

1 Enrolment

Download the Enrolment Form from:

<http://www.francesking.co.uk/courses2012/familyprogramme.asp>

and send to us in one of the following ways:

- Email the completed form to:
info@francesking.co.uk
- Fax the completed form to:
+ 44 (0)20 7341 9771
- Post the completed form to:
Frances King School of English,
77 Gloucester Road, London SW7 4SS, UK
- Visit **www.francesking.co.uk** and enrol online. You can pay a deposit or make full payment on our secure server where it is safe to give your credit card details.

2 Applying for a visa

- Before completing the Enrolment Form, please visit the UKBA website: **www.ukba.homeoffice.gov.uk/studyingintheuk/** to ensure that you apply for the correct visas for your family.

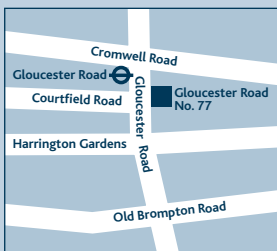
3 If you are in London

We invite you to make an appointment to visit our school:

Frances King School of English
77 Gloucester Road,
London SW7 4SS

Office hours: 08.30-18.00

Gloucester Road underground station on the District, Circle and Piccadilly lines.



4 Payment

1 Before we can confirm your family booking, you need to pay either:

- **A deposit of:**
£200/person if you want to book a course
£500/person if you want to book a course and accommodation, or

- **Payment in full:**
 - If you are applying for Student or Child Visitor Visas
 - If you are booking less than 15 days before arrival
 - If you are booking A39-A40 accommodation

2 15 days before arrival you need to pay the balance of your course and accommodation fees.

3 You can pay by:

- **Credit Card** (Visa or Mastercard). Please give your card details on the Enrolment Form or pay online at:

www.francesking.co.uk/enrol/xtrayment.asp

- **International Bank Transfer** to our bank:

Business Education Limited trading as Frances King School of English
National Westminster Bank plc,
208 Piccadilly, London W1A 2DG, UK.

Bank sort code: 56 00 03

Account number: 17054524

IBAN BIC Number (SWIFT): NWBKGB2L

IBAN NUMBER: GB62 NWBK 5600 0317 0545 24

– *Frances King is not responsible for any bank transfer charges. Payment must be received in full – please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.*

– *You need to email/fax a copy of the bank transfer with your Enrolment Form.*

– *Please make certain that your name appears clearly on the bank transfer.*

- **Sterling cheque drawn on an English bank account**

5 Confirmation

When we receive your Enrolment Form and payment:

- We check course and accommodation availability and send confirmation documents by fax, email, courier (DHL: £45) and post within 3-4 working days. If the course and accommodation you want is not available, we will offer an alternative.
- We do not arrange accommodation until the visa has been issued, unless you agree to our Accommodation Cancellation Policy. Please contact us as soon as your visa has been issued.
- If you want to book an airport transfer for your family (either a single or return) you must fax or email us your flight details and we will then confirm that we have booked this for you.
- You must inform your accommodation provider of your arrival time. If you do not do this, we cannot guarantee that your accommodation provider will be there to meet you.

6 Course information

- **Starting day:** most courses start on a Monday (Tuesday, when Monday is a public holiday) and finish on a Friday. On your first day you may miss one or more lessons because of the time needed to complete registration.
- **Passport/ID card:** all students are required to present their passport/ID card on their first day and the school will retain a copy.
- **Minimum age:** Courses 42, 44, 46 age 21; Courses 41, 43, 45 age 8. For all other courses, see Enrolment Details 2012.
- **Changes to or cancellation of programme:** Frances King reserves the right to change or cancel course programmes in case of low enrolments or unforeseen events outside our control or in the best interests of the school.
- **Promotional materials/photography:** Sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Parents must advise us at the time of booking if they do not wish their children to appear in any promotional material.

7 Accommodation information

- **Minimum age for accommodation:** children taking course 41, 43, 45 may stay in A3-A11, B3-B11, A15-A16, A20, A28-A29 and in the summer only: A31 & A34, A39-A40, if accompanied by a responsible adult over 21 years. Children over 14 years, taking courses 41 & 45, (Winter and Easter Programmes only) may stay in A18, if accompanied by an adult over 21 years.
- **Arrival and departure:** accommodation is booked from Saturday-Saturday or Sunday-Sunday (7 nights). A15-A16, A20, A28-A29 can be booked from other days, subject to availability.
- **First and second choice of accommodation:** please always include a second choice of accommodation on the Enrolment Form. Where the first choice of accommodation is not available we will book the second choice.
- **Arrival times:** it is not always possible to arrive at accommodation before 07.00 or after 22.00. Please check with us before making travel arrangements.
- **Location of Frances King accommodation:** accommodation is located in zones 1, 2 and 3 with an approximate travelling time of 15-45 minutes (or longer in the summer) by underground, mainline train or bus.

8 Duty of care to children

Frances King takes every reasonable step to safeguard children by adopting child protection guidelines through a code of behaviour and procedures for vetting and training people who work directly with children and young people.

9 Complaints and conduct

- **Complaints:** problems and complaints with courses, accommodation and other services should be brought to our attention immediately, so that we can help. We do not accept complaints made after the course has finished.
- **Conduct:** Frances King reserves the right to cancel a student's course in the event of misconduct or unsatisfactory behaviour. Families will be responsible for all costs arising.

COURSE FEES 2012

Course Number	Course Name	Weeks										
		1	2	3	4	5	6	7	8	9	10	11
41	Family Programme Junior Course	£288	£538	£776	£989	£1184	£1379	£1575	£1772	£1968	£2165	£2380
42	Family Programme Adult Course	£381	£687	£987	£1242	£1466	£1665	£1836	£2000	£2270	£2335	£2730
43	Value Junior Course – Afternoon	£209	£391	£563	£718							
44	Value Adult Course – Afternoon	£281	£508	£729	£919							
45	Family Winter Junior Course	£288	£538	£776	£989	£1184	£1379					
46	Family Winter Adult Course	£381	£687	£987	£1242	£1466	£1665					
38	One-to-One Flexitime	£68/lesson (£59 if combined with another course)										
39	One-to-Two Flexitime	£40/lesson/person (£31 per person if combined with another course)										

- Timetable: 1 lesson = 50 minutes. 20 lessons = 16 hours & 40 minutes' tuition, 16 lessons = 13 hours & 20 minutes' tuition, 15 lessons = 12.5 hours' tuition, 12 lessons = 10 hours' tuition

- Course materials are provided by the teachers. There is no Course Registration Fee

Medical, Travel and Course Insurance

- Before you arrive in the UK, for your own financial and personal security, you must take out insurance for each member of your family. You can take out your own insurance or the International Student Policy offered by Endsleigh Insurance Services Limited.
- Insurance fees/person:

Weeks	Fee	Weeks	Fee
1	£11.31	6	£28.28
2	£13.57	8	£33.93
3	£20.36	10	£42.98
4	£22.62	12	£50.91

- For further details, please visit:

www.francesking.co.uk/insurance

The Policy covers:

Cancellation or Curtailment Charges	£3,000
Emergency Medical Expenses	£2,000,000
Baggage	£1,000
Personal Liability	£1,000,000
Missed Departure	£250
Overseas Legal Expenses & Assistance	£10,000
Course Fees	£5,000

TRANSFER FEES 2012

Airport Transfer From/To	Price/Single Transfer (for 1-3 people travelling to the same address)	Price/Single Transfer (for 4-7 people travelling to the same address)	To/From
Heathrow	£105	£130	Accommodation arranged by the school, in zones 1, 2 & 3
Gatwick	£125	£155	
Stansted/Luton	£135	£165	
London City Airport	£105	£130	
London railway stations	£90	£110	
London Southend	£135	£165	
Southampton*	£285	£315	
Bournemouth*	£315	£345	
Birmingham/Bristol*	£325	£355	
* During the London Olympics, families may find it cheaper to fly to/from airports outside of London.			

Airport Transfer Terms and Conditions

- Flight details must be received in writing before 14.00hrs (UK time) on the Friday before arrival in the UK
- To cancel or change an airport transfer you must inform us in writing 24 hours before the flight arrival or departure time. For last minute changes or cancellations, please phone: 07768 325 391
- A £20 supplement will be charged for airport transfer service between 22.00 – 05.00hrs and a surcharge on public holidays
- Waiting time of 1½ hours is included in the transfer price. If you do not contact the driver within 1½ hours of the flight arrival time, the driver will leave the airport and any request for a transfer will be charged at the full rate. Extra waiting time: £20 per ½ hour. Waiting time starts from the scheduled time of arrival unless the flight is early in which case waiting time will start from the actual flight arrival time
- In A39-A40, the airport transfer is to the London Solutions office and not to the apartment. A supplement will apply if you request an extra transfer

Public Transport from Airports

We also recommend public transport from airports & stations which is cheap and convenient.

Please visit the Frances King website for more information:

<http://www.francesking.co.uk/prices/airporttransfers.asp>

ACCOMMODATION FEES 2012

Facilities Fee, one payment: £110/family or /apartment

Accommodation Number	Accommodation Name	Prices per person /week			Quality Rating	Notes
HOMESTAYS						
		Zone 1 & 2 (and zone 3 from June- September)	Zone 3 (October -May)			
A2	Standard Homestay – Single Bed and Breakfast	£148	B2	£133	★★	Available – all year, minimum stay 1 week Use of kitchen is not possible
A3	Standard Homestay – Twin Bed and Breakfast	£133	B3	£118	★★	
A4	Standard Homestay – Single 4 Dinner Plan	£169	B4	£154	★★	
A5	Standard Homestay – Single Half Board	£189	B5	£175	★★	
A6	Standard Homestay – Twin Half Board	£162	B6	£147	★★	
A7	Superior Homestay – Single Bed and Breakfast	£181	B7	£166	★★★	
A8	Superior Homestay – Twin Bed and Breakfast	£153	B8	£138	★★★	
A9	Superior Homestay – Single 4 Dinner Plan	£210	B9	£195	★★★	
A10	Superior Homestay – Single Half Board	£231	B10	£216	★★★	
A11	Superior Homestay – Twin Half Board	£191	B11	£176	★★★	
A12	Superior Homestay – Private Bathroom Supplement	£40	B12	£30	★★★	
DELUXE/PREMIER SELF-CATERING STUDIOS AND APARTMENTS (WITH PRIVATE BATHROOM AND KITCHEN FACILITIES)						
A15	Deluxe/Premier Studio (2 people) – Self-Catering	From: £1000/studio			★★★★	Available – all year
A16	Deluxe/Premier Apartment (2-4 people) – Self-Catering	From: £1200/apartment				
SELF-CATERING STUDIOS (WITH PRIVATE BATHROOM AND KITCHEN FACILITIES)						
A18	The Residence: Budget Mini Studio – Twin Self-Catering	£216/person			★★	Available only in winter & Easter – minimum stay 2 weeks Arrive Sunday, depart Saturday
A20	Vancouver Studios: Studio – Twin Self-Catering	£395/person			★★★★	Available – all year. Triple room: £375/ person/week
HOTELS						
A28	Three Star Hotel – Single/Twin Bed and Breakfast	From £60/person/night			★★★	Available – all year
A29	Four Star Hotel – Single/Twin Bed and Breakfast	From £80/person/night			★★★★	
SUMMER RESIDENCES						
A31	Southside & Eastside: Superior Summer Residence – Twin Bed and Breakfast	£220/person			★★★	A31: private bathroom Minimum stay: 1 week. July 1 - July 8, August 18 - September 2 A34: Shared bathroom & kitchen
A32	Southside/Eastside Evening Meal Supplement	£85/person/week				
A34	Evelyn Gardens: Budget Summer Residence – Twin Self-Catering	£190/person			★★	
SUMMER BUDGET SELF-CATERING APARTMENTS (WITH PRIVATE BATHROOM AND KITCHEN)						
A39	London Solutions: Budget Apartments (5 people) – 2 bedroom	From: £1078/apartment			★★	6 weeks' notice to cancel Minimum stay: 1 week. June 16 - September 22
A40	London Solutions: Budget Apartments (7 people) – 3 bedroom	From: £1265/apartment				

- In all accommodation (except homestay) a parent must stay in a twin room with a child (under 18 years)
- In all accommodation prices may increase during the London Olympics
- For other accommodation prices and full terms and conditions, see Enrolment Details 2012

Cancellation policy

1. Cancellation of courses and accommodation BEFORE arrival in the UK:

If your family cancel your booking before arrival in the UK you must give notice in writing. We will refund all fees minus the £200/person Course Deposit and £300/person Accommodation Deposit. If the accommodation fees for the notice period exceed £300 you will be charged the difference. This also applies, when accommodation has been confirmed by the school and the visa has been granted.

■ Notice period to cancel accommodation is:

6 weeks' notice: A39-A40

2 weeks' notice: A18

1 week's notice: A2-A12, B2-B12, A31, A34

24 hours' notice: A20, A28-A29

48 hours' notice: A15-A16

2. Cancellation of courses and accommodation BEFORE arrival in the UK when a visa is refused:

If you want to cancel your family booking before arrival in the UK you must send us a copy of the visa refusal letter issued by the British Embassy/Consulate.

- All course and accommodation fees can be refunded less an administrative charge of £100/person for the course and £100/person for the accommodation, provided notice to cancel accommodation is given. See notice period above to cancel accommodation.

3. Cancellation of courses AFTER arrival in the UK:

If your family cancel or curtail your course after arrival in the UK there is no refund in any circumstances:

- If your course is longer than 4 weeks, you must give 4 weeks' notice in writing. Responses will be given in writing and discussions will not be entered into. You may apply for a credit for the unused part of the course. There is no credit for cancelled courses during the first 4 weeks of a course.

The course credit may be used within 2 years and cannot be transferred to another student. Course credits may not be used to pay for One-to-One lessons or accommodation.

- To cancel One-to-One lessons you must give 48 hours' notice (during offices hours, 09.00-17.00, Monday - Friday). All late cancellations are charged at the full rate.
- If your family leave because of illness or because of the death or serious illness of a close relative, you may be able to claim reimbursement of fees through your insurance.

4. Cancellation of accommodation AFTER arrival in the UK:

If your family cancel or curtail accommodation after arrival in the UK, you will be charged a £60 cancellation fee. You must give notice, beginning at a weekend, to a Frances King Advisor. See notice period to cancel accommodation.

- A15-A16: you must give 48 hours' notice and you will be charged a cancellation fee which will be approximately 1 night's fee for each week booked.
 - Where notice is not received, accommodation fees for the above periods will be added to the cancellation fee.
5. In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.
6. Course and accommodation refunds may take between 30-60 days to process. Refunds cannot be processed until the school has been paid in full for all services booked.

Force majeure

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemics and the like. Refunds will not be made in such circumstances.