

## GENERAL TERMS

General Terms and Conditions

Adult courses Terms and Conditions

Terms and Conditions Work Placement

## SUMMARY OF GENERAL TERMS AND CONDITIONS

### 1. BOOKINGS, REGISTRATION and VISAS

1.1 If your visa application is refused or delayed you must inform Enso Group by email at least 14 days before the start of your course. If you do not you may be charged.

1.2 If your visa application is refused and you have told us at least 14 days before the start of your course we will refund, within 28 days, all your course fees except the cost of the enrolment fee, visa letter and any delivery charges.

### 2. AGE REQUIREMENTS

2.1 Minimum age for different courses are as follows:

English language courses for adults: 16 and over.

Work experience: 18 and over.

### 3 PAYMENTS

3.1 No more than 2 weeks after accepting the quote from the Registration Department, you must pay either a deposit of 20% of the total cost of the course or 4 weeks of accommodation (whichever is the largest amount). All remaining money must be paid no later than 6 weeks before the start of the course to get a place on the course and accommodation.

3.2 If your course is more than 12 weeks you can pay monthly in advance. You must pay on time on the dates shown on your invoice. See point 4.2 for late payments.

3.3 Please include your invoice number on all payments.

3.4 You must pay your course and/or other costs in full and on time.

3.5 You must pay the charges if you pay your invoice by bank transfer.

#### 4. LATE PAYMENT

4.1 If you have not paid the correct amount of money 2 weeks before your course starts Enso Group can cancel your booking before you start.

4.2 If you do not pay on time when you have started your course you will not be permitted to have your lessons and, if you are also paying for accommodation, you will have to leave your accommodation.

#### 5. PUBLIC HOLIDAYS

5.1 Enso Group is closed on public holidays.

## 6. TAKING HOLIDAYS

6.1 You must give 2 weeks' notice if you want to take a holiday. This time can be credited or added to the end of your course. If the extra weeks are in the summer period, the summer supplement may be payable.

Please, note that it may not always be possible to place you in the same class, work placement or accommodation when you return from your holiday.

6.2 If you do not give us 2 weeks' notice of a holiday, you will not get a refund, and will not be allowed to extend your course.

## 7. ACCOMMODATION DURING HOLIDAY PERIODS

7.1 If you want to stay in your accommodation over Christmas, please contact us.

7.2 If you are in residential accommodation and want to keep your room while you are on holiday you must pay the full cost of the room.

7.3 If you are in a host family you will need to pay half the cost of the accommodation.

## 8. ACCOMMODATION

8.1 Accommodation prices are calculated in weekly amounts from Sunday to Saturday.

8.2 Enso Group is not responsible if your property is damaged or lost in your accommodation.

8.3 If you or your guests cause damage in your accommodation, you will have to pay for the repairs.

## 9. TRANSFERS ARRIVALS AND DEPARTURES

9.1 You must give a minimum of 5 working days' notice if you want to cancel the transport we have arranged for your arrival or departure, if you do not give us notice you may still be charged.

9.2 You must give us at least 5 working days' notice if you change your airport transfer before the date you are due to arrive. If you do not tell us about any changes you may need to pay the full cost of the service.

9.3 Enso Group is not responsible if you have to pay extra money because you are late for a transport pick-up arranged by us.

9.4 Enso Group is not responsible if you have to pay extra money because of delays that may occur getting you to an airport or other transport connection point.

## 10. ARRIVALS/DEPARTURES

10.1 You are expected to arrive at, and depart from, your host family or residence between 07.00 and 23:00.

10.2 If you arrive or depart outside these hours you will have to pay an extra £50 per person. You may also have to pay a local taxi fee to take you to or from your host family or residence.

10.3 Please organise your travel so you arrive and depart at the time you have told us.

10.4 If we have organised your accommodation you will be met by your host family or one of our staff when you arrive.

## 11. CANCELLATIONS AND REFUNDS

11.1 If you make a booking with Enso Group, you have 7 days from this time to cancel your booking without any charge. This 7 day period applies to bookings made up to 6 weeks before the planned start of your course.

11.2 After the 7 day period, the enrolment fee, visa letter fee and courier fees (if applicable) are non-refundable (will not be returned).

11.3 All cancellations must be made in writing to Enso Group. Any refunds will be made by bank transfer and refunded to the same account your payment was made from.

11.4 If you cancel your programme after the 7 day period, we will charge you the following:

11.5 Work Experience and ELT Groups only:

7 weeks before arrival - 25% of all fees and charges.

5 or 6 weeks before arrival - 50% of all fees and charges.

3 or 4 weeks before arrival - 75% of all fees and charges.

Within 2 weeks of arrival - 100% of all fees and charges (for visa refusal, see point 1.2).

11.6 Other ELT (including Individual bookings): If cancellations are made 14 days or more before the course starts, we will refund all fees except the enrolment fee, visa letter fee and courier fees.

11.7 If you cancel your course less than 14 days in advance or have started your course already:

1 - 4 week courses: no tuition fees will be refunded.

5 week courses or more:

a) If you cancel before the middle point of your course you will be refunded the full amount of remaining full weeks of tuition fees.

b) If you cancel after the middle point of your course you will not get any refund. (This also applies to monthly payments).

11.8 Accommodation cancellation:

If you give us more than 14 days' notice that you want to cancel your accommodation, you will have to pay for 1 extra week of accommodation.

If you give us less than 14 days' notice that you want to cancel your accommodation, you will have to pay for 2 extra weeks of accommodation.

11.9 If you do not arrive for your course and have not told Enso Group, you will not get a refund.

11.10 If you are late for the start of your course and have not told Enso Group, you will not get a refund for the time you have missed.

11.11 If you are absent during your course and have not told Enso Group, you will not be credited for the time you have missed or be able to extend your course.

## 12. CHANGES TO CONFIRMED BOOKINGS

12.1 You must inform Enso Group in writing if you want to shorten your programme or change your booking. Enso Group can charge an administration fee of £75 each time you change your course or accommodation details.

12.2 You will not be charged if you upgrade or extend your course.

12.3 If you decide to leave your accommodation before the end of course, you must give 4 weeks' notice. You will get a refund for any remaining accommodation money you have paid.

12.4 For shorter notice, please refer to 11.8.

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## FULL TERMS AND CONDITIONS

Unless otherwise stated, these terms and conditions shall apply to Enso Group and its associated companies. Terms within programme descriptions, found on this website, also apply as terms and conditions. By registering as a student or participant on any of our programmes you agree to our Terms and Conditions and the appropriate further terms associated with your programme.

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