Churchill House Summer Centres

Summer Residential and Homestay Courses

For students aged 8-17

PRICE LIST 2027

2027 Residential Courses

If your course includes red dates those weeks will be at the bargain lower price

Start & Finish	Age Range	Start dates	Price per week		Course	Extra Information
ALDENHAM SCHOOL 04/07–15/08 Sundays	**10 to 14 15 to 17**	**04/07, 11/07, 18/07, 25/07, 01/08, 08/08**	**£1,140**	**£1,090**	New 5* London Experience Programme	15 hours lessons per week, full board, excursions, activities…. PLUS THE NEW 5* LONDON EXPERIENCE… 2 afternoons & 1 evening per week + 1 day in the heart of London. This is in addition to the usual full day excursion each week.
		NEW 5* LONDON EXPERIENCE: Every week visit two of London's top attractions with all admission costs included - London Eye , River Thames Cruise, Buckingham Palace - Royal rooms, Tower of London, Madame Tussauds, Arsenal Stadium Tour, Kew Gardens, London Aquarium, Greenwich Other famous locations include Westminster, Science Museum, Covent Garden, China Town, Camden Market, Regents Park, British Museum, Tate Modern				
DUKE OF YORK SCHOOL 04/07-15/08 Sundays	**10 to 14 15 to 17**	**04/07, 11/07, 18/07, 25/07, 01/08, 08/08**	**£925**	**£895**	Classic Course	15 hours lessons per week, full board, 1 full day & 1 half day excursion per week, daytime & evening activities INTENSIVE ENGLISH: 5 hours extra lessons per week(G) supplement £45 per week
			£1,170	**£1,120**	Junior Programme	Special lessons & activities for 8-10 year olds (G)
		FREE guided climbing Dormitory style accommodation at an economical price				
ST EDMUND´S SCHOOL 04/07-22/08 Sundays	**10 to 14 15 to 17**	**04/07, 11/07, 18/07, 25/07, 01/08, 08/08, 15/08**	***£995***	**£955**	Classic Course	15 hours lessons per week, full board, daytime & evening activities, full day & half day excursions (the Canterbury trip includes entrance to the cathedral) PREMIER FOOTBALL EXPERIENCE: includes 4 hours professional football coaching per week & Premier League Stadium Tour every 2 weeks (G) - supplement £190 per week Single en-suite supplement - £11 per night Premium single en-suite supplement - £13 per night

(G) course for groups. Only run with a minimum number of students – please ask us for details

REGISTRATION FEE: £75 per student to be added to the total course price

Accommodation is in twin or multi-bedded rooms sharing with students of a different nationality although friends can share together. Single rooms may be available at some centres as shown above at a supplement.

Classic Course and all other courses include: 15- or 19-hours English lessons per week in multinational classes + full board residential accommodation + Activity Programme with 5 daytime activities, 7 evening activities, 1 half day and 1 full day excursion per week.

EXTRA NIGHTS: £90 per night, by arrangement only.

ST EDMUNDS & DUKE OF YORK PROGRAMMES: We may operate a zig-zag teaching programme at these centres so lessons and activities alternate in the mornings or afternoons. We reserve the right to run zig-zag programmes at other centres.

DUKE OF YORK ACCOMMODATION: Different to our other centres, accommodation at the Duke of York is dormitory style with spacious multi-bedded rooms with shared bathrooms (although there are some singles). Everything else is at the same high standard as our other centres but the simpler accommodation means we can offer courses at the Duke of York at very economical prices.

AGES: Students must be at least 10 years old at the start of their course except on the Duke of York Junior Programme

Churchill House Ramsgate Homestay Courses

RAMSGATE HOMESTAY 20/06 to 21/08 Sunday to Saturday	Age Range	Start Dates	*With* Activity Programme PLUS				*With* Activity Programme or Intensive Course Activity Programme			
			2 weeks	*3 weeks*	*4 weeks*	*Extra Weeks*	*2 weeks*	*3 weeks*	*4 weeks*	*Extra Weeks*
	12 to 17	**20/06, 27/06, 04/07, 11/07, 18/07, 25/07, 01/08, 08/08, 15/08***	**£1,730**	**£2,595**	**£3,760**	**£865**	**£1,540**	**£2,310**	**£3,080**	**£770**

- **1 week course only**

PRICES INCLUDE: 15 hours English lessons per week in multinational classes, half board homestay accommodation, activities, trips and prices shown above are for a standard homestay. Supplements may be charged for families who cater for special dietary requirements (see 'Other Information').

REGISTRATION FEE: £75 per student to be added to the total course price

SUPPLEMENTS: Full Board £40 per week. Single Room £35 per week. Extra Nights £55 per night by arrangement only. If the extra night is the last Sunday of the course, the price is £65 including an extra full day excursion on the last Saturday. If a packed lunch is requested on departure, there is a supplement of £8.00 per student.

INTENSIVE COURSES: Students aged 16 & 17 can choose 15 hours lessons per week or an **Intensive Course** with **20 hours lessons per week** (supplement £60 per week) or **25 hours lessons per week** (supplement £115 per week). .

RAMSGATE ACTIVITIES: There are three programmes available:

ACTIVITY PROGRAMME PLUS
every week
4 daytime activities
4 evening activities
1 half day trip
1 full day trip per week (weekends).

If staying for 3 weeks, you will have 4 full day trips (the 4th one is extra for no charge).
If staying for 4 weeks, you will have 6 full day trips (the 5th & 6th ones are extra for no charge)

ACTIVITY PROGRAMME
every week
4 daytime activities
4 evening activities

INTENSIVE COURSE ACTIVITY PROGRAMME
every week
4 evening activities
1 full day trip (weekends

Students aged 12 to 15 must book an Activity Programme Plus and Full Board.
Students aged 16 & 17 with 15 hours lessons per week must book an Activity Programme or an Activity Programme Plus. Intensive Course students with 20 or 25 hours lessons per week must book an Intensive Course Activity Programme (same price as the Activity Programme)

JUNIORS (aged 15 & under): At Churchill House the wellbeing of Juniors is particularly important. Juniors are always under supervision by our staff in class and activities and are placed in specially selected families. On trips, 12 year olds stay with our staff escort or group leader at all times; those aged 13 and over have 45 minutes free time. After full day coach trips students leave the coach close to their families and after evening activities we ensure students get home safely.

ARRIVAL DATE MUST BE ON SUNDAY AND DEPARTURE DATE MUST BE ON SATURDAY

ARRIVAL & DEPARTURE TIMES: To ensure host families are not inconvenienced, the latest scheduled arrival time at an airport should be no later than 18:00 and the earliest scheduled departure from an airport should be no earlier than 11.00.

RAMSGATE HOMESTAY FAMILIES:
Nationality: We will try very hard to ensure that there is only one student of each nationality in a family but we cannot guarantee it.
En-suite: A small number of our families have rooms with en-suite facilities, for which a supplement of £35 per week is charged.
Distance from School: Most of our families are within a 20 minute walk of the school, particularly those accommodating students aged 15 & under. However, for older students, some may be a short bus ride away for which a bus pass costing £22 a week is needed, which also allows unlimited local travel.
Pets: Most families in Ramsgate have pets so if a student has an allergy to any animals, it must be indicated on the booking form before arrival. If this is not done and the student has to move family once they arrive, a supplement of £25 will be charged to cover the cost involved.
RAMSGATE PROGRAMME: For some weeks of the summer we may operate a zig-zag teaching programme so lessons alternate between one week in the mornings and one week in the afternoons.

INDIVIDUAL STUDENTS - TRANSFER SERVICE

Prices shown are one way, per person

TO ↓	FROM →	Heathrow ✈	Gatwick ✈	Stansted ✈	Luton ✈
Aldenham	SHARED	£60	-	-	-
	TAXI	£140	£185	£160	£140
Duke of York	SHARED	£90	£90	-	-
	TAXI	£250	£230	£250	£270
St Edmunds	SHARED	£90	£90	-	-
	TAXI	£250	£230	£250	£270
Ramsgate	SHARED	£90	£90	-	-
	TAXI	£250	£230	£250	£270

OUR TRANSFER SERVICE GUARANTEE: All our prices are guaranteed – there are no extra charges for waiting time or delays of up to 4 hours and we have a transfer team at London Gatwick and London Heathrow to supervise and help.

SHARED: Our Shared Transfer Service is by shared coaches from/to Heathrow and Gatwick, which on arrival days leave the airport anytime between 09:00 and 17:00 so choose your flight time to match. On departure days your return flight must leave between 11.00 and 18.00.

TAXI: Our Taxi Service is available on any arrival or departure day between 08:00 & 20:00 (flight arrival/departure times) If you arrive outside of these times please contact our Transfer Department for prices. In addition to the possibilities above, if you require a transfer to/from any other location (airport, railway station, ferry port etc.) please contact our transfer team for a price. Prices are per person, if you are sharing a taxi the price above still applies but a small discount may be available. Please contact our transfer team for details.

All students using our transfer service are met at the flight arrival gate on arrival and are taken to check in and security on departure and are supervised by our own airport staff at all times. For shared transfers a waiting time of up to 4 hours is possible, but always supervised by our staff.

All students must use our transfer service unless accompanied by a responsible adult aged 18 years or older. If not using our transfer service, you must provide Churchill House with details of your travel arrangements to/from the centre – including the name/ID/contact details of the responsible adult - before the course starts and these arrangements must meet our safeguarding requirements.

For children who fly as Unaccompanied Minors: This service is only available at London Gatwick and London Heathrow and we provide a personal meeting and accompanying service on arrival and departure during our shared transfer times - Supplement £50 per person. Outside of our shared transfer times the supplement will be £90 per person.

Please note that if you book a shared transfer and then your flight time means that a shared transfer is not possible we will arrange a taxi transfer and you will have to pay the extra cost.

If it is not possible for Churchill House to operate a shared transfer to/from any airport on any particular day then we will arrange taxi transfers and you will be asked to pay the extra cost. We will notify you of this before your arrival in the UK.

If you need any help or more information do please contact our Transfer Manager: deborah.cook@churchillhouse.co.uk
mailto:transfer.manager@churchillhouse.co.uk

HOW DO I ENROL?

1. Complete the Enrolment Form and e-mail to us as soon as possible.
   E-mail: welcome@churchillhouse.co.uk
   Address: Churchill House School of English Language, Spencer Square, Ramsgate, Kent, CT11 9EQ
2. You must also pay a deposit of £250 at the same time (see 'How do I pay?' below).
3. Alternatively, you can book online on our website. Just click 'Apply Online' on the home page www.churchillhouse.com

HOW DO I PAY?

The deposit of £250 must be paid when you book. It is also possible to make full payment at this stage. You can pay:

1. By bank transfer (Airmail, Telex, Swift). Bank details:
   Account name: Churchill House School of English Language**.**
   Sort code: 40-38-02 **Account no:** 41133659 **Bank:** HSBC, 26 Westwood Cross Shopping Centre, Broadstairs, Kent CT10 2BF
   IBAN: GB19HBUK40380241133659 **BIC/SWIFT CODE:** HBUKGB4B
   Please email attaching a copy of the transfer document to us together with your Enrolment Form.
2. By credit card: Payment may be made by Visa, Mastercard, American Express or an internationally accepted Debit Card such as Visa Electron. Simply complete the credit card slip on the Enrolment Form.

All payments must be in UK Sterling.

When we have received your Enrolment Form, and £250 deposit, we will reserve the course and accommodation for you and send you a Certificate of Enrolment confirming your course dates and the total price.

We will invoice for your transfer once we have received your flight details with arrival and departure times.

Please note: We must receive full payment for your course at least 28 days before you arrive.

INDIVIDUAL STUDENTS - OTHER INFORMATION

POCKET MONEY: Pocket money and personal expenditure may be included with payment of course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Residential students need only bring personal spending money - everything else is included. Homestay students aged 16 & 17 in Ramsgate should allow an extra £25 a week for taxis back to the family after evening activities.

ARRIVAL & DEPARTURE DAYS: Students should arrive and depart on the dates shown in the price list and should arrive at the centre after 14:00 hours except for the Centre opening date when it is 16:00 hours. Extra nights may be possible by agreement and are subject to a supplement.

LANGUAGE LEVEL: Our courses are available for students from Elementary level to Advanced. We are unable to cater for those at any lower level.

LAUNDRY: A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

DIETARY REQUIREMENTS:

Vegetarian: A vegetarian diet can be provided if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £25 per week will be charged.

Special Diet: We can cater for most special diets e.g. Vegan, Celiac, Lactose free, Gluten free. A supplement of £25 per week will be charged, if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £50 per week will be charged. Please Note we cannot provide a Halal diet in Ramsgate Homestay. We can offer a vegetarian or non-pork diet but this must be indicated on the booking form.

INDIVIDUAL STUDENTS - TERMS AND CONDITIONS

All enrolments are subject to the following conditions which become legally binding on acceptance of enrolment by Churchill House School of English Language (Churchill House).

1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. When we have received your Enrolment Form and £250 deposit we will reserve your course and accommodation and send you a Certificate of Enrolment confirming your course dates and the total price. The deposit of £250 must be paid when you enrol for a course. All payments must be made in UK Sterling. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

2. VISAS

Some students require a Student Visa or Standard Visitor Visa. Please contact Visas & Immigration to ensure they are allowed to enter and study in the UK. Arranging the correct Visa is the sole responsibility of the student or their advisor or Educational Tour Operator but Churchill House will provide what help is necessary. Visa support documentation will be provided on receipt of £250 deposit. Unless we receive confirmation of visa at least 4 days before the arrival date, the current family reservation maybe set aside and another reservation made, possibly for a different arrival date and possibly with another family.

3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel problems and the cost of medical treatment either under the National Health Service or privately. Currently, citizens of the EU have free treatment under the National Health Service providing they have a valid European Health Insurance Card. Churchill House offers a Studentguard policy designed specifically for students (£8.00 per week). For more information, please contact us for details.

4. DAMAGES

Any damage caused by students, either through accident or misconduct, must be paid for in full immediately. If the damage is not paid for, it will be invoiced to the client and payment will be required immediately.

5. GENERAL REFUND POLICY

All refunds will be sent to the account of the person who has paid it. If a student's visa application is rejected after payment has been received all fees (minus bank transfer costs and enrolment fee) will be refunded providing we receive a visa refusal letter.

6. CANCELLATION POLICY

- If you cancel your course because your visa application was refused we will refund 100% of fees paid (minus bank transfer costs and £75 enrolment fee) on receipt of the original written visa refusal.
- If you cancel your course up to 21 days before the start date, we will refund the total fees paid minus the £250 deposit, and bank transfer costs.
- If you cancel your course less than 21 days before the start date no refund will be issued but the full value of all fees paid minus the £250 deposit can be transferred to another course up to the end of the following calendar year, at the end of which the credit lapses.

7. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

8. ACCOMMODATION REQUESTS

For residential accommodation the number of each type of accommodation varies from centre to centre and for homestay accommodation we have a wide range of different families and houses. Accommodation is allocated on a first come first served basis and until we have received a deposit we cannot confirm requests for any particular accommodation type. We will always do our best to provide the booked accommodation and to satisfy particular accommodation requests but we cannot guarantee this. The earlier we receive the deposit and the earlier we receive the request the better chance we have of providing you with the accommodation you want. We suggest sending us deposits no later than March 15 and rooming requests no later than April 15.

9. OUR STUDENT DISCIPLINE AND EXPULSION POLICY

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely, in our opinion, to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. If students are found to be involved in breach of school rules or bullying and harassment, then action will be taken in accordance with our Student Disciplinary Policy and our Anti-Bullying policy.

Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class/activities/excursions and further possible sanctions. Parents or guardians will be informed that further misbehaviour may lead to expulsion from the centre at their expense.

More serious offences may result in formal disciplinary procedures and possible expulsion. This behaviour includes but is not limited to: possession or consumption of alcohol, possession of illegal substances (drugs), bullying, damage to property, underage purchase of cigarettes (including e-cigarettes), smoking in school buildings, serious breach of venue rules, harassment, threatening or violent behaviour, breach of British law.

Disciplinary decisions are the sole right of Churchill House Summer Centres and the decision of the company director is final. However, if a student in a residential centre is found to be in breach of venue rules, the venue has the right to require us to remove the student immediately. In the case of expulsion, the parent/guardian is required to make arrangements for their immediate return. Churchill House is not liable for any costs incurred in repatriating a person and no refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

10. RESOLUTION OF DISPUTES

Sales: If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Summer Centres Operations Manager.

Summer Centres: If you have a problem with any aspect of your course, activities or accommodation, please tell your Student Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Operations Manager at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied

11. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, prices, accommodation and dates of the programmes where circumstances beyond the control of Churchill House necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

12. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

13. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, acts of God, pandemic, plague, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

14. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

15. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

16. APPLICABILITY

All the above terms are applicable to direct students and to Educational Tour Operators alike unless variations are expressly agreed between the two parties in writing.

17. EMERGENCY CONTACT DETAILS

We MUST be provided with 'next of kin' details (name and telephone number of a parent/guardian). These emergency contact details are a British legal requirement in case emergency medical/legal consent is required. It is also mandatory that we receive a Parental Consent Form.

18. ACTIVITY PROGRAMMES

Individual students must buy an activity programme when they enrol.

GROUP AIRPORT TRANSFERS

Prices are per GROUP and INCLUDE ARRIVAL & DEPARTURE

FROM → / TO ↓	Heathrow	Gatwick	Stansted	Luton	London City
Aldenham	A	B	A	A	B
Duke of York	B	B	B	B	B
St Edmunds	B	B	B	B	B
Ramsgate*	B	B	B	B	B

All Group members should arrive and leave together otherwise a supplement will be payable. On arrival your flight should arrive between 09:00 and 18:00. On departure your flight should leave between 11.00 and 20.00. Supplements of £20 - £50 per person will apply for flights which are earlier or later than these times. London Heathrow and London Gatwick will have a Churchill House representative waiting to greet your group on arrival between 09:00-18:00. For all other airports we provide you with instructions on how to meet your transfer coach.

RAMSGATE TAXIS: For Ramsgate homestay, taxis on arrival from the coach drop off point to the host families and on departure from family to the coach meeting point can be arranged at a supplement of £6.00 per person per journey

	Number of Students				
	8-14	15-24	25-34	35-44	45 +
Transfer A Price	£1300	£1600	£2100	£2300	£2800
Transfer B Price	£1450	£2000	£2300	£2600	£3100

Our transfer service guarantee: All our prices are guaranteed – there are no extra charges for waiting time or delays of up to 3 hours, anything longer or if your flight is cancelled charges will be incurred. We have a transfer team at Heathrow & Gatwick to supervise and help.

Transfer Prices are based on the original group size and are changed if the group size changes.
Groups of fewer than 15 students may be required to share a transfer which may mean a wait.
For groups of 7 or less students, Individual Transfer prices are charged per person.

GROUPS - OTHER INFORMATION

POCKET MONEY: Pocket money and personal expenditure may be included with payment of course fees or deposited with the Centre Manager on arrival and taken at weekly intervals although two days' notice must be given when large amounts of pocket money are required. Residential students need only bring personal spending money - everything else is included. Homestay students aged 16 & 17 in Ramsgate should allow an extra £25 a week for taxis back to the family after evening activities.

ARRIVAL & DEPARTURE DAYS: Students should arrive and depart on the dates shown in the price list and should arrive at the centre after 14:00 except for the centre opening date when it is 16:00. Extra nights may be possible by agreement and are subject to a supplement.

LANGUAGE LEVEL: Our courses are available for students from Elementary level to Advanced. We are unable to accept students at a lower level.

LAUNDRY: A weekly laundry service (for small items only) is provided at all centres. As the service is provided by a third party, Churchill House does not accept any responsibility for lost or damaged items.

DIETARY REQUIREMENTS:

Vegetarian: A vegetarian diet can be provided if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £25 per week will be charged.

Special Diet: We can cater for most special diets e.g. Vegan, Celiac, Lactose free, Gluten free. A supplement of £25 per week will be charged, if this is requested on the booking form before arrival. If this is not done and we are only informed after the student has arrived, a supplement of £50 per week will be charged. Please Note we cannot provide a Halal diet in Ramsgate Homestay. We can offer a vegetarian or non-pork diet but this must be indicated on the booking form.

ADDITIONAL ATTRACTIONS & EXTRA TRIPS

Our Weekly Programmes give full details of all the activities and trips at each centre. Groups can enhance the trips on the Weekly Programme by including additional attractions and we can also arrange a wide range of optional trips and activities just for your group. Please see below for some examples of both of these which must be booked in advance – please contact Debbie Cook for help and information:-
Deborah.Cook@churchillhouse.co.uk

ADDITIONAL ATTRACTIONS could include:

London: Madame Tussauds waxworks of famous and historical figures, Kew Gardens and treetops walkway, London Eye - the world's largest cantilevered observation wheel, Arsenal Football Stadium tour, London Aquarium - Europe's biggest collections of global marine life, British Museum, Tower of London guarding royal possessions and even the royal family in times of war and rebellion, London Dungeon, Greenwich and the Cutty Sark, a clipper ship designed in 1869 which was one of the fastest ships of its day and the Royal Observatory home of the Prime Meridian of the world, the London Planetarium, Buckingham Palace - changing of the guard & the State Rooms.

Canterbury: admission to the Cathedral with its stunning architecture, intricate stained glass windows and rich history

Oxford: Punting on the river Cherwell, admission to Christchurch

Brighton: Royal Pavilion, Sea Life Centre - the world's oldest aquarium

Cambridge: Punting on the river Cam

EXTRA TRIPS could include:

A visit to a thrilling theme park - Chessington World of Adventures or Thorpe Park

Harry Potter Studio Tour: One popular extra trip is to the Harry Potter Studios. Places are limited and bookings and full payment must be received by April 1st. We can only confirm the booking when full payment has been received; payment is non-refundable.

A visit to a popular London musical (Wicked, Matilde, Mamma Mia….)

Or one of the great English destinations - Oxford, Cambridge, Canterbury, London, Bath (a world heritage site) & Stonehenge, Leeds Castle…..

GROUPS TERMS AND CONDITIONS 2027

Please read our terms of business below carefully and if there is anything that is not clear please ask us for clarification. When we send you quotes, pro-forma invoices and final invoices it is on the understanding that you have accepted and agreed our terms of business in their entirety.

1. PAYMENT OF FEES

All fees must be paid in full no later than 28 days before arrival. If this is not done then the original terms of contract may be deemed to be invalid and we therefore reserve the right to reduce the agreed commission by 5%. To confirm a reservation we must receive a deposit of £250 per student to be irrevocably credited to our bank account for the number of places reserved. We cannot guarantee acceptance of any group or part of a group until the entire deposit is paid. We accept no liability for any losses incurred by failure to pay a deposit. We advise that deposits be made by April 1st for all summer courses. Advantageous commissions are available for Educational Tour Operators who pay deposits earlier than April 1st. If optional trips are booked which require payment in advance by us (e.g. Harry Potter Studio Tours) then the full price of these must be paid no later than April 1st. All payments must be made in UK Sterling. Group payments must be made as a group and not as a series of individual payments. We are aware that this is not always possible and will accept a reasonable number of payments, which must be accompanied by the group name or number. However, if this is not done there will be an administration fee charged. No students will be allowed to participate in the programme unless payment is received in full prior to course commencement.

2. VISAS

Arranging the correct Visa for each group is the sole responsibility of the Educational Tour Operator but Churchill House will provide any help that is necessary. Visa support documentation will be provided on receipt of the group deposit. Unless we receive confirmation of visa at least 4 days before the arrival date, the current reservation maybe set aside and another reservation made, possibly for a different arrival date and possibly with different accommodation.

3. ACCIDENT & MEDICAL INSURANCE

We strongly recommend that all students take out an insurance policy to cover them against travel problems and the cost of medical treatment either under the National Health Service or privately. Currently, citizens of the EU have free treatment under the National Health Service providing they have a valid European Health Insurance Card. Churchill House offers a Studentguard policy designed specifically for students (£8.00 per week). For more information, please contact us for details.

4. DAMAGES

A refundable damage deposit of £75 or 80 Euros per student maybe required. The damage deposit for the entire group must be paid to the Centre Manager on arrival. The deposit will be refunded in full at the end of the course providing no damage has occurred. If damage has been caused by any member of the group by accident or misconduct the cost of the damage will be deducted from the group damage deposit.

5. STUDENT DETAILS

We send an e-spreadsheet form for you to provide all students' details - names, dates of birth, emergency contacts, medical and dietary notes etc. We do not accept any other means of supplying us with these details. Forms not fully completed are returned until fully complete. We must receive the fully completed forms no less than 28 days before arrival.

We MUST be provided with 'next of kin' details (name and telephone number of a parent/guardian) of ALL students in the group and the Group Leaders. These emergency contact details are a British legal requirement in case emergency medical/legal consent is required. It is also mandatory that we receive a Parental Consent Form for ALL students in the group.

We reserve the right to refuse the enrolment of any student for any reason including inappropriate level of English.

6. ACCOMMODATION REQUESTS

For residential accommodation the number of each type of accommodation varies from centre to centre and for homestay accommodation we have a wide range of different families and houses. Accommodation is allocated on a first come first served basis and until we have received a deposit we cannot confirm requests for any particular accommodation type. We will always do our best to provide the booked accommodation and to satisfy particular accommodation requests but we cannot guarantee this. The earlier we receive the deposit and the earlier we receive the request the better chance we have of providing you with the accommodation you want. We suggest sending us deposits no later than March 15 and rooming requests no later than April 15.

7. GROUP LEADERS

The minimum group size for free places is 12 students.

12–17 students - 1 free place 18–32 students - 2 free places 33–47 students – 3 free places 48+ students - 4 free places.

Additional Group Leaders are charged £530 per week for accommodation, excursions and transfers.

For groups with less than 12 students, Group Leaders are charged as follows: 11-9 students £320 per week, 8-7 students £470 per week, 6 and less students £620 per week.

Group Leaders must be responsible adults aged 21 years or older who are required to take an active part in supervising and managing the welfare of the group, and to carry out the duties as detailed in the Group Leader Manual. The free places offered for Group Leaders must be taken up by named responsible adults and are not transferable to students. If, for any reason, the school deems a Group Leader incapable of carrying out the duties required of them, we reserve the right to replace him/her with a member of our staff and we reserve the right to claim reimbursement from the Educational Tour Operator for costs incurred.

Group Leaders must be responsible adults known to the Educational Tour Operator who must have made all the appropriate checks available in their country (e.g. Police certificate of good conduct or other criminal record checks, etc.) and that these indicate that there is no reason why this person should not have responsibility for supervising a group of children.

8. OUR STUDENT DISCIPLINE AND EXPULSION POLICY

Churchill House reserves the right to terminate the programme of any person whose behaviour is likely, in our opinion, to cause distress, damage or danger to themselves or others, Churchill House employees or anyone else. If students are found to be involved in breach of school rules or bullying and harassment, then action will be taken in accordance with our Student Disciplinary Policy and our Anti-Bullying policy.

Minor offences may result in a verbal warning and/or suitable sanctions; continued unacceptable behaviour may result in removal from class/activities/excursions and further possible sanctions. Parents or guardians will be informed that further misbehaviour may lead to expulsion from the centre at their expense.

More serious offences may result in formal disciplinary procedures and possible expulsion. This behaviour includes but is not limited to: possession or consumption of alcohol, possession of illegal substances (drugs), bullying, damage to property, underage purchase of cigarettes (including e-cigarettes), smoking in school buildings, serious breach of venue rules, harassment, threatening or violent behaviour, breach of British law.

Disciplinary decisions are the sole right of Churchill House Summer Centres and the decision of the Operations Manager is final. However, if a student in a residential centre is found to be in breach of venue rules, the venue has the right to require us to remove the student immediately.

In the case of expulsion, the parent/guardian is required to make arrangements for their immediate return. Churchill House is not liable for any costs incurred in repatriating a person and no refunds will be made for any programme missed as a result of such terminations. At Churchill House's discretion a student may be allowed to move to another school, in which case any additional costs relating to the move or the change in programme must be paid by the client.

9. RESOLUTION OF DISPUTES

Sales: If you have a problem with the sales process or the product you have been sold, please discuss it with your Sales Consultant in the first instance. If you are not happy with the result you can request that your complaint is passed on to the Summer Centres Operations Manager.

Summer Centres: If you have a problem with any aspect of your course, activities or accommodation, please tell your Student Liaison Officer or your Centre Manager. If you are not happy with the result of this complaint it will be passed on to the Summer Centres Operations Manager at our Head Office for investigation and final decision.

Finally, Churchill House is accredited by the British Council and is also a member of English UK. Both these organisations have procedures, available on their websites, whereby they can raise any serious complaint with the school on your behalf if our own procedures have still left you dissatisfied.

10. CANCELLATION POLICY

- *Cancellation of any of the reserved places up to 30 days before arrival*

  We will make a refund of the total amount paid less deposit and less any administrative costs we have incurred.

  Cancellation of any of the reserved places between 29 and 8 days before arrival

  We will make a refund of 75% of the total course value less deposit and less any administrative costs we have incurred.

  Cancellation of any of the reserved places within 7 days of arrival

  We will make a refund of 50% of the total course value less deposit and less any administrative costs we have incurred.

  Refunds cannot be made once a course has commenced.

- Refunds cannot be made where a group arrives later or leaves earlier than booked.
- If a group member cancels after we have received the final details and is replaced with another, we will make no cancellation charge or administration charge.

11. SERVICES

Churchill House reserves the right to change the particulars of the services, including changes to courses, locations, facilities, prices, accommodation and dates of the programmes where circumstances beyond the control of Churchill House necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably. The School reserves the right to amend the activity programme according to prevailing circumstances and to substitute one activity for another, the replacement to be of equal or greater

Value. .The School reserves the right to change the order of activities. Bookings for an Activity Programme or additional trips must normally be for the complete group. We cannot guarantee a choice of activities for reservations made after March 1st. We reserve the right to charge an administration fee for changes made to the booking and for non-standard requests and variations.

12. LIABILITY

Churchill House and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Churchill House will not be liable in the event that any service contracted to be supplied by Churchill House becomes impossible to supply for any reason or any cause outside the control of Churchill House.

13. FORCE MAJEURE

Churchill House is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, acts of God, pandemic, plague, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

14. PROMOTIONAL ACTIVITY

Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes without written consent or notification. If you do not want this to happen, please let us know.

15. DATA PROTECTION

Any information provided to Churchill House may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

16. APPLICABILITY

All the above terms and conditions are applicable to all groups unless variations are expressly agreed between the Educational Tour Operator and Churchill House in writing.

17. WITHDRAWAL POLICY

Churchill House defines withdrawal as termination of a course once the course has started and for which no refund can be made.

18. RAMSGATE ACCOMMODATION

The price list is for half board. The number of meals provided is equivalent to the number of days' accommodation. Any extra meals will incur an additional charge. For full board there is a supplement of £40 per person per week. No commission is payable on this supplement. Group members must all have either full board or half board and shared room or single room. All members of a group must also have the same course of lessons.

19. RAMSGATE HOMESTAY ACTIVITY PROGRAMME

Students aged 12 to 15 must have an Activity Programme Plus. Students aged 16 & 17 with 15 hours lessons must have an Activity Programme Plus or an Activity Programme. Students aged 16 or 17 with 20 hours lessons must have an Intensive Course Activity Programme.

By special arrangement, Educational Tour Operators known to us can provide their own activity programme providing it is comprehensive and culturally suitable. A detailed programme must be provided at least 14 days before the course begins. This will include destinations, travel plans and risk assessments of each given activity. Contact information for each Group Leader and student must also be provided to us and it is essential that Group Leaders know before arrival that it is their duty to organise and manage the activity programme. A £50 activities deposit per student may be charged and if the Group Leader fails to carry out the programme on their own, Churchill House will organise it and deduct the cost from this deposit.

20. EMERGENCY CONTACT DETAILS

We MUST be provided with 'next of kin' details (name and telephone number of a parent/guardian) of ALL students in the group and the Group Leaders. These emergency contact details are a British legal requirement in case emergency medical treatment is required or there is a legal problem. It is also mandatory that we receive a Parental Consent Form for ALL students in the group.

GROUPS LAST MINUTE SALES - 50% REDUCTION

For groups that are looking for the best possible price, we have our Last Minute Sales offer with a net price of only 50% of the list price. Please contact us for details.

Churchill House Summer Centres

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Accredited by the BRITISH COUNCIL for the teaching of English in the UK

MEMBER ENGLISH UK

YOUNG LEARNERS ENGLISH UK A SPECIAL INTEREST GROUP OF ENGLISH UK