered are discretionary. Such refusals can put the Tier 4 Sponsor Licence of the college in serious jeopardy.**

Students registered for programmes of more than one term in duration must give a term's notice in writing if they do not wish to complete their programme, or pay one term's fees .

A **50% refund** is payable when **15-29 days' cancellation notice is given**, before the course begins.

A **25% refund** is payable when **3-14 days' cancellation notice is given**, before the course begins.

**No refund** of deposit or fees paid is made to students who **cancel courses with less than 3 working days** (i.e. Monday to Friday) or after commencement, or to students who fail to arrive in Oxford after a CAS has been issued and a visa granted, **even if notice is given**.

These refund conditions refer to tuition, accommodation, and all other payments.

These also apply to cancellation or delay due to circumstances beyond our control, eg. cancelled flights, and you are advised to take out insurance against such events before travelling.

### **Medical and Travel Insurance**

Students must obtain medical and travel insurance before starting their course.

### **Student Conduct**

A student whose behaviour is unsatisfactory after warnings will be **suspended or dismissed without refund**, and the UKVI will be informed if needed. A copy of the full policy on disciplinary procedures and exclusions is available on the website.

### **Complaints**

Complaints about any aspect of OISC should be addressed directly to the Principal. A copy of the full complaints procedure is available on request.

**By completing the application form and applying to study at OISC, you agree that these Terms and Conditions have been read and understood.**

## **Dates of Closure 2020-21**

### **Office Closed: No Lessons**

**Christmas Break: 21<sup>st</sup> December 2020 – 3<sup>rd</sup> January 2021**

### **Bank Holiday Dates**

**Friday 2<sup>nd</sup> April 2021 (Good Friday)**

**Monday 5<sup>th</sup> April 2021 (Easter Monday)**

**Monday 3<sup>rd</sup> May 2021 (Early May Bank Holiday)**

**Monday 31<sup>st</sup> May 2021 (Spring Bank Holiday)**

**Monday 30<sup>th</sup> August 2021 (Summer Bank Holiday)**

If you have already started your course with us, you may have lessons on these dates.

However, **new students** cannot start their course on these dates.