

TERMS AND CONDITIONS



1. DEFINITIONS

2. **Arrival date:** The day the student arrives in the UK to start their course; typically falls on a Sunday, Monday, Tuesday, or Wednesday depending on the centre.
3. **Course:** The educational course agreed upon in advance between Oxford English Camps (OEC) and the Representative or Partner, detailed in the Booking Confirmation document.
4. **Course start date:** The day the Group initiates the Course, usually one day after arrival in the UK.
5. **Course end date:** The day the Group concludes the course.
6. **Departure date:** The day the Student leaves the UK; usually a Sunday, Monday, Tuesday, or Saturday depending on the centre.
7. **Deposit:** The amount payable at the time of booking a Course to secure a Group booking; equal to 20% of the total payable fees.
8. **Partner:** A local representative of Oxford English Camps with a separate contract, authorized to bind Oxford English Camps to this agreement.
9. **Representative:** An individual representing the Group, empowered to bind Oxford English Camps and the Group to this contract.
10. **Group:** Students and accompanying adults attending the Course.
11. **Student:** A singular participant of the Group who is not an accompanying adult.
12. **Accompanying Adult/Group Leader:** A participant of the Group who is not a student.
13. **You:** The Representative or Partner making the booking on behalf of the Group, entering into this contract.
14. **Summer:** The period during which international Summer programs operate; dates according to publicity.
15. **Off-season:** Any period outside the Summer.

These terms and conditions apply to Groups joining a Group program, whether during the summer or in the off-season. For individual bookings, separate terms and conditions will apply

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1. BOOKINGS

When making a booking with Oxford English Camps (OEC), you are agreeing to these Terms as a legally binding contract by purchasing a place on our courses. All bookings must be made by You on behalf of the parents or legal guardians of the Students.

Your booking is accepted only when you receive written confirmation from OEC or its authorized representative or partner, along with payment of the non-refundable deposit. The Booking Confirmation document specifies the Group's course, dates of study, and total fees.

Groups are advised against purchasing flights or making any other arrangements until these documents have been received. OEC may invoice You for course fees after accepting and confirming your booking.

2. DEPOSITS

A non-refundable deposit of 20% of the total payable fees is due upon receiving your invoice. The deposit is non-refundable. The balance of the fees must be paid in full no later than 4 weeks before the Arrival Date or immediately if you book less than 4 weeks before the start of the Group's course.

3. PAYMENTS

All prices are listed in UK Sterling, unless otherwise stated, and all payments must be made in UK Sterling. Payment can be made by international bank transfer with an additional £15 added to the invoice total. Alternatively, payments can be made via Flywire, including credit card payments.

Invoices must be paid in full no later than 4 weeks before the Arrival Date. No student will be allowed to join the course until payment has been received in full.

4. LATE PAYMENTS

If the balance payment is not made by the due date, OEC is entitled to charge interest at the rate of 6% per annum above the base rate of HSBC plc until the payment is made in full.

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5. CANCELLATION

If you cancel your booking, written notice must be provided, and cancellations will be subject to the charges listed below:

- Up to 8 weeks prior to arrival: No charge.
- Between 7 and 3 weeks before the course starts: OEC will charge 50% of the total fees and refund the remainder, minus the non-refundable deposit.
- Within 3 weeks of arrival or if the Group does not arrive: No refund will be given.

In the event of any Student leaving the course before its completion, no refund will be provided. Any changes to the booking must be communicated in writing, and OEC reserves the right to charge a £50 administration fee for any changes, subject to availability.

6. CHANGES

If changes to the booking are desired, these must be communicated in writing. Examples of changes include, but are not limited to, course, course dates, arrival and departure transfers, and details of any individual participants. OEC reserves the right to charge an administration fee of £50 for any changes, and changes are subject to availability.

7. INSURANCE

OEC strongly recommends arranging full insurance cover against any charges related to the booking, such as travel and medical problems, cancellation, or the termination of the Group's course. Insurance cover can be arranged through guard.me student insurance at a rate of £9.00 per student per week, requested at the time of booking.

8. CONDUCT AND DISCIPLINE

All students are expected to comply with the school code of conduct and English law. Students are expected to attend all aspects of the Course provided, including classes, meals, activities, and excursions.

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OEC has a zero-tolerance policy on alcohol consumption or possession (regardless of age), smoking, drug use, racism, bullying or intimidation, violence, vandalism (to school, public, or other Students' property or equipment), and leaving the school or residence premises without permission. Any of these acts will result in disciplinary action in line with OEC's behaviour policy.

Minor offenses may result in a verbal warning or suitable sanctions. Continued unacceptable behaviour may lead to removal from classes for longer periods and further sanctions. More serious offenses may result in formal disciplinary procedures and a written warning. Expulsion from the school is the final course of action. OEC reserves the right to discipline, suspend, and ultimately expel any student, in line with the behaviour policy. In such cases, no refund will be given, and the Student will need to return home at your expense.

9. HEALTH AND MEDICATION

OEC must be informed of any existing medical conditions, allergies, prescribed medication, behavioural needs, and any other matters relating to the students' health and wellbeing before their arrival. Prescription medication must be handed over to school staff upon arrival, accompanied by details of the contents, administration, and storage written in English.

10. VISAS

It is at your discretion to determine whether the Students require a visa to travel. OEC can provide guidance, but consulting the local British Embassy, Consulate, or High Commission is recommended to ensure the Students will be allowed to enter and study in the UK. If a visa is required, relevant documentation (the "Visa Support Letter") will be provided by OEC only after the fees have been paid in full. A copy of the Students' passports and visas is required before arrival.

OEC will not be held responsible for any costs incurred should any Student not receive their visa.

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11. THIRD PARTY SERVICES

All accommodation, classroom facilities, cleaning, transport, and catering are provided to OEC by third-party providers hired before the start of the Course. OEC will endeavour to ensure that the facilities and services provided are suitable for the Course and the Students. However, the provision of the above is ultimately out of OEC's control, and no guarantee is given as to the performance of the third parties. Feedback on the provision of third parties will be received and passed on to the respective provider.

12. COURSE CHANGES

Arrangements and all the courses outlined in OEC publicity materials are given in good faith. However, courses and timetables may be subject to change due to circumstances beyond OEC's control or insufficient bookings to operate a course. In such cases, OEC will provide comparable services or, if not possible, refund the associated cost for that part of the service. OEC liability shall cease, and no further claim against OEC will be entertained.

OEC may admit Students who are younger (but no younger than 2 years) than the advertised age range if they are part of a Group. All safety checks and special measures needed will be implemented.

13. DAMAGE

Students are liable for any damage caused during their stay, including to the facilities and structures used by the school, property of other students, property of host families, or property of the school and its staff. OEC reserves the right to recover these costs from the Student before their departure. If the Student does not have sufficient funds, an invoice will be issued, and payment must be made by credit card or bank transfer promptly. OEC reserves the right to suspend any Student owing fees incurred by damage until they have been paid in full.

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14. LIABILITY

OEC does not accept liability for Students' personal injury or death unless caused by the negligence of OEC or its employees. OEC does not accept liability for the loss or damage to any Students' property. OEC accepts no responsibility for losses or additional expenses due to the cancellation or delays of Students' travel services or events beyond OEC's control, such as strikes, disasters, war, acts of terrorism, quarantine, weather, sickness, or any other events.

15. COMPLAINTS

In the unlikely event of a complaint against any aspect of the services provided by OEC, written notification should be provided to OEC head office. The complaint will be investigated, and the outcome communicated to all concerned parties promptly. During the Course, Students will be informed of the procedure to make a complaint if dissatisfied with any element of their Course or the services provided.

16. JURISDICTION

The exclusive legal jurisdiction for all courses booked with OEC and related issues is English Law.

17. MARKETING

OEC may use students' photographs, videos, feedback, and coursework in promotional materials for future marketing, advertisements, website, social media, and partner marketing. Any feedback received from Students may also be used for promotional purposes. By booking the course, you indicate acceptance of these terms. If you do not want your child's image or statements to appear in promotional material for any sensitive or legal reasons, written notification to OEC is required.

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118. MARKETING MATERIALS

OEC brochures, website, and publicity materials are the responsibility and intellectual property of OEC.

19. STUDENT OBLIGATIONS

Any Student participating in an OEC Course agrees to:

- Attend all classes, activities, and excursions as set out by the timetable and conducted by OEC staff.
- Comply with school rules, health and safety rules, and abide by English Law while in the UK.
- Maintain an immigration status that allows them to participate in the Course for its duration.
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You agree that you have informed the student of their obligations before joining the Course and that you are responsible for ensuring the Student fulfills their obligations and follows the Course rules.

20. GROUP LEADERS AND THEIR OBLIGATIONS

OEC offers free places to group leaders at a ratio of 1:15, with additional group leader places available at an extra cost. Group leaders must be responsible adults (aged 21 and over) actively supervising their Group and participating in the welfare of the Students. Group leaders must communicate effectively in English with OEC staff.

Free group leader places are not transferrable and must be taken up by responsible adults known to you. OEC reserves the right to replace a group leader if deemed incapable, with reimbursement claimed from the Partner or local representative for costs incurred. Group leaders must undergo appropriate checks, and OEC reserves the right to expel any student if the group leader is deemed incapable.

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121. GDPR AND DATA PROTECTION

Personal data will be used in accordance with current English data protection legislation. OEC complies with this legislation, and your data will not be disclosed without consent. Personal data will be kept for the duration of the stay and an additional 7 years for regulatory and legal obligations.

22. FORCE MAJEURE

OEC will not be responsible for any failure to comply with obligations due to causes beyond reasonable control, including war, civil strife, industrial dispute, terrorist activity, natural disasters, adverse weather conditions, and infectious diseases. No compensation will be provided for costs incurred due to such instances