

## UKG Language & Learning Centre

### Summer Language Programmes – Terms & Conditions

#### 1. Introduction

These Terms & Conditions (“T&Cs”) govern enrolment in all UKG Summer Language Programmes operated

by UKG Language & Learning Centre (“UKG”, “the School”, “we”, “our”, “us”).

By booking a Summer Language Programme, the parent(s) or legal guardian(s) (“you”) confirm that:

- You are the lawful guardian of the student.
- All information provided during registration is complete and accurate.
- You agree to be legally bound by these Terms & Conditions.

A binding contract is formed once UKG accepts the booking and receives the required payment.

These Terms & Conditions are governed by the laws of England and Wales. Any disputes shall fall under the exclusive jurisdiction of the courts of England and Wales.

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#### 2. Booking & Payment

##### 2.1 Booking Process

Bookings must be made via UKG directly or through an authorised educational tour operator (ETO) or agent.

A completed registration form must be submitted, including:

- Passport details
- Medical information
- Dietary requirements

- Emergency contacts
- Travel details

A booking is only confirmed once payment has been received and written confirmation has been issued.

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## 2.2 Payment Terms

- A non-refundable deposit of 30% is required at the time of booking to secure a place.
- Full payment is required no later than 30 days before the programme start date.
- Bookings made within 30 days of arrival require immediate full payment.
- If full payment is not received by the due date, we reserve the right to cancel the booking and apply a cancellation fee.
- All payments must be made in GBP (£).
- All bank transfer charges must be paid by the sender to ensure UKG receives the full invoiced amount.

No student will be permitted to attend classes, accommodation, excursions or activities until full payment has been received.

Under UK consumer law, you are entitled to a **14-day cooling-off period** from the date of booking, during which you may cancel for a full refund.

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## 3. Programme Fees Include

Unless otherwise stated in writing, programme fees include:

- English language tuition
- Course materials
- Placement testing
- End-of-course certificate
- Supervised social programme
- Scheduled excursions
- Welfare and pastoral care

- Use of facilities and Wi-Fi
- Student ID wristband or lanyard
- 24-hour emergency contact support
- Residential or Homestay accommodation (if booked)
- Full board meals
- Airport transfers (if included in booking confirmation)
- Weekly laundry service (residential & Homestay students)

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#### 4. Programme Fees Do Not Include

Programme fees do not include:

- Flights or international travel
- Visa application fees
- Insurance (travel or medical)
- Optional excursions or upgrades
- Accommodation supplements (single or en-suite rooms unless pre-booked)

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#### 5. Age & Eligibility

- Minimum age: 8 years
- Students aged 18–21 will be taught and accommodated separately.
- Students must be physically and emotionally able to participate in all aspects of the programme.
- All medical conditions, allergies, medications and additional learning needs must be declared at the time of booking.

UKG reserves the right to determine whether appropriate support can be provided within standard staffing ratios.

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## 6. Accommodation

### 6.1 Residential Accommodation

Residential accommodation is full board and includes:

- Breakfast
- Lunch
- Evening meal
- Packed lunch on excursion days

Standard arrival: Sunday

Standard departure: Saturday

Room sharing is typically twin or multi-occupancy.

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### 6.2 Specific Requests

Requests such as:

- Single room
- En-suite room
- Sharing with a friend

Must be submitted at least 4 weeks before arrival and may incur a supplement (typically £150 per week).

Requests are subject to availability and cannot be guaranteed unless confirmed in writing.

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## 7. Lessons & Academic Provision

- Maximum scheduled class size: 15 students.
- Progression is subject to attendance, effort and conduct.
- Lessons are delivered according to level following placement testing.

UKG reserves the right to adjust timetables or teaching arrangements where necessary.

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## 8. Supervision & Welfare

UKG provides 24-hour pastoral supervision for residential students.

### 8.1 Semi-Supervised Time

Students aged 13–17 may be granted structured semi-supervised time during certain excursions.

Conditions include:

- Wearing official UKG ID wristband/lanyard
- Remaining in groups of three or more
- Carrying emergency contact information
- Returning to a designated meeting point at an agreed time

Students aged 12 and under are supervised at all times.

If you do not consent to semi-supervised time, written notice must be provided before arrival.

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## 9. Behaviour & Conduct

Students are expected to:

- Follow UKG rules at all times
- Respect staff, peers and property
- Attend all lessons and activities punctually

Serious misconduct includes (but is not limited to):

- Bullying or harassment
- Aggression or violence
- Vandalism
- Possession or use of alcohol or drugs
- Repeated refusal to follow instructions

UKG reserves the right to suspend or expel a student whose behaviour is deemed unsafe or unacceptable.

No refund will be given in cases of expulsion.

Parents/guardians are responsible for any costs incurred in arranging early return travel.

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## 10. Drugs & Alcohol Policy

UKG operates a strict zero-tolerance policy on drugs and alcohol.

Where there is reasonable suspicion, UKG reserves the right to conduct appropriate checks.

Any confirmed breach may result in immediate expulsion.

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## 11. Cancellations & Refunds

### 11.1 Cancellation by You

If you cancel your booking, the following cancellation policy applies:

- Within 14 days of booking: Full refund
- More than 50 days before camp start: 30% deposit retained
- 49 to 30 days before camp: 30% of total price refunded.
- Less than 29 days before camp: No refund.

For full details, please contact us directly.

No refund will be provided for:

- Late arrival
- Early departure
- Non-attendance
- Withdrawal after the camp has commenced

We strongly recommend that you obtain appropriate cancellation insurance.

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### 11.2 Withdrawal After Programme Start

Withdrawal after the start date must be submitted in writing.

No refund will be issued once the programme has commenced.

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### 11.3 Cancellation by UKG

If UKG cancels a programme due to circumstances beyond our control, we will offer:

- A full refund, OR
- Transfer to a future programme

UKG is not responsible for flight or external travel costs.

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## 12. Visa & Immigration Responsibility

It is the sole responsibility of the student or agent to:

- Obtain the correct visa
- Ensure legal right to remain in the UK
- Comply with all UK immigration requirements

Visa support documentation will only be issued once full payment has been received.

No refund will be provided if entry to the UK is refused due to incorrect or insufficient documentation.

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### 13. Insurance

Students are strongly advised to obtain comprehensive travel and medical insurance covering:

- Cancellation
- Medical expenses
- Personal liability
- Loss of property

UKG accepts no responsibility for uninsured losses.

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### 14. Travel Arrangements

UKG is not responsible for flights, trains or other travel to or from the UK.

Travel must not be booked until programme confirmation is received.

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### 15. Lost Property

UKG is not responsible for lost, stolen or damaged property.

Valuables should not be brought to the programme.

Unclaimed items may incur postage charges if returned.

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### 16. Photography & Marketing

UKG may take photographs or videos for promotional purposes.

If you do not consent to this, written notification must be provided before the programme begins.

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## 17. Data Protection

UKG complies with UK GDPR.

Personal data is used for safeguarding, administration and communication purposes only.

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## 18. Force Majeure

UKG Language shall not be liable for any cancellation, delay, disruption, or a participant's inability to attend where this is caused by circumstances beyond our reasonable control ("Force Majeure").

Force Majeure events include, but are not limited to:

- Extreme weather conditions
- Government actions or restrictions
- Public health emergencies or pandemics
- Natural disasters
- Industrial action or strikes
- Civil unrest
- War, armed conflict, terrorism, or sanctions
- Travel disruption, border closures, or travel bans

### Where a Force Majeure event occurs:

- If a participant is unable to attend due to a Force Majeure event affecting their ability to travel, we will not be liable for refunds of fees paid.
- Where a programme is cancelled or significantly affected by a Force Majeure event, we will use reasonable endeavors to offer:
  - A transfer to an alternative date within 12 months, or
  - A suitable credit note for future use
- Any transfers or credits are subject to availability and are non-transferable.
- We strongly recommend that all customers obtain comprehensive travel insurance to cover cancellations, delays, and disruptions caused by Force Majeure events.

UKG Language shall not be responsible for any costs incurred outside of the programme booking, including but not limited to flights, visas, external accommodation, transport, or other travel-related expenses.

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## 19. Complaints

Our Complaints Procedure is available upon request or via our website.

For enquiries:

**Office:** +44 1425 529118

**Email:** info@ukglanguage.co.uk