

Terms & Conditions YA- York Associates

REGISTRATION

All courses must be booked in advance. Our courses begin on each Monday of the year. Teacher training programmes operate on selected dates; see the course information for details. York Associates reserves the right, in an emergency, to cancel the course programme, change trainers and alter dates and fees from those stated in the brochure without prior notice.

Participants and agents are reminded of the need to disclose necessary personal and medical information about the participant to York Associates at the time of application, for example, dietary needs or allergies.

BOOKING CONFIRMATION

Once you have sent us your booking form, you will receive an email confirming that a place is available on your chosen course within two working days. Normally we will not ask you to pay a deposit to secure your place, but this may vary depending on the selected course, whether you require a visa and in the event that your booking is made within short notice of the start date. We will usually send your booking confirmation documents by email. We will ask you to pay a fee if you require that your documents are be sent to you by post or courier.

PAYMENT

All fees are usually payable 4 weeks (28 calendar days) prior to your course start date, or immediately if your start date is less than 4 weeks from the time of booking. You will receive an invoice at the time of booking, or shortly after. Where possible you should pay by bank transfer to the bank account details provided. We accept payment in British Pounds or Euros. All other currencies may be accepted by special arrangement. We also accept payment by credit or debit card. Please ensure the amount you pay includes all charges for transmission, both in your own country and in the UK. We may ask you to pay an additional amount on arrival if your bank transfer has not covered all applicable fees.

In exceptional circumstances, it may be possible for you to pay your fees on arrival at York Associates with prior agreement.

POSTPONEMENT

If you need to postpone your course, you must do so in writing as soon as possible. You may only postpone if there is space on the new course dates you wish to attend. An administration fee of £65 will usually be applied to transfer to an alternative course date; this may be waived at the discretion of the enrolment officer. Postponements will not be accepted less than 7 calendar days before the course is due to begin.

CANCELLATION

Notification of course cancellation must be provided in in writing as soon as possible. Cancellation fees are as follows:

- Cancellations 29 calendar days prior to arrival – no cancellation fee
- Cancellations 28 to 8 calendar days before the start of the course – 50% of total tuition fees are payable.
- Cancellation made 7 or less calendar days prior to arrival – full tuition fees are payable and 25% of homestay fees where applicable.

Where we have arranged accommodation in a self-catering apartment/house or hotel / guest house, different cancellation terms may apply; we will notify you of these prior to confirming your accommodation arrangements. By accepting the accommodation arranged, you agree to the specific terms of cancellation imposed by the accommodation provider.

Any deposit required is non-refundable at any time. If cancellation is due to refusal of a UK entry visa, any refund will only be given on receipt of a signed copy of the official refusal letter from UKVI.

ONLINE / VIRTUAL COURSES

If you need to cancel or postpone your booked online course programme, the standard cancellation terms will apply, as detailed in **CANCELLATION** and **POSTPONEMENT** above. When you enrol for a virtual course, we will ask you for your preferred dates and times and we will do our best to accommodate your selection. If you are unable to attend a virtual training session at the pre-agreed time, it will usually be possible to postpone to another mutually agreed time if we receive a minimum of 24 hours' notice of your request. If you need to cancel your booked session with less than 24 hours' notice, regrettably we will not usually be able to refund or rearrange the session. In all cases, 100% of booked virtual course hours must be completed within 14 calendar days of the original course end date, or any remaining hours will be lost.

CURTAILMENT OF YOUR COURSE

If you need to leave your course early for any reason, no fees for tuition or accommodation will normally be refunded.

EXTENSIONS

It is possible to extend your course programme, subject to an available place. Please contact the administration office to discuss this. For participants who are staying in a homestay arranged by York Associates, it may not be possible to remain with the same accommodation if you extend your course.

ACCOMMODATION

York Associates can arrange Homestay accommodation for our participants on request. Please note that as an accredited school we meet all British Council guidelines with respect to Homestay accommodation. All our homestay providers are regularly inspected and subject to criminal record checks.

If you ask us to arrange homestay accommodation for you, we will always do our best to meet individual requests. Priority will be given to medical requirements such as dietary needs or allergies. All Homestay accommodation fees are payable to York Associates and not directly to your host.

Homestay accommodation is available from the weekend (Saturday or Sunday) before the start of the course. Participants must leave their family accommodation when the course has finished, usually on the Saturday or Sunday following the end of the course. Your homestay host will be able to welcome you from 13:00 up until 22:00 on your arrival day and you should leave your homestay by 14:00 on your departure day. We may be able to arrange for you to arrive or depart outside these times by prior arrangement.

COURSE

Courses usually begin on a Monday. Programmes may run in the morning, the afternoon, or a combination of both. You will receive your confirmed timetable by email approximately 5 days before the start of your course. Fees include all course materials and an end of course certificate.

BEHAVIOUR

York Associates aims to create an environment where our staff and participants feel happy and safe. York Associates expects a mature approach to attendance and timekeeping; and that participants and staff will treat each other politely and with respect. Any behaviour which adversely affects the opportunity to learn, or which makes others uncomfortable, will be viewed seriously and appropriate disciplinary steps will be taken.

INSURANCE

We strongly advise our participants to obtain appropriate travel insurance before you travel to the UK. If you already have a travel insurance policy, you should check what cover it provides, including medical treatment and travel disruption, and whether your fees could be claimed back if you need to cancel your course. If you do not have appropriate insurance before you travel, you could be liable for emergency expenses, including medical treatment.

LIABILITY

York Associates will not be liable or pay compensation if our contractual obligations to you are affected by events beyond our control. This means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include but are not limited to, warfare and acts of terrorism, civil unrest, risks to human health such as the outbreak of serious disease, epidemics or pandemics or natural disasters such as floods or adverse weather conditions, the act of any government or other national or local authority, industrial disputes, natural disaster, fire, transport delays and cancellations, and all similar events outside our or our suppliers control.