

Terms and conditions IH LSI Portsmouth

General Information:

- In booking with us, you agree to accept LSI/IH Portsmouth's Terms & Conditions.
- If you book via a representative or Educational Tour Operator (ETO), their terms & conditions may apply.
- An administration fee of £80 is required for all courses; this is non-refundable.
- 1 study hour = 60 minutes.
- LSI/IH Portsmouth reserves the right to refuse an enrolment. The school is closed to all students on public holidays, with the exception of those on our Professional Communication courses.
- **INSURANCE: We strongly advise you to take out comprehensive travel and medical insurance before leaving home. This should cover loss or damage to personal possessions, all travel costs and loss of tuition and accommodation fees should any part of your course be curtailed or cancelled.**
- LSI/IH Portsmouth keeps personal information in both electronic and paper format. When requested, this information is passed on to third parties such as the British Council, ISI and UKVI.
- LSI/IH Portsmouth may use photographs or short video clips from school social activities for marketing and promotional materials. You will be asked whether you are happy for us to use images that you may feature in at the start of your course.
- For school rules, policies and procedures please see **www.lsi-portsmouth.co.uk/school-policies**.

Visas

- It is your responsibility to ensure you have the correct type of visa and appropriate leave to remain in the UK. For the latest information about student visas for the UK, please visit **<https://www.gov.uk/check-uk-visa>**.
- If you do not have the correct type of visa to study, or lose your right to remain in the UK, any contract with the school will be cancelled and you will not be allowed to study.

How to Book:

- Please complete our online registration form with your request.
- After receiving your registration form, we will send you an invoice. Course fees should be paid in full at least 3 weeks before the course start date to secure your place. Please note that accommodation can only be secured upon receipt of payment.
- Accommodation details and taxi transfer details (if booked) will be sent shortly before the start of the course— please send us your arrival information as soon as possible.

How to pay:

- LSI/IH Portsmouth have partnered with Flywire to make your international payments easier. Flywire allows you to pay from almost any country by bank transfer, credit card and other local payment methods. To make an international payment, please go to **lsi-portsmouth.flywire.com** and follow the simple instructions.
- You may also pay via bank transfer. Our bank details are:
LANGUAGE SPECIALISTS INTERNATIONAL, National Westminster Bank PLC, Commercial

Road Branch, Portsmouth, England, PO1 1EJ.

A/c No. 89795481

Sort Code 56-00-64

SWIFT Code NWB KGB 2L

IBAN Code GB15 NWBK 5600 6489 7954 82

- Please note that **you are responsible for covering the cost of bank charges**. Please state the INVOICE NUMBER and STUDENT NAME in the details e.g. '34567-Smith'
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For General English, Exam, and 30+ Courses:

The minimum age for General English, Cambridge, and IELTS courses is 18. The minimum age for General English + Business Communication is 25. The minimum age for 30+ courses is 30.

The minimum study period for General English and Exam courses is 2 weeks. The minimum study period for 30+ courses is 1 week.

Before Starting a Course:

- If we receive notice of cancellation at least 1 full week (5 working days) prior to the start of a course, all tuition fees will be refunded less an £80 administrative fee.
- If we receive notice of cancellation less than 1 full week (5 working days) prior to the start of a course, all tuition fees will be kept as future course credit, to be used within 1 year of the original start date of the course.
- Once a visa letter has been issued, refunds will only be processed upon receipt of an official visa refusal letter. If no refusal letter is provided, all course fees will be retained as credit. This credit must be used within one year from the date of postponement, and no refunds will be granted.
- If we receive notice of cancellation at least 1 full week (5 working days) prior to the start of the course, homestay fees will be refunded. If we receive notice of cancellation less than 1 full week (5 working days) prior to the start of the course, homestay fees will be refunded less the first week.
- Self-catering accommodation fees are non-refundable in all cases.
- If a student is waiting for a visa and may be delayed, please inform us.
- The £80 administration fee is non-refundable in all cases.
- If we receive notice of postponement, we will keep all course fees as credit. Credit must be used within one year of notice of postponement and no refunds will be made.

Changes:

- A course change fee of £25 is required on any changes made to the original booking where we have to produce new documents/ invoices; dates; course changes (but not upgrades); adding/cancelling accommodation and transfers; shortening courses. Note: there will be no charge if the changes are due to a visa delay.

After Starting a Course:

It is LSI/IH Portsmouth's policy that all tuition fees are non-refundable once the course begins, so you should make sure your insurance policy will cover this in case you have to stop your course early. LSI/IH Portsmouth recommend our trusted Student Insurance Finder: [International Insurance | LSI Portsmouth](#)

- If you need to finish your course early, remaining course fees will be kept as credit. Credit must be used within one year of notice of postponement and no refunds will be made.
 - If you need to finish your course early, homestay fees are refundable subject to 1 full weeks' notice. If we receive less than 1 full weeks' notice (5 working days), homestay fees will be refunded less the first week after postponement.
 - Self-catering accommodation fees are non-refundable in all cases.
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For Professional Communication, Specialist Training, Executive Courses:

The minimum age for all Executive courses is 25. The minimum age for 30+ Core + Business Communication is 30. The minimum study period is 1 week.

Before starting a Course:

- If we receive notice of cancellation at more than 1 week (5 working days) before the start of a course, all tuition fees will be refunded less the £80 deposit.
- **Cancellation charges**
 - Cancellation 3 – 5 working days before commencement date: 50% of first week tuition fees plus £80 registration fee.
 - Cancellation 2 working days or less: 100% of first week tuition fees plus £80 registration fee.
 - Non-appearance on first day of course: 100% of first week tuition, £80 registration fee, accommodation and arrival taxi (if booked).
- Self-catering accommodation fees are non-refundable in all cases.

Changes:

- A course change fee of £25 is required on any changes made to the original booking where we have to produce new documents/ invoices; dates; course changes (but not upgrades); adding/cancelling accommodation and transfers; shortening courses. Note: there will be no charge if the changes are due to a visa delay.

After Starting a Course

- It is LSI/IH Portsmouth's policy that all tuition fees are non-refundable once the course begins, so you should make sure your insurance policy will cover this in case you have to stop your course early. LSI/IH Portsmouth recommend our trusted Student Insurance Finder: [International Insurance | LSI Portsmouth](#)
- If you need to finish your course early, we will keep all remaining course fees as credit. Credit must be used within one year of notice of postponement and no refunds will be made.
- If you need to finish your course early, homestay fees are refundable subject to 1 full weeks' notice. If we receive less than 1 full weeks' notice (5 working days), homestay fees will be refunded less the first week after postponement.
- Self-catering accommodation fees are non-refundable in all cases.

For Pre-Sessional Courses:

The minimum age for Pre-sessional courses is 18.

Before Starting a Course:

- If we receive notice of cancellation at least 1 full week (5 working days) prior to the start of a course, all tuition fees will be refunded less the £80 administration fee.
- If we receive notice of cancellation less than 1 full week (5 working days) prior to the start of a course, all tuition fees will be kept as future course credit, to be used within 1 year of the original start date of the course.
- Once a visa letter has been issued, refunds will only be processed upon receipt of an official visa refusal letter. If no refusal letter is provided, all course fees will be retained as credit. This credit must be used within one year from the date of postponement, and no refunds will be granted.
- If we receive notice of cancellation at least 1 full week (5 working days) prior to the start of the course, homestay fees will be refunded. If we receive notice of cancellation less than 1 full week (5 working days) prior to the start of the course, homestay fees will be refunded less the first week.
- Self-catering accommodation fees are non-refundable in all cases.
- If a student is waiting for a visa and may be delayed, please inform us.
- If a visa application is refused, all tuition fees will be refunded (less irrecoverable costs e.g. bank charges) provided we are informed at least 1 full week (5 working days) prior to the start of a course. If we are informed less than 1 full week (5 working days) prior to the start of a course, we will issue a refund only when we have seen a copy of the visa refusal letter.
- The £80 administration fee is non-refundable in all cases.
- If we receive notice of postponement, we will keep all course fees as credit; credit must be used within one year of notice of postponement. Course credit must be used within the year, and no refunds will be made.

Changes:

- A course change fee of £25 is required for any changes made to the original booking where we have to produce new documents/ invoices; dates; course changes (but not upgrades); adding/cancelling accommodation and transfers; shortening courses. Note: there will be no charge if the changes are due to a visa delay.

After Starting a Course:

- It is LSI/IH Portsmouth's policy that all tuition fees are non-refundable once the course begins, so you should make sure your insurance policy will cover this in case you have to stop your course early. LSI/IH Portsmouth recommend our trusted Student Insurance Finder: [International Insurance | LSI Portsmouth](#)
- If you need to finish your course early, homestay fees are refundable subject to 1 full weeks' notice. If we receive less than 1 full weeks' notice (5 working days), homestay fees will be refunded less the first week after postponement.
- Self-catering accommodation fees are non-refundable in all cases.

Further conditions for Pre-sessional:

- English Qualifications we accept for our Pre-Sessional course:
 - UKVI or Non-UKVI IELTS taken at an approved test centre
 - Duolingo
 - PTE Academic
 - TOEFL iBT
 - LanguageCert (SELT version)
- An additional speaking and writing test with the Director of Studies will be required for students who do not have an IELTS. This must be done before a place on the course can be confirmed.
- All English qualifications will be verified with the test provider. If there is any evidence that test results have been falsified or obtained dishonestly, **the offer of a place on the Pre-Sessional will be withdrawn and no refund will be given.**
- Further tests will also be carried out during the first week of the course. If these tests show that the student's level is 1.0 IELTS Band or more below the required entry level, he/she will need to leave the course. No refund will be given but the course fees may be used as credit to book a future course.
- Students will be assessed regularly throughout the course. If an assessment fails three times, despite additional support and feedback from teachers and study centre supervisors, the student will need to withdraw from the course or take additional 1:1 lessons (minimum 1 hour) at the current hourly cost in order to get focussed support with corrections. Similarly, if a student fails to make necessary progress with standard tuition and additional weekly self-study support, a formal warning will be issued and the student will need to withdraw from the course or take additional 1:1 lessons (minimum 1 hour) at the current hourly cost (minimum 1 hour) in order to get focussed support.
- A minimum of 90% attendance is required in order to pass the Pre-sessional course. If over 10% of the course overall is missed, the student will be need to leave the course.

Other:

- LSI/IH Portsmouth reserves the right to ask students to leave the school without refunding or crediting tuition fees in the event of misconduct, criminal behaviour or serious attendance problems. Please see the school's website for our disciplinary procedures. Unacceptable behaviour in school accommodation may result in students being asked to leave – we cannot guarantee that we will be able to find suitable, alternative accommodation.
- Your level of English must be at the required level for the course you have booked. If we think your level is not suitable for the course you booked, we reserve the right to move you to a more appropriate course. If the new course is more expensive, you will be expected to pay the difference. If the new course is less expensive, you will receive credit for the difference.
- LSI/IH Portsmouth reserves the right to cancel or alter a course. If we do so, we will offer either an alternative course or a refund of all fees. If you decide not to take the alternative course offered, we will not be liable for any losses incurred by the student for cancelled travel arrangements.

Where there is only one person on a particular group course, we reserve the right to offer the cost-equivalent number of individual lessons instead of the group course. Please note we cannot always offer group courses for beginner students. Please enquire for beginner levels.
- LSI/IH Portsmouth reserves the right to change teachers at any time during the course.

In the event of 'force majeure', such as fire, flooding, infectious diseases and other events outside our reasonable control which may cause the closure of the school, refunds will not be made.