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HANDBOOK

STUDENT



Celtic English Academy

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## Part 1: Celtic information.

Celtic English Academy operates out of three neighbouring buildings close to the city centre. They are a short walk from shopping centre and many of the city's tourist attractions such as Cardiff Castle, the Wales Millennium Stadium and the National Museum of Wales in Cardiff.

Please see the map on the back page of this booklet for the location of the school.

Opening times:

- Reception/Admissions: 08:00 – 18:00, Monday to Friday
- Academic Office: 10:00 – 16:00, Monday to Friday

### 2016 Term Dates

Winter	4 <sup>th</sup> January – 24 <sup>th</sup> March
Spring	29 <sup>th</sup> March – 24 <sup>th</sup> June
Summer	27 <sup>th</sup> June – 23 <sup>rd</sup> September
Autumn	26 <sup>th</sup> September – 16 <sup>th</sup> December

### 2016 Recommended Start Dates\*

Winter	4 <sup>th</sup> January, 15 <sup>th</sup> February
Spring	29 <sup>th</sup> March, 16 <sup>th</sup> May
Summer	27 <sup>th</sup> June, 15 <sup>th</sup> August
Autumn	26 <sup>th</sup> September, 14 <sup>th</sup> November

\*Although students can start any Monday (or Tuesday, when Monday is public holiday), Celtic English Academy recommends starting the course on one of the "Recommended Start Dates". It is best to avoid the last week of the term as this is often used for revision and testing.

### National Holidays

	2016	2017
New Year's Day	1 <sup>st</sup> January	2 <sup>nd</sup> January (substitute day)
Good Friday	25 <sup>th</sup> March	14 <sup>th</sup> April
Easter Monday	28 <sup>th</sup> March	17 <sup>th</sup> April
Early May Bank Holiday	2 <sup>nd</sup> May	1 <sup>st</sup> May
Spring Bank Holiday	30 <sup>th</sup> May	29 <sup>th</sup> May
Summer Bank Holiday	29 <sup>th</sup> August	28 <sup>th</sup> August
Christmas Day	27 <sup>th</sup> December (substitute day)	25 <sup>th</sup> December
Boxing Day	26 <sup>th</sup> December	26 <sup>th</sup> December

### Celtic English Academy Holiday

19<sup>th</sup> Dec 2015 – 3<sup>rd</sup> Jan 2016

22<sup>nd</sup> Dec 2016 – 8<sup>th</sup> Jan 2017

### EMERGENCY NUMBERS AVAILABLE 24 HOURS A DAY:

James Doherty: +44 (0) 78 1213 4976

Shoko Morimoto: +44 (0) 77 6567 8189

**If you have any problems please call one of these numbers.**

## Part 2: Booking a course.

If you want to book a course at Celtic English Academy, you should:

- Fill in the online booking form in our website: [www.celticenglish.co.uk](http://www.celticenglish.co.uk) > Apply online
- Alternatively, send the booking form and copy of your passport to [info@celticenglish.co.uk](mailto:info@celticenglish.co.uk)

We will answer your questions, guide you through the booking process and help with anything you need before you come to the academy. We can also help you book accommodation through Celtic and arrange transfers to and from the airport.

To book a course, please follow the procedure below:

### Step 1

- Complete the booking form and return it by email or in person to Celtic English Academy. You can also book online at [www.celticenglish.co.uk/registration-form](http://www.celticenglish.co.uk/registration-form).

### Step 2

- Email or send a copy of your passport or National ID card.
- Send a copy of your SELT results (IELTS or ISE) if you are going to apply for a Tier 4 visa.
- Send a copy of any certificates from previous English course(s).

### Step 3

- You will receive an enrolment letter and an invoice once your booking has been processed.

### Step 4

- You must pay your fees in full at least 4 weeks before your course starts or provide us with a letter from your embassy to show that you are sponsored.
- We will confirm that your payment has been received.

### Step 5

- If you need to apply for a visa, we will send your visa letter to you once we have received full payment or a deposit and a letter demonstrating your sponsorship.

### Step 6

- If you have booked accommodation or airport transfers, we will send you details of these once they have been paid in full.



## Part 3: Visas & Immigration.

All students coming from non-EEA countries must apply for a UK visa. There are different types of visas depending on how long you would like to study for.

You can find application forms and more information on the UK visa website: <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

### Visa letters & accommodation.

The UK Visas & Immigration (UKVI) policy states that any student who books accommodation with a school must supply the address of their accommodation with their visa application.

Student	What you need	What to do
Private Student (non-EU)	If you book accommodation with the school, you must supply the address of the accommodation with your application.	You must pay your tuition and accommodation fees in full. If you are not staying at the same accommodation for the full duration of your course, you may need to provide evidence to the UKVI where you will be staying after.
Government Sponsored Students (non-EU)		You must provide a financial guarantee. If you would like the school to arrange your accommodation, you must pay for a minimum of four weeks before you arrive to get the homestay or residence address on your visa letter.

If you have any difficulties applying for your visa or if you have any queries, please contact us on +44 (0)2920 344 805 or email [info@celticenglish.co.uk](mailto:info@celticenglish.co.uk).

## Visa refusals.

It is your responsibility to make your visa application within good time. You can check how long you need to make your application by visiting the following website:

<https://visa-processingtimes.homeoffice.gov.uk/>

State of your visa:	You MUST do:
Your visa is issued before the start date of your course	You MUST arrive on time to start your course. No refund will be given if you arrive late.
Your visa is delayed in being issued	You MUST inform us before the start date of your course so we can change your course dates.
Your visa is refused	You MUST inform us 5 working days before the start date of your course. You must provide proof of the refusal by sending us the visa refusal notice. In this case, we will refund any course fees paid (minus the enrolment fee) should you not wish to reapply for your visa.
	If you do not notify us of your visa refusal before the start date of your course, we will retain the enrolment fee plus 4 weeks' course fees. The remaining fees will be refunded within 28 working days.

You may also incur accommodation charges if you have booked accommodation with us. Please see the Terms & Conditions (page 23) for further information.



## Tier 4 Visa.

If you are on a Tier 4 visa you will...

### Attendance:

- Be reported to the Academic team if your attendance falls below 80% and it will be reported to the UKVI if you miss 10 consecutive days.
- Be reminded by the Academic team of your study obligations and explain the consequences you might face if you don't attend your classes.
- Be informed if we intend to contact the UKVI. The UKVI will decide how to deal with the situation. You could be asked to leave the country if your attendance is unsatisfactory.

### Holidays:

- Need to inform us if you would like to take a holiday. You must be able to complete your original course of study (the one stated on your CAS letter) by adding the weeks that you have taken as holiday on to the end of the course. You **MUST** have enough time left on your visa to do this. If you do not, you will not be able to take a holiday.

## Part 3: Before you come.

### Travel information.



### Airport transfers.

If you are worried about getting to Cardiff/your accommodation we can arrange for a Celtic English Academy representative to come and collect you. They will pick you up from the airport and take you straight to your accommodation. If you would like to book an airport transfer with Celtic, please indicate this on your booking form.

Airport Transfer Fees			
Airport	One-way	Return	Extra passenger per journey (up to 3)
Cardiff Airport	£40	£75	£10
Bristol Airport	£90	£170	£15
Heathrow Airport	£180	£345	£25
Gatwick Airport	£210	£410	£30
Stansted Airport	£230	£450	£35

If you are going to make your own way to Cardiff, please tell us. If you are staying with a **homestay provider**, you should contact them before leaving your home country and tell them when you will arrive to make sure someone is in the house to meet you. If you are staying in **student residence accommodation**, you must tell us when you will arrive so a member of staff can meet you and provide you with keys and orientation.

## Part 4: What to bring.

Going to study abroad can be stressful, so we have made you a checklist to make sure you do not forget anything!

### Airport:

- Contact information of the person with whom you are staying
- Visa letter (if needed)
- Celtic emergency numbers
- Passport / ID Card
- Travel insurance documents
- Return flight tickets details
- Details of the airport collection/transfer

### Clothing:

- Informal, practical and comfortable clothes
- Rain coat and hat
- Sturdy, comfortable set of shoes for walking
- Any particular uniform or safety gear if you are taking a work placement
- If you enjoy sports or athletics, bring clothes that are appropriate for this

### School:

- Pen
- Notebook / Exercise book
- School bag
- Small pocket dictionary
- A good dictionary and a grammar reference book (if you are a long term student!)

### Extras:

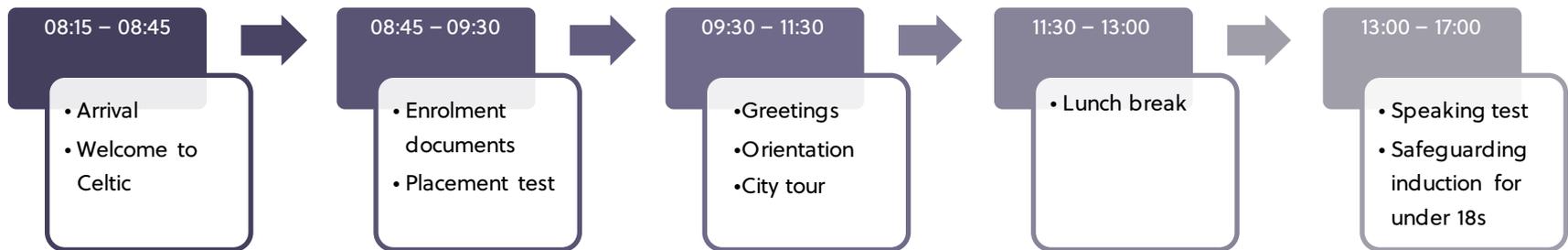
- Travel adaptor
- Camera
- Laptop
- Umbrella – an important part of living in Wales!
- Pocket money (no more than £400 in cash!)
- Unblocked phone (we will give you a SIM card)

# Part 5: At the Academy.

## Timetable.

Programme	Monday	Tuesday	Wednesday	Thursday	Friday
AM	08:45 - 10:15	08:45 - 10:15	08:45 - 10:15	08:45 - 10:15	08:45 - 10:15
	10:30 - 12:00	10:30 - 12:00	10:30 - 12:00	10:30 - 12:00	10:30 - 12:00
MIDDAY	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00
PM	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45
	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30

## Your first day.



### What do I need to bring on my first day?

- Enrolment letter from Celtic
- Your passport (copies cannot be accepted)
- Passport-size photograph (if you don't want your passport photo to be used for your Student ID card)

### What will I be given on my first week?

- After you have been tested you will be given your course book and journal
- A timetable
- You will be given a Student ID card on Wednesday (this will give you discounts in some shops!)

## Attendance.

90% - 100%		Excellent! - Attending all of your classes is a compulsory part of your time at Celtic.
80% - 89%		Could be better! - If you are absent from class, please make sure that you catch up and get any additional notes/hand outs from your teacher or classmates.
Less 80%		Very bad! - Your attendance will be reported to the Academic team if it falls below 80%. If you are going to be absent, you must inform the school.

## Punctuality.

Please come to all classes and arrive on time for your lessons. We allow 10 minutes from the start of each class for late arrivals.

### If you arrive:

<b>After 08:55 (mornings), 12:40 (lunchtime) or 14:25 (afternoon)</b>	You will not be allowed into class until after the break.	You will be marked absent for the first half of the lesson.
<b>More than 5 minutes late back after the break</b>	You will not be allowed into class.	You will be marked absent for the second half of the lesson.

## Changing your timetable.

If you join a class and find it too easy or difficult, you must speak to your class teacher within the first week.

### Teacher

- The teacher will be able to advise and support you on the best way to continue your studies and make suggestions for the best class for you.
- If your teacher agrees that you should move class, he/she will then speak to a Director of Studies.

### Directors of Studies

- You will be informed of your new class, when you start it and where you need to go.
- Students cannot request a particular teacher or class. If you are unhappy with your teacher, please speak to a Director of Studies.

## Class rules.



Please keep your mobile phone on silent. Do not answer your phone in class or send text messages!



Only speak English in the class and around the school.



Please come to all classes and arrive on time for your lessons. Your attendance **MUST** remain above 80% every week.



Please put all rubbish in the bins provided. Do not leave anything on the desks!



Please take your coffee cups with you and pour anything you don't drink away. Do not put half drunk coffees in the bin!



Please do your best to get on with your classmates and teacher. Please be respectful to all students and staff at the school!



Remember that making mistakes is a good thing because they will help you learn.



Always ask the teacher if there is something you do not understand. Remember the teacher is there to help you.





## Holidays.

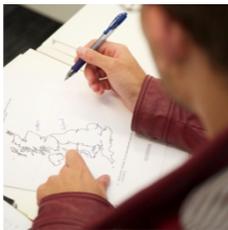
Celtic is closed for two weeks at Christmas/New Year (see page 4) and on bank holidays. The rest of the time, the school is open. If you would like to take a holiday, you **MUST** speak to Jenna (Operations Manager) first and arrange your holiday.

<b>If you are studying for less than 12 weeks</b>	You are not allowed to take a holiday. Any time off that you take will unauthorised.
<b>If you are studying for 12 weeks or more</b>	You can take a holiday but it <b>MUST</b> be approved by the Operations team before you take it. You <b>MUST</b> give at least 10 working days' notice. Holidays can be taken for whole weeks only (minimum of one week and a maximum of two weeks)

If you do not speak to arrange your holiday with the Operations team, you will be marked absent and no note will be recorded. You will also need to get a holiday letter from reception to keep with you when you are on holiday.

Any holidays that you take (up to a maximum of two weeks) can be added to the end of your course providing you have enough time left on your visa for this to happen. If you do not have the time left on your visa, your holiday weeks will not be added and no refund will be given for this time.

## Your study.



### Class organisation

We always try to make sure there is a balance of nationalities. Please, do not request to change class because of the nationality, gender, background, religious beliefs or personal life of other students or your teacher.

Also remember that the teacher needs to provide a balance and consider the needs of ALL the students.



### Teachers

All our teachers are highly professional, qualified and experienced. Your teacher will usually change when you change your level. Your morning and afternoon teachers are likely to be different.

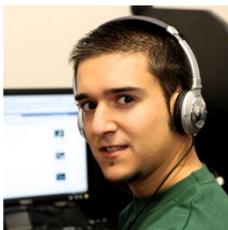
If you want to contact your teachers, ask them for their e-mail.



### Tests

You will be tested weekly. The weekly tests are small, but the results are recorded and used to measure your progress.

You will also receive a bigger test half way through the term and at the end of the term. You must achieve a minimum of 70% in the end of term test to progress to the next level of study.



### Certificates & Reports

Monthly you will be given a progress report. This will grade your English against the following skills: Reading, Writing, Speaking, Listening, Vocabulary and Grammar.

Additionally, at the end of your course, you will be given a Certificate of English.



### External examinations

The University of Cambridge produces General English language exams at 5 different levels. There are opportunities to take these throughout the year at a local centre.

Our local IELTS centre is based at Cardiff Uni. They run IELTS test throughout the year. The 2016 fee is £160.

## Free Celtic Clubs.



### Conversation Café

**Open:** Every Friday 12:30-13:30

**Where:** Student Lounge



### Language Doctor

**Open:** Appointments available Tuesday and Wednesday. You can sign up in the Academic Office.



### Book Club

**Open:** Last Friday of every month 13:30-14:15

**Where:** Student Lounge

## Student services.

### University Support Counsellor

Celtic offers a University Support Service. Darren can help with course choices, selecting a university and assist student through the application process. Visit Darren in the Marketing office to make an appointment with him.

### Printing services

If you need to print anything, you will need to send the file by email to reception. You can email Ruby, our Student Services Officer ([ruby@celticeenglish.co.uk](mailto:ruby@celticeenglish.co.uk)) and she will print your documents for you.

### Celtic Online

Celtic Online allows you to start studying, make friends and learn more about Celtic before you arrive. It provides students with activities to do while studying at the school and access to further materials for 3 months after you leave.

### Readers & Self-study

You can borrow books to take home with you. These are graded readers and there is a selection for each level. There are some grammar and vocabulary reference books that you can use for self-study in the school.

### Computer access

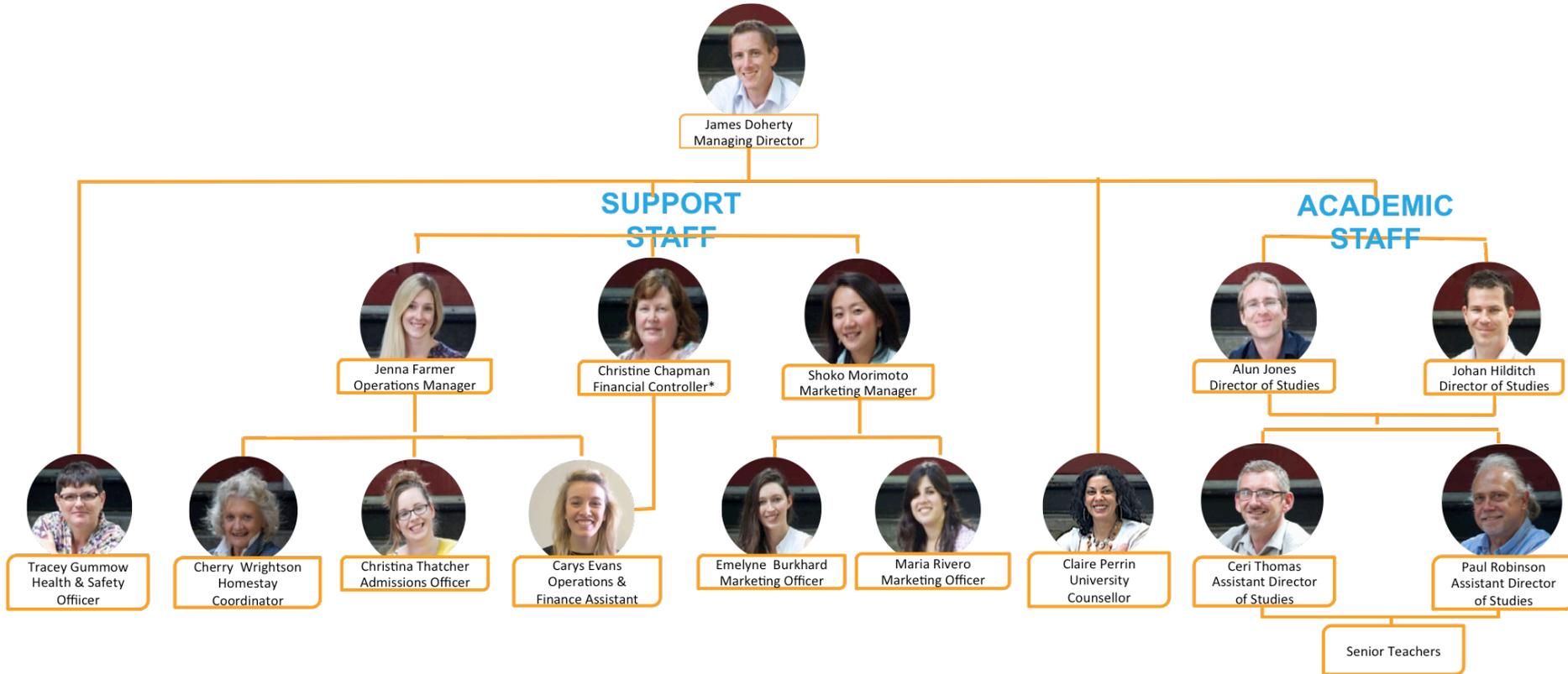
You can access free internet at the academy in the IT Room or use the free WiFi. The computers in the IT Room have programs that you can use for self-study. Ask in the Academic Office for more information.

### Opening a bank account

We can issue you with a letter to help you open a bank account in the UK if you study with us for over 6 months.

## Part 6: Welfare.

We want you to be happy during your stay with us. If you have a problem or need advice, please speak to one of the Celtic support staff:



You can always find a member of staff either at reception or in the school office (on the top floor of our building). If you would like to speak confidentially, please just let us know.

If you have a complaint, you can follow our complaint procedure. You can find this on the notice boards around the school. If someone in your class or accommodation is making you unhappy, then you must tell us so that we can help you.

## Part 7: General information.

### First aid.



A first aid kit is kept in reception. If you have an accident in school, please go to reception. One of our trained staff members will treat your injury or arrange further medical help.

On school trips, the trip teacher carries a first aid kit and there is also one on the school minibus.

### Smoking.



Smoking is forbidden in all areas in the academy. If you wish to smoke, please move away from the main entrance doors of our buildings and try to stay away from the entrance doors of other buildings on the street.

There are ashtrays provided for you to put your cigarette ends in. PLEASE USE THE ASHTRAYS!

### Fire alarms.



We test our fire alarm once a week. This happens between 11 and 11:30 every Wednesday. The alarm usually rings for less than 10 seconds and you do not have to leave your class.

If the alarm sounds more than 10 seconds at any time, you **MUST** leave the building as quickly as you can. Follow the green signs and leave through the back door. Your teacher will take you to a safe place outside the building.

### Notice boards.



There are notice boards around the school buildings. Please check the notice boards daily for information about any changes to your class/room and information about social activities.

## Social activities.



## Celtic's social programme will help you make the most of your time in the UK.

Our social activities give you a chance to practise your speaking skills, make friends from around the world and have fun while exploring a new city and country!

Our social activity calendar can be found on the Celtic Online portal and on posters around the academy. You should also look out for regular social activity updates on our Celtic Facebook page.

You can sign up for social activities and trips on Celtic Online and at reception.

### Bespoke Trips

We are always open to suggestions when it comes to social activities, so if there is anywhere you want to go or anything you want to do, tell us in advance and we'll try our best to organise it for you.

We also offer bespoke trips for groups and individuals. We can help find and book hotels, organise tours and arrange transport to and from Cardiff for destinations throughout the UK. All you need to do is ask and we can happily take care of the rest.

Example of Social Activity cost	
National Museum of Wales in Cardiff	Free
Local festival	Free
Pub Quiz	£2
Cinema Night	£7
10-pin bowling	£8
Cocktail Master Class	£22
Full day trip to London	£35
Full day trip to Oxford	£18
Full day trip to Bath	£16
Full day tour of West Wales	£36

## Part 10: Residence accommodation.

If you would like to have your own space and to be more independent, our residence accommodation could be a great option for you.

Our modern residences is a relaxed place to return to after your day at Celtic and a great place to study. Our residence accommodation is located in the heart of Cardiff city centre, within walking distance of our academy and in a good student neighbourhood.



### Standard.

Includes:

- Communal living area
- 4ft double bed
- Bedding and towels
- En-suite shower
- WiFi
- Bike racks
- Washing machine
- Tumble dryer



*Note: Residence accommodation is only available for students 18+*

## Part 10: Homestay accommodation.

If discovering real British culture and way of life is important to you, there's no better way than to stay with a British family.

Living in homestay accommodation offers a unique experience and is one of the best ways to practise English outside the classroom. It also helps you to experience our culture and the British way of life first-hand.

All of our homestay accommodation providers are carefully selected by our team. They are all welcoming and caring, regardless of age or circumstances. We listen carefully to our students' feedback and our personal attention helps guarantee both students and homestay providers are happy.

You can choose from two types of homestay accommodation; standard and superior, either half-board or full-board. If you are under 18, full-board accommodation is compulsory.

All accommodation options above have the following as standard:

- Own room
- Daily breakfast and evening meal
- Bedding and towels
- Communal living area
- Bath or shower
- Washing facilities



Standard Homestay.



En-suite bathroom



Superior Homestay.

## Part 11: Other useful information.

### Getting around Cardiff.

Cardiff is a compact city and it's very easy to get around. You can walk to many areas in the city centre, but the best way to travel around the city is by bus.

You can buy your ticket from the bus driver. However, if you buy a ticket on the bus, **you will need the exact money**. The bus driver will not be able to give you change!

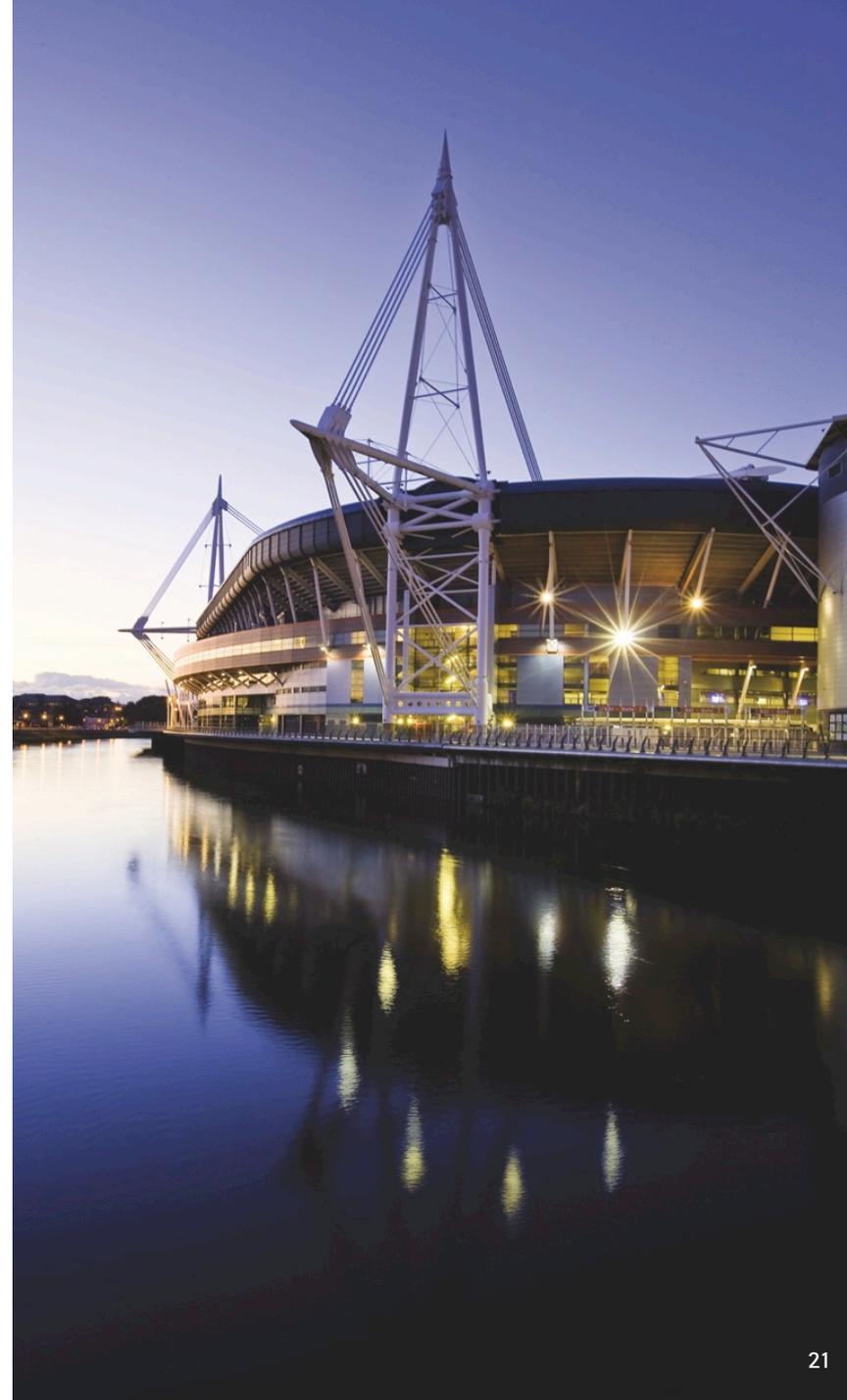
Type	Fee	Where
Single	£1.80	Bus Cardiff Bus App
Daily pass	£3.60	Bus Cardiff Bus App Cardiff Tourist Information
Weekly pass	£13.00	Cardiff Bus App
4 week pass	£53.00	Cardiff Bus App Cardiff Central Library

### What to do in Cardiff.

Some of the most popular attractions are:

- Cardiff Castle
- The Millennium Stadium
- The National Museum of Wales
- St Fagan's – Museum of Welsh Life
- Cardiff Bay

If you need some ideas of places to visit in Cardiff, please speak to a staff member in reception or visit [www.visitcardiff.com](http://www.visitcardiff.com).



## Places of Worship.

There are a large number of religious organisations and places of worship for students in Cardiff. Please ask in reception or in our [website](#) for a list of churches, mosques, temples and other religious institutions.

## National Health Service.

If you come from a European Economic Area (EEA) country, you and your family qualify for full NHS treatment. If you are Swiss, you will have the same healthcare eligibility as EEA nationals. If you are not from an EEA country, check this table:

Medical treatment	
If your course lasts for 6 months or more:	<ul style="list-style-type: none"><li>- You are entitled to free medical treatment from the beginning of your stay.</li><li>- If your family is living with you as dependents, they will also be entitled to NHS treatment.</li></ul>
If your course is less than 6 months:	<ul style="list-style-type: none"><li>- You will have free accident and emergency hospital treatment</li><li>- You will have to pay for any other treatment as a private patient</li><li>- Very important that you take out medical insurance for the duration of your visit to the UK</li></ul>
NHS treatment free of charge:	<ul style="list-style-type: none"><li>- Treatment given in an accident and emergency department or casualty department</li><li>- Family planning services</li><li>- Treatment for certain communicable diseases</li><li>- Compulsory psychiatric treatment</li></ul>

## Registering with a doctor (GP).

When you arrive in Cardiff it is important to register with the doctor. Do not wait until you become ill to register! Celtic English Academy will give you a letter to help you register at the doctor and will suggest which surgery you should go to depending on where you live.

- Urgent doctor appointments are available during working hours (09:00 – 17:00).
- There is an out of hours emergency doctor service available during the evening, nights and weekends.
- Students from non-EEA countries should purchase their own medical insurance before travelling and should bring a copy of the insurance documents with them.

### EMERGENCIES ONLY

**University of Wales Hospital (Heath Hospital)**  
**Heath Park, Cardiff, Wales CF14 4XW**  
**02920 747747 or 999 if it is a real emergency!**

## Medication.

If you are taking any medication, you should bring this with you in correctly labeled packaging. If you have to go to the doctor or the hospital, they will ask you about your medication, so please make sure you know what it is called.

# Part 12: Terms & Conditions.

## Definitions

1. A 'course' is defined as a period of time on a single course type as described in our current brochure – for example, the General English course or the IELTS Preparation course.

2. A booking can consist of either a single course or a combination of courses.

## Conditions of Enrolment

3. Students must be 16 years old or over for adult courses.

4. To become a student at Celtic English Academy you need to send us the following:

- A completed application form
- A copy of your passport
- A copy of any English certificates from previous courses/educational certificates/transcript (if available).
- A copy of your SELT results (if applying under Tier 4).
- Full payment of your tuition fees / a letter from your sponsor stating that they will be financially responsible for you.
- Payment of accommodation and transfer service (if required).
- A copy of your visa if you are already in the UK
- A copy of your husband/wife's visa if you are on a dependent visa and a proof of their course of study if they are a Tier 4 student.

5. If you book an afternoon course, Celtic English Academy has the right to move you to a morning course should a class at your level be unavailable.

6. If you are government sponsored student, Celtic English Academy has right to place you in either the morning or afternoon classes.

7. You must pay your course fees at least 4 weeks prior to the start date of your course. If you are making a booking less than 30 days before the start of your course, you must pay the full fees immediately. You will not be allowed to start your course until your fees have been paid in full.

8. A 2% fee will be charged if paying by credit card.

## Booking and Course Changes

9. Celtic English Academy will try to accommodate any request to change course start dates, but reserves the right to refuse any requests.

10. If you change from a more expensive course to a cheaper one with less than 10 working days' notice given before your course start date or once your course has started, you will not be entitled to any refund and will not receive compensation in the form of extra lessons.

11. If you change your course after you have started in the academy, you must pay a rebooking fee of £30 for every change. This fee covers administration and your new course materials.

## Your level of English

12. If your placement test results are below the minimum entry requirements for your chosen course, we reserve the right to place you in a different class until you are ready to join the course for which you originally applied. We may offer you a programme of Individual Tuition to compensate until a course becomes available at your level.

13. It is important that you are at the right level to join our Exam Preparation courses. We use the following information to make sure that you are able to join these courses:

- The Pre-Arrival Questionnaire
- Any information you send us as part of your application (for example the results of any English language tests)
- The placement test you complete on your first day

14. If your level is too low to join the course you originally booked, we will place you in a suitable General English class until you are ready to join your booked course.

15. Celtic English Academy reserves the right to change teachers, class times and/or combine classes if necessary or transfer a student from one class to another. We will do our best to minimise any disruption and to do this as infrequently as possible.

## Postponing a course

16. If you want to postpone a course, you may do so by emailing or writing to us at least 10 working days before your original course start date. If you request to postpone your course but provide less than 20 working days notice, you will be charged for the first week's tuition and accommodation.

17. You may postpone your course on the following conditions:

- You must take the postponed course within 3 months of the original start date.
- A postponed booking cannot be postponed again. In this case our normal cancellation policy will apply.

## Cancelling a course

18. If you would like to cancel a course, you must do so in writing or by email. You may cancel your course, but the following penalties will be incurred:

- If you provide more than 20 working days' (Monday-Friday) notice before the course begins the enrolment fee will be retained.
- If you provide less than 20 working days' notice before the course begins 50% of tuition fees and the enrolment fee will be retained.
- If you cancel once the course has started 100% of tuition fees and the enrolment fee will be retained.

19. If you cancel your course booking because of a visa refusal, we will refund any fees that you have paid minus the enrolment fee if you send us a copy of the visa refusal letter issued by the British Embassy/Consulate.

20. You must send us your visa refusal notice at least 5 working days before your course is due to start.

21. If you notify us after your course start date, we reserve the right to charge you in line with our normal cancellation terms. Please note that it is your responsibility to apply for your visa in good time.

22. If you arrive late due to visa issues, your first 2 weeks of accommodation will be charged unless you inform us at least 20 working days prior to the booked arrival date.

23. It is your responsibility to arrange suitable insurance to avoid loss of fees in the event of unavoidable cancellation or postponement.

24. Our terms apply even in the case of unforeseeable 'force majeure' events, which may not be covered by insurance.

## Course Extensions

25. You may extend your course at the academy if you would like to stay longer. The fees you pay will be based on the length of your original booking and will also depend on whether you are sponsored or private. If you change courses, you will be charged the rate for the new course, i.e. General English to IELTS. You must pay full fees in order to guarantee a place.

26. Course extensions are strictly subject to availability.

## Shortening a booking after you have started or decreasing the number of hours you study

27. You can shorten your course after you have started, but you will not receive a refund for any weeks lost. If you are a sponsored student, we will only invoice the Embassy for the weeks that you study.

28. If you are a Tier 4 student, you cannot decrease your study hours. You must study the full number of hours and weeks indicated on your CAS statement.

29. If you are a non-Tier 4 student, you can decrease the number of hours you study, but you will not receive a refund for the hours that you choose not to study.

## Increasing the number of hours that you study

30. If you are a Tier 4 student, you can increase your study hours providing you fulfil the requirements of the course that you were originally accepted on. You must study the number of hours indicated on your CAS statement and you can take supplementary lessons if required.

31. If you are a non-Tier 4 student, you can increase the number of hours you study.

32. All students must pay the difference between the hours they are currently studying and the hours they will increase to.

33. If you are a sponsored student, you must study the number of hours indicated on your sponsor letter. You cannot increase or decrease without written permission from the Embassy and agreement from Celtic English Academy.

## Class Changes

34. Class changes are strictly subject to availability.

35. All class changes must be approved by the Academic Director. Class transfers cannot be made mid-week. Students can only change class if the Academic Director authorises it and deems your level to be suitable.

36. Students cannot attend other classes apart from those booked and assigned to them.

## Holidays

37. If you are a non-Tier 4 student and your course at the academy lasts for 12 weeks or more, you may take a holiday on the following conditions:

- Your holiday must consist of whole weeks, must last at least 1 week, and must not exceed 2 weeks.
- You are entitled to 2 weeks for every 12 week study period, but weeks must be taken together during the 12 week period.
- You must give us at least 10 working days' notice before booking and taking a holiday.

38. We will add the weeks that you take as holiday on to the end of your course providing the holiday is authorised by the Academic Director in advance and you have sufficient time left on your visa to do so. Holidays will only be authorised if you are making sufficient academic progression.

39. If you are a Tier 4 student, you may take a holiday on the following conditions:

- Your holiday must consist of whole weeks, must last at least 1 week, and must not exceed 2 weeks.
- You are entitled to 2 weeks for every 12 week study period, but weeks must be taken together during the 12 week period.
- You must have enough time on your visa to take the holiday and add the course weeks that you take as a holiday to the end of your course. You must complete your course, i.e. you must study the total number of weeks indicated on your CAS statement.

40. It is your decision to take a holiday and we will hold your space at the academy for you, but we reserve the right to change your class depending on academy requirements.

41. All holidays must be authorised by the Academic Director.

42. No refunds will be given for holiday weeks if you do not want to add the weeks to the end of your course or do not have sufficient time left on your visa to do so.

43. If your course lasts for less than 12 weeks, you are not permitted to take holidays. Any days that you take off will be marked as unauthorised absences.

44. Courses will not be extended due to any unauthorised absences, including unauthorised holidays taken throughout the term.

45. The academy is closed on public holidays and for two weeks at Christmas. Please see our current holiday dates on our price list for details.

46. If you book a course for a week that includes a public holiday, you will not be entitled to extra classes to compensate for the public holiday closure.

47. If you are a non-Tier 4 student and need to take time off or a day off from academy due to unforeseen circumstances, medical appointments, etc. it must be authorised and recorded in reception.

48. If you are a Tier 4 student you should see the Academic Director if you need time off for medical appointments, etc.

#### Homestay accommodation

49. Homestay accommodation is only available while you are taking a course at the academy, including any time necessary to take an exam connected with your course and generally in multiples of whole weeks.

50. Homestay accommodation is booked from the Sunday before your course starts to the Sunday after it ends. If you want to arrive earlier, or leave later, we will try to arrange this at a nightly rate, but we may have to offer you an alternative.

51. If you have paid for homestay accommodation and wish to cancel your accommodation, you may do so but the following penalties will be incurred:

- If more than 20 working days' (Monday-Friday) notice is given before the course begins there will be no penalty.
- If less than 20 working days' notice before the course begins we will retain 2 weeks' of accommodation fees.
- Once the course has started we will retain 4 weeks' accommodation fees.

52. If you want to leave homestay accommodation while you are at the academy you must give 10 days' notice. If you do not give 10 days' notice you will be charged 2 weeks' accommodation fees.

53. If you are unhappy in your homestay accommodation you should come to see us immediately and tell us why you are unhappy. If we decide to move you, we will not ask you to pay.

54. We recommend that you reserve accommodation for the first 4 weeks of your course if you are studying for more than 12 weeks, or for the full duration of your course if you are staying for less than 12 weeks. If you book for 4 weeks and wish to extend, please give us at least 2 weeks' notice. We cannot guarantee that the same homestay provider will be available if you wish to extend.

55. If you require a visa to study in the UK we will only place you into homestay accommodation after you have sent us a copy of your visa and paid in full for your accommodation.

56. A weekly retention fee of £6000 is payable if you wish to keep homestay accommodation whilst away as long as your homestay provider agrees to keep a room for you.

57. You are liable to pay for any damage that you cause at your accommodation.

58. Students under 18 years old must book "full-board" accommodation.

59. The academy's accommodation service acts as an agent in introducing you to your homestay host. The contract is between you and your host.

#### Residence accommodation

60. Residence accommodation fees must be paid in advance to Celtic English Academy. Upon receipt of the accommodation fees, we will book accommodation for you. You must pay for the full duration of your stay.

61. Residence accommodation is only available while you are taking a course in the academy, including any time necessary to take an exam connected with your course and in multiples of whole weeks. If you want to stay one or two extra days, you will be charged at the weekly rate.

62. If you require a visa to study in the UK we will only place you into residence accommodation after you have sent us a copy of your visa and paid in full for your accommodation.

63. If you have paid for residence accommodation and wish to cancel your accommodation, you may do so but you will incur the following penalties:

- If more than 20 working days' (Monday-Friday) notice is given before the course begins there will be no penalty.
- If less than 20 working days' notice is given before the course begins, we will retain 4 weeks' accommodation fees.
- Once the course has started we will retain 8 weeks' of accommodation fees.

64. The arrival time for residence accommodation is 14:00 onwards on your day of arrival and you must leave the room at 10:00 on your day of departure. Residence accommodation is booked from Sunday to Sunday.

65. The minimum age for residence accommodation is 18 years old.

66. A refundable deposit of £800 is payable on arrival at the academy. This will be refunded upon satisfactory check-out.

67. You are liable to pay for any damage that you cause at your accommodation. If the room is left in an unacceptable state of cleanliness, i.e. very dirty, you may be required to pay an additional charge to have the room cleaned.

68. We recommend that you reserve residence accommodation for the full duration of your course as it is subject to availability. If you wish to extend your stay in residence accommodation please give us as much notice as possible. We will try our best to accommodate extension requests, but cannot guarantee that there will be a room available.

69. If you take a holiday break during a long course, you will be able to remain in the residence providing it has been booked in advance. You must inform the staff at the residence that you will be going on holiday. You will not be refunded for the time that you are not in the residence.

#### Airport Transfers

70. Celtic English Academy will arrange your airport transfer for you (if requested) based on the flight details that you send to us. Flight details must be received at least 10 working days before arrival. Transfers must be paid for in full before arrival. Transfer fees are per person.

71. If you have paid for an airport transfer and wish to cancel your transfer you may do so, but the following penalties will be incurred:

- If more than 10 working days' (Monday-Friday) notice is given before the transfer date no penalty will be incurred.
- If less than 10 working days' notice is given before the transfer date we will retain 100% transfer fees.

72. Our driver will be waiting for you in the airport's arrival terminal holding a Celtic English Academy sign with your name on it and you will be provided with his/her contact details before you leave your home country. If you cannot see our driver, please contact him/her or go to the airport information desk and ask them to put a call out for him/her.

73. If the driver is late due to unforeseen circumstances, you must wait in the airport terminal for him/her. You should also call the driver on the emergency number provided and he/she will advise you what to do. We cannot be held responsible if the driver is late due to any 'force majeure' events.

74. All students under 18 must book a return transfer unless confirmation that a private transfer has been arranged is sent to Celtic.

75. Celtic reserves the right to pick up several students at the same time.

76. An excess waiting fee of £25 per hour will be charged if the taxi has to wait longer than 2 hours after landing.

#### General

77. Students are advised not to book courses starting at the end of a term. Please refer to our term dates for further information.

78. You are expected to attend all of your classes. If you are not in the class, you are absent. Any absence should normally only be for illness or pre-arranged and approved holidays. It is your responsibility to inform the academy of illness and other reasons for absence.

79. All students are required to have at least 80% attendance every week. If your attendance falls below 80%, Celtic English Academy reserves the right to exclude you from the academy. You will receive warnings if your attendance is a concern.

80. Students who do not attend for over 4 weeks (excluding certified illness or holidays) will be removed from the class register. No refunds will be given and no weeks will be added to your course in these circumstances.

81. We reserve the right to refuse you entrance to the class in the event of late arrival of more than 10 minutes in the morning or afternoon. You will be marked absent for the part of the class that you miss. It is your responsibility to catch up on any work that you miss.

82. We reserve the right to exclude you if you attend irregularly or behave unacceptably. In this case no refund will be given.

83. We try to run all advertised courses/levels, but we reserve the right to cancel courses where this is unavoidable. In this case we will always offer you an alternative.

84. If you have come to us through an agent, their Terms of Contract may apply to you, but we reserve the right to apply our own Terms & Conditions.

85. In order to fulfil our obligations to you and, in some cases, to the British authorities, it is necessary for us to see and copy your passport/ID card and visa (if applicable) to have contact details for you in Cardiff (including a mobile phone number if you have one) and to have details of your emergency contact in your own country. You therefore agree to provide these and tell us if they change during your stay.

86. We reserve the right to hold our courses at either Cardiff centre or at a suitable offsite location, irrespective of the published location.

87. If a situation arises that has not been covered by these Terms, we reserve the right to take any fair and reasonable action that we think appropriate.

#### Tier 4 Students

88. If a student fails to enrol at Celtic English Academy on the enrolment date or within the given enrolment period, Celtic English Academy will report their details to the UK Visa and Immigration no more than 10 working days after the end of their prescribed enrolment period.

89. If a student ceases to attend Celtic English Academy either because the academy has withdrawn them from the course or because they have told the academy that they are leaving, Celtic English Academy will report this to the UK Visa and Immigration no more than 10 working days after this is confirmed.

90. If a student defers their studies after they have arrived in the United Kingdom their visa will no longer be valid because they will not be actively studying. Celtic English Academy will inform the UK Visa and Immigration of the deferral and advise the student to leave the United Kingdom. When the student is ready to continue their studies, they will need to make a new visa application.

91. Unauthorised student absences without our reasonably granted permission will be reported to the UK Visa and Immigration. If a student has missed 10 consecutive expected contacts, Celtic English Academy will notify the UK Visa and Immigration within 10 working days of the 10th day of absence.





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