

Frances King School of English

AGENT MANUAL London Programmes 2012

Learn English, live English in **London**

Frances**King**
School of English



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If you need to telephone the school in an emergency (outside of office hours: 08.30—18.00hrs), please call: 07768 325 391

INTRODUCTION

This manual has been written for all Frances King agents and representatives. Our aims are to:

- **Ensure that our agents are fully briefed on our courses and services**
- **Assist the confirmation and booking processes of both the agent and the school**
- **Reduce time and communication costs for both agent and school**
- **Achieve accuracy in placement of students and to improve customer satisfaction**
- **Reduce changes to bookings**

Please see our 2012 “Learn English, Live English in London” Brochure for details of all our courses and accommodation, including prices and starting dates. You can find details of the examinations which students can take at the school on page 5 of the Enrolment Details 2012.

We always encourage our agents and representatives to visit our schools and to meet our staff at our main school: 77 Gloucester Road, Kensington SW7. We feel this gives you a better understanding of our organisation and enables us to build a strong working relationship.

We are happy to provide you with brochures. Please send us copies of all entries relating to Frances King in your publicity material (brochures and web site) at draft stage, so we may check to avoid any possible misunderstandings. You can visit our web site on: <http://www.francesking.co.uk>

You can also find more information about our courses and accommodation, as well as photographs that you can download, in the password protected Agent area of our website:

<http://francesking.co.uk/agents/default.asp>

Log in: pictures
Password: yellow

BOOKING CHECKLIST

Please ensure you include the following information when making a booking with Frances King:

Personal Details:

- Student's family and first names (as in their passport)
- Sex
- Date of birth and age (we cannot process a booking without a date of birth)
- Nationality
- The type of visa the student will apply for (Tier 4 GSV, Extended SVV, SVV, CVV)
- If applying for a visa BEFORE entry to the UK (pre-entry clearance)
- Copy of passport with the application form, if student is applying for a visa
- Email address of the student so that we can contact them with the link to the online placement test, needs analysis and online worksheets

Course:

- Course(s) required and course number(s)
- Approximate level (students applying for a GSV must be minimum B1 level ready to start a course at B2 and have a SELT (Secure English Language Test such as IELTS or TOEFL) to support this.
- Starting date (Monday, except when Monday is a public holiday) and number of weeks

Accommodation:

- Accommodation required and code
- Start and finish dates
- 1st and 2nd choice of accommodation (if the first choice is not available, we will book the second choice without contacting you)
- If student requires a private bathroom in superior homestay (payment of supplement) and if Internet access is required?
- Smoker / non smoker / if willing to smoke outside of host's home

Special Requests:

- Allergies / attitudes to pets, vegetarian, homestay with/without children & any other matters we should be informed of

Payment:

- Payment by student or agent? (gross or net)
- If the student is paying Frances King in full or minus the deposit?

Application for Acceptance of Studies (CAS) - only for non-EU students applying for a Tier 4 GSV:

- Previous study of English (High school / university/college / language schools)
- Examinations student has taken and when?
- Reason student is learning English in the UK and at Frances King?
- If the student is planning to take any examination(s) and which one(s)?
- Current occupation & career or study plans
- Visa and travel history

Airport transfers:

- Transfer (s) required from airport?

Medical, Travel and Course insurance:

- If the student would like to take out insurance?

We are happy to receive bookings using Agents' own Application Forms, but please ensure that the above information is included for each student. We are unable to process any application without this information and if we have to contact you to get further information, your booking confirmation will be delayed.

AIRPORT TRANSFERS

Frances King arranges airport transfers for our students but we recommend that students travel by public transport, which is cheap and convenient for central London. Please visit our website for further information.

Students requiring an airport transfer must complete the Airport Transfer section of the Enrolment Form. Flight details must be sent in writing by fax or email before 14hrs (UK time) on the Friday before arrival in the UK. Any change to an airport transfer booking must be sent in writing by fax or email at least 24 hours before the flight arrival or departure time. If you need to contact us regarding any last minute flight changes outside of office hours, please use the following **Frances King emergency number: 07768 325 391**

If you are unable to contact us as at this number, please contact the Airport Transfer Company directly. Please note that this is for emergencies only.

Name of transfer company: Eurolink Team
Manager: Stefano Riccioni
Emergency mobile numbers: 07973 326 529 OR 07786 910 841
NB. It is not possible for homestay hosts to collect students from the airport.

AIRPORT TRANSFER PRICES

FROM/TO AIRPORT	PRICE / SINGLE JOURNEY (for 1-3 people travelling to the same address)	PRICE / SINGLE JOURNEY (for 4-7 people travelling to the same address)	TO/FROM
Heathrow	£105	£130	Accommodation arranged by the school in zones 1,2 and 3. For prices from other airports see full details on page 5 of the 2012 Terms and Conditions
Gatwick	£125	£155	
Stansted/Luton	£135	£165	
London City	£105	£130	

- We can also arrange transfers from London railway stations: £90 / single journey (1-3 people travelling to the same address) or £110 (4-7 people travelling to the same address).
- £20 supplement will be added for transfers made between 22.00—05.00hrs. A supplement will also be charged on public holidays—prices available on request
- Flight details must be received before 14.00hrs (UK time) on the Friday before arrival in the UK
- 1.5 hours of waiting time is included in the price. Additional time is charged at £20 / 1/2 hour
- To change or cancel an airport transfer you must inform us in writing 24 hours before the flight arrival number OR the Transfer Service Emergency phone number
- In A25-A26 or A39-A40, the airport transfer is to the London Solutions office and not to the Flatshare or Apartment. A supplement will apply if you request this extra service

Please ensure that your students are fully aware of the airport transfer procedure. Full information is provided with each student's confirmation documents.

ARRIVING IN LONDON

From Heathrow: Central London is 15 miles to the east of Heathrow airport.	
<p>By Underground Line: Piccadilly Opening hours: 5.50 to 23.45 Timetable: approximately every 5 mins Price: from £4.00* adult single Journey time: approximately 45 minutes</p>	<p>By Train (rail) Company: Heathrow Express Opening hours: 5.00 to 23.45 Timetable: every 15 minutes to London Paddington Journey time: approximately 15 minutes Price: £16.50* adult single</p>
<p>By Bus Company: National Express Opening hours: 5.30 until 21.30 Price: from £5* adult single. Journey time: 40—75 minutes</p>	<p>Tourist Information Visit London has a desk at Heathrow Airport in the underground concourse for terminals 1,2 and 3 (open 8.00 – 18.00 daily).</p>
From Gatwick: Central London is 28 miles north of the airport.	
<p>By Train (rail) Company: Gatwick Express Opening hours: 4.35 to 01.35 Timetable: every 15 minutes to London Victoria station Journey time: approximately 30 minutes Price: £18.00* adult single</p> <p>By Bus Company: National Express to Victoria station Timetable: hourly Price: from £6.80* adult single Journey time: 45—70 minutes</p>	<p>By Train (rail) Company: Thameslink Timetable: trains every 30 minutes to London Bridge, Blackfriars, St Pancras Price: from £10.00* Adult Single Journey time: 40 minutes</p>
<p>Tourist Information: Visit London has an office at Victoria station which is open in the summer from 08.00 to 19.00 and in the winter from 9.00 to 17.00.</p>	
From Luton: Luton Airport is 35 miles northwest of Central London.	
<p>By Bus Company: National Express Price: from £15.00* adult single Timetable: all day and night Journey time: 1 hour and 20 minutes</p> <p>By Train Price: from £14.00—Thames Link to King's Cross Station Journey time: 25 minutes</p>	<p style="background-color: #e0e0e0;">From Stansted: Stansted Airport is 35 miles northeast of Central London.</p> <p>By Train (rail) Company: Stansted Express Price: £20.00* adult single Timetable: every 15/30 minutes to Liverpool Street station Opening hours: 6.00 to 23.59 Journey time: approximately 45 minutes</p>
<p>*Prices correct November 2011</p>	

ACCOMMODATION

Please see the brochure for details of the different types of accommodation that Frances King offers.

- 1. Booking period:** A17-A18 minimum 2 weeks (4 weeks in July and August) and A25-A26 minimum 4 weeks, A22 (Nido Spitalfields) minimum 4 weeks (2 weeks, from June 2 - August 26). For other accommodation, minimum of 2 weeks, except for A2-A14, B1-B12, A19-A20, A39-A40 which can be booked per week, or A15-A16, A28-A29 which can be booked per night.
- 2. First and second choice of accommodation:** it is essential, especially during the busy summer period, to indicate a student's first and second choice of accommodation, so that where a first choice is not available we can book the second choice without the need for further communication.
- 3. Twin rooms:** In A24 and A26, students can share a room with another student of the same sex. Twin rooms in **all other types of accommodation** are strictly for two students booking together for the same dates.
- 4. Flatshares:** it is not possible for the school to give agents or students the address of the flatshare. However, students can email the London Solutions office to obtain the flatshare address 48 hours before arrival on info@londonsolutions.net. This information is still subject to change. *Please ensure that students understand the arrival instructions for flatshares and have the school emergency telephone number in case of delays.*
- 5. Accommodation only bookings:** we can find accommodation for friends/relatives accompanying students at Frances King. Prices for Accommodation Only are different from those in our 2012 brochure -we can email these to you.
- 6. Mini studios:** because the mini studios are small we advise you not to book students in this accommodation for more than 4 weeks. The minimum booking in July & August is 4 weeks.
- 7. Accommodation booking dates:** accommodation is usually booked from Saturday to Saturday or from Sunday to Sunday (7 nights). Sometimes we may be able to make special arrangements outside of the summer months.
- 8. Airport transfers to A25-A26 and A39-A40 accommodation:** the transfer is to the London Solutions office and a supplement will apply if a further transfer is requested.
- 9. Minimum age for accommodation:** 18 except A2-A14, B1-B12 - age16. Children taking course 41,43,45 may stay in A3-A11, A15-A16, A20, A28-A29 and in the summer only: A31 & A34 and A39-A40, if accompanied by a responsible adult over 21 years. Children over 14 years, taking Course 41 & 45, (Easter and Winter Programmes only) may stay in A18, if accompanied by a responsible adult over 21 years.

ACCOMMODATION—Extra nights

Fees for extra nights are as follows (subject to availability)

Accommodation Number & Type		Price per night per person Zone 1 & 2 (& zone 3 from June—September)		Price per night per person Zone 3 (October – May only)
A1	Private Homestay – Single Self-Catering	Not available	B1	£18—all year round
A2	Standard Homestay - Single Bed + Breakfast	£21	B2	£19
A3	Standard Homestay - Twin Bed + Breakfast	£19 per person	B3	£17 / person
A4	Standard Homestay Single 4 Dinner Plan	£24	B4	£22
A5	Standard Homestay - Single Half Board	£27	B5	£25
A6	Standard Homestay - Twin Half Board	£23 per person	B6	£21 / person
A7	Superior Homestay - Single Bed + Breakfast	£26	B7	£24
A8	Superior Homestay - Twin Bed + Breakfast	£22 per person	B8	£20
A9	Superior Homestay - Single 4 Dinner Plan	£30	B9	£28
A10	Superior Homestay - Single Half –Board	£33	B10	£31
A11	Superior Homestay - Twin Half Board	£27per person	B11	£25 / person
A13	Executive Homestay – Single Bed and Breakfast	£36		
A14	Executive Homestay – Single 3 Dinner Plan	£40		
A15	Deluxe Studios — Self-Catering	From: £142 /studio		
A16	Deluxe Apartments— Self-Catering	From: £170 / apartment		
A17	Budget Mini Studio – Single Self-Catering	Price on application		
A18	Budget Mini Studio – Twin Self-Catering			
A19	Studio – Single Self-Catering	£83		
A20	Studio – Twin Self-Catering	£56 per person		
A21	Budget Residence - Single Half Board	£34		
A22	Superior Residence—Single Self-Catering	£43 (Nido Spitalfields)		
A23	Standard Residence – Single Self-Catering	£61		
A24	Standard Residence – Twin Self-Catering	£31 per person		
A25	Budget Flatshare – Single Self-Catering	£26		
A26	Budget Flatshare – Twin Self-Catering	£19 per person		
A30	Superior Summer Residence – Single Bed + Breakfast	£46		
A31	Superior Residence—Twin Self-Catering Bed + Breakfast	£31 per person		
A33	Budget Summer Residence – Single Self-Catering	£31		
A34	Budget Summer Residence – Twin Self-Catering	£27		
A35	Superior Summer Residence—Single Self-Catering	£47		
A36	Superior Summer Residence—Twin Self-Catering	£38 per person		
A37	Budget Summer Residence—Single Self-Catering	£35 (Metrogate)		
A38	Budget Summer Residence—Single Self-Catering	£35 (Schafer)		
A39	Budget Apartments—Self-Catering 2 bedroom	£141 per apartment		
A40	Budget Apartments—Self-Catering 3 bedroom	£173 per apartment		

INFORMATION FOR STUDENTS IN HOMESTAY

- Types of Homestay:**
 - Private Home (B1):** this gives students the comforts of a home environment with the independence to cook their own meals. Students will have less direct contact with their host than in other types of homestay. FK rating: ** Price guide: £
 - Standard Homestay (A2 - A6 & B2 - B6):** good homes and food provided by kind hosts in convenient locations. A choice of bed and breakfast, half board (breakfast and evening meal) or 4 dinner plan (breakfast daily and dinner from Monday-Thursday). FK rating: ** Price guide: £
 - Superior Homestay (A7 - A11 & B7 - B11) :** very good homes, convenient locations with a high standard of cooking and bathroom facilities. Private bathroom facilities are available for a weekly supplement. A choice of bed and breakfast, half board (breakfast and evening meal) or 4 dinner plan (breakfast daily and dinner from Monday-Thursday). FK rating: *** Price guide: ££
 - Executive Homestay (A13 - A14):** excellent homes in convenient locations, with professional hosts offering an excellent standard of cooking. Private bathroom facilities. A choice of bed and breakfast or 3 dinner plan (breakfast every day and dinner on 3 evenings. FK rating: **** Price guide: £££
- Informing homestays of arrival time:** students **must** either write to, email, or telephone their homestay at least one week before arrival. If students do not, **their homestay may not be at home to greet them.** Some homestays will not accept a student if they do not inform them of their arrival time.
- Arrival times:** it is not always possible to arrive at accommodation before 07.00 or after 22.00. Please check with us before arranging your travel.
- Frances King hosts:** a homestay does not always consist of two parents with children; people like this are often too busy to look after a student in addition to their own children. A single person, or a couple whose children are away at school or grown up, often make excellent 'hosts' with time to devote to our students.
- Living in a Homestay:** when staying in a homestay, students should try to fit in with the everyday life of the household and remember that they are not staying in a hotel. Students are expected to keep their room tidy, so that the host can clean it and to show consideration towards their homestay and family and respect meal times. If students will not be at home for dinner or are staying out in the evening later than normal, it is important that they inform the homestay.
- Special requests:** we will do our very best to deal with students' special requests but are not able to guarantee this. It takes more time to deal with special requests, so early booking is appreciated and avoids disappointment.
- Holidays:** students wishing to leave luggage at their homestay whilst they take a holiday must pay a retainer of GBP50 / week. In all other types of accommodation, students will be charged the full weekly rate during the

holiday period and may leave their luggage in the room.

7. **Laundry:** homestays will generally do 1 load of washing for their students / week and/or allow use of their washing machine. Arrangements may vary depending on the homestay.
8. **Travel times:** all our homestays are located in travel zones 1 and 2 and we also use zone 3 from June—September. Students can choose a zone 3 family (from October– May) at a cheaper weekly price. Travelling time is between 25–45 minutes (and may be longer during the summer period) by underground, mainline train or bus.
9. **Private Home:** students booking B1 accommodation are permitted to use the kitchen for preparing meals. Students in all other homestay accommodation are not permitted to use the kitchen facilities.
10. **4 Dinner Plan:** students choosing the 4 Dinner plan (A4,A9) will have meals at the Homestay as follows: 4 days with half-board (Breakfast and Dinner) from Monday to Thursday and 3 days with breakfast only from Friday to Sunday.
11. **3 Dinner Plan:** students who choose accommodation A14 will have meals at their homestay as follows: 3 days with half-board and 4 days bed and breakfast only (to be agreed between the homestay and client)
12. **Telephone, fax, email & Internet:** *telephone:* outgoing calls are not permitted from homestay accommodation. Incoming calls are allowed (not later than 22.00 hrs). *Fax:* our schools are pleased to receive faxes on behalf of our students. Outgoing fax messages cannot be sent from the school, but there are local shops that offer this facility. *Internet access:* is possible in some homestays and must be pre-booked to guarantee this.
13. **Dietary requirements:** most homestays are happy to receive vegetarians in which case please specify full details, e.g. some vegetarians eat chicken and fish. Please advise the school in advance of any special dietary needs.
14. **Pets:** many British homestays have pets. Please inform us only if students have a strong dislike or an allergy to animals (either cats or dogs).
15. **Smoking in Homestays:** most British homestays object to smoking in the house and it is increasingly difficult to place smokers. If students are happy to smoke outside the homestay's home, please inform us at the time of booking.
16. **Private bathrooms:** some 'Superior' families have private bathrooms. To guarantee this, it is necessary to pay a supplement of £40 (A12) or £30 (B12) per room per week. All Executive Homestays have private bathroom facilities.
17. **Minimum age in homestays:** A2-A14, B1-B12 minimum age:16 years. Children taking course 41,43,45 may stay in A3-A11 (with a parent).

COURSE INFORMATION

Please see the brochure for the range of courses that Frances King offers. If you would like extra information sheets, please contact us or download them from the Agent's section of the website.

1. **Online test before arrival:** we strongly recommend that students take the online test and needs analysis in advance, which will save time on the first day of the course. Students will also become a member of our online learning community with access to worksheets and other language learning tools, which will prepare them for study at Frances King. Students can take the test on our website at: <http://www.francesking.co.uk/test>
2. **First day of the course:** students should arrive at the following times: 08.30 for courses starting at 09.00; 10.30 for courses starting at 12.00; 12.30 for courses starting at 14.00; 13.30 for courses starting at 15.00.

If students do not have access to a computer with Internet, they can complete the test on arrival at the school. On the first day of the course, students will also need to have a test of their spoken English with a senior teacher.

During the busy summer period, students may also be invited to come to the school and register on the Sunday before their first day.

Arrival instructions will be sent with each confirmation and invoice and students must be given this information to avoid misunderstandings.

2. **Passport / ID card:** all students are required to present their passport / ID card on the first day of their course and the school will retain a copy. Students are also required to provide and keep up to date contact details in London and next of kin contact details in their own country.
3. **Location and time of course:** our main year-round schools are in Kensington (Gloucester Road underground station) and in Belgravia (Victoria underground station). In addition, we have **summer schools** in central London:

For adults in Marylebone, 4 minutes' walk from Bond Street underground.
For parents and their children (taking summer courses 41-44) in Belgravia a 5 minute walk from Victoria underground station and at a nearby annexe (Hyde Park Corner) which is a 7 minute walk away. The Family Programme in Winter and at Easter will take place in our Kensington school.

We cannot guarantee a particular location in July or August, although every attempt is made to place students in the school of their choice and nearest to the accommodation booked by Frances King.

4. **Course entry levels:** certain courses require a minimum level. Agents must check the brochure. In the event that a student's English is not the correct level, it may be necessary to offer an alternative course. If no suitable course is available, the school will offer a refund either to the student directly (with the

Agent's agreement) or credit the Agent's account with Frances King.

5. **Early booking:** students are requested to book early to arrange entry visas to the UK and to allow the school time to send letters of confirmation.
6. **Changes to bookings:** any changes to bookings must be made in writing. Our terms and conditions for 2012 (including our Cancellation Policy) are on page 4 of Enrolment Details 2012. *Please read these carefully.*
7. **Course materials:** are included in the price. Students taking **Examination Preparation Courses** must buy a course book as directed by their teachers: Cambridge & IELTS: £23; TOEFL: £32
8. **Confirmation of Acceptance of Study (CAS):** non-EU students applying for a General Student Visa (GSV) must complete page 8 of the Enrolment Form
9. **Progress Meetings:** from time to time, students will have a short, 5 minute, meeting with their teacher. About 20-30 minutes/week of class time will be used for personal meetings, while the class carries on with work set by the teacher.
10. **Minimum age:** the minimum age at Frances King is **16 years** except:

Courses 29-31,42,44,46:	age 21	Internship Programmes:	age 18
Course 32-34,50,50a:	age 20	Course 48,49:	age 13
Course 41,43,45	age 8		
11. **Public and School Holidays:** The school starts on Tuesday, January 3, 2012 and will be closed on the following days: April 6, 9; May 7; June 4; August 27. Except for the Christmas Course, the school is closed from December 24, 2012 and will open again on Monday, January 7, 2013. When Monday is a public holiday courses start on the following Tuesday. **There is no reduction in fees or compensation for missed classes where a course includes a public holiday.**
12. **Student Holidays:** if students are on a long course, except examination courses, they may take a holiday of 2 weeks every 12 weeks without losing the course fee, provided 1 week's notice is given.

RE-ENROLMENT

Frances King has a special offer for students who wish to extend their group courses or who re-enrol. We offer a 10% discount on tuition fees and the Agent will receive a re-enrolment discount of 20%.

Discounts are not offered on extensions to One-to-One courses or on the Teenager Programme.

IMPORTANT INFORMATION FOR STUDENTS

1. **Office hours and emergencies:** Frances King offices are open between 08.30 and 18.00 hrs Monday - Friday. **In the event of an emergency outside of these times, agents and students should call our Emergency mobile number on 07768 325 391.** Please note that this is for emergencies only.
2. **Problems:** students experiencing any problems during their stay, should speak to a member of the administration staff at the school, in order that any difficulty may be resolved quickly, whilst the student is studying at the school. We do not accept complaints made after students have finished their course.
3. **Travel in London / Pocket money:** students can purchase a Travel Card (Oyster) from underground stations which allows unlimited travel on buses and the underground in specific zones in London. Students also need to be given a realistic idea of the cost of living in London. A weekly Travel Card (Oyster) costs £27.60 per week (price correct when last updated October 2011) for unlimited travel in Zones 1 & 2. Students studying for more than 14 weeks and more than 15 lessons / week can apply for a student discount card which gives them 30% discount off the cost of travel in London.
4. Meals can cost between £5.00 and £20.00 per person. Students who have half-board accommodation should be advised to allow at least £90.00 / week spending money on top of their accommodation and those on a Bed & Breakfast and self-catering basis should allow more to cover the cost of meals. If you would like more information on living costs in London please contact us or download the information from the Agent's section on our website.
5. **Attendance:** The school is required to report to the UKBA any non-EU students who:
 - a. Do not arrive to start their course
 - b. Are absent for 10 consecutive days
 - c. Attend for less than 80% of possible days

Students may also be refused healthcare if they do not meet the conditions of their UK Visa.

6. **Next of kin contact details:** Students are required by the UKBA (UK Border Agency) to ensure that the school has up to date contact details of next of kin.
7. **Student contact details in London:** Students are required by the UKBA (UK Border Agency) to ensure that the school has up to date contact details in London including address, email and mobile telephone details.

MEDICAL, TRAVEL AND COURSE INSURANCE

Before students arrive in the UK, we strongly recommend that they take out insurance for their own financial and personal security. Students can take out their own insurance or the International Student Policy offered by **Endsleigh Insurance Services Limited**, which is the only insurance policy endorsed by EnglishUK.

Key features of Endsleigh Insurance are:

- Reimbursement of pre-paid course fees if students have to cancel or cut short their course due to an accident or illness of themselves or a close relative
- Payment of medical costs (if students have an accident or illness) which are not covered by the National Health Service
- Emergency Dental treatment

International Student Policy

SUMMARY OF COVER	Up to 6 months	6-12 months
Cancellation or Curtailment Charges	£3,000	£3,000
Emergency Medical expenses	£2,000,000	£2,000,000
Personal liability	£1,000,000	£1,000,000
Personal accident	£30,000	£30,000
Course fees	£5,000	£8,000
Personal possessions and luggage	£1,000	£1,000
Personal money, passports and documents	£650	£650

1 week: £11.31	6 weeks: £28.28	14-16 weeks: £62.22
2 weeks: £13.57	8 weeks: £33.93	17- 22 weeks: £76.92
3 weeks: £20.36	10 weeks: £42.98	23- 29 weeks: £88.23
4 weeks: £22.62	12 weeks: £50.91	30+: £131.80

- Agents can book insurance online or through the Frances King bookings office
- Cover commences (for pre-departure cancellation) from the policy issue date

CANCELLATION TERMS FOR AGENTS (NET BOOKINGS)

Cancellation Policy: We **strongly recommend** that students take out insurance to cover fees and costs in case of cancellation (see page 15).

Agents who work on a net basis, **should collect fees from the student to cover cancellation costs** in the event that the student cancels.

1. Cancellation of courses and accommodation before arrival in the UK:
0-14 days: If students cancel their booking with less than 14 days' notice, we will charge a **£50 course cancellation fee** and a **£50 accommodation cancellation fee**. For Terms and Conditions for students who require a visa to the UK—see page 20.

If the notice period for accommodation is **not** given (see below) the full notice period will be charged as a cancellation fee.

Notice Period to cancel accommodation BEFORE arrival in the UK:

A39-A40	6 weeks' notice
A22, A35—A36	4 weeks' notice
A38	3 weeks' notice
A17-A18, A21, A25-26, A30-A31, A33-A34, A37	2 weeks' notice
A2-A14, B1-B12, A23-A24	1 week's notice
A15- 16	48 hours' notice
A19-A20, A28-A29	24 hours' notice

A22, A35-A36: 4 weeks' notice is required to cancel a stay of 6 weeks or under, otherwise 1 week's rent will be the cancellation fee. Cancellation of bookings of over 6 weeks, will be charged 4 weeks' rent.

2. Cancellation of courses AFTER arrival in the UK: If the course is cancelled after arrival in the UK, there is no refund in any circumstances.

- If the course is longer than 4 weeks, students must give 4 weeks' notice in writing and may apply for a credit for the unused part of the course. This may be used within two years and cannot be transferred to another student. Course credits may not be used to pay for One-to-One lessons or accommodation. There is no credit for cancelled courses during the first 4 weeks of a course.
- To cancel One-to-One courses students must give one week's notice in writing. Students may apply for a credit for the unused part of the course and this may be used as part-payment towards any Frances King course within two years.
- To cancel individual One-to-One lessons students must give 48 hours' notice during office hours (09.00-17.00hrs, Monday-Friday). All late cancellations are charged at the full rate.
- If students leave because they are ill or because of the death or serious illness of a close relative, they may be able to claim reimbursement of



CANCELLATION TERMS FOR AGENTS (NET BOOKINGS)

3. Cancellation of accommodation AFTER arrival in the UK:

Students who cancel their accommodation will be charged a **£60 cancellation fee**. Notice in writing must be given beginning at a weekend to a Frances King Advisor.

Notice Period to cancel accommodation AFTER arrival in the UK:

A39-A40	6 weeks' notice
A38	3 weeks' notice
A17-A18, A21, A25-26, A30-A31, A33-A34, A37	2 weeks' notice
A2-A14, B1-B12, A23-A24	1 week's notice
A15- A16	48 hours' notice
A19-A20, A28-A29	24 hours' notice

- A15- A16: students must give 48 hours' notice and will be charged a cancellation fee which will be approximately 1 night's fee for each week booked.
- A22, A35- A36: it is not possible to cancel after arrival without losing full fees for the period that has been booked.
- Where notice is not received, accommodation fees for the above periods will be added to the cancellation fee.

4. In case of **non-arrival** on booked dates, where the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.

Agents who send a net booking, should inform students of our cancellation terms prior to making a booking and collect fees from the student to cover cancellation costs in the event that the student cancels. Receipt of a booking is acceptance of our Terms and Conditions 2012.

CANCELLATION TERMS **(when the student is paying Frances King directly)**

Cancellation Policy: We **strongly recommend** that students take out insurance to cover fees and costs in case of cancellation. (see page 15).

1. Cancellation of courses and accommodation before arrival in the UK:

If students want to cancel their booking before arrival in the UK, we will refund all fees *minus* the £200 Course deposit and £300 Accommodation deposit.

If the accommodation fees for the notice period exceed £300, students will be charged the difference.

Notice Period to cancel accommodation BEFORE arrival in the UK:

A39-A40	6 weeks' notice
A22, A35—A36	4 weeks' notice
A38	3 weeks' notice
A17-A18, A21, A25-26, A30-A31, A33-A34, A37	2 weeks' notice
A2-A14, B1-B12, A23-A24	1 week's notice
A15- A16	48 hours' notice
A19-A20, A28-A29	24 hours' notice

- In A22, A35, A36 accommodation, if students' cancel, 1 week's rent (bookings of less than 6 weeks) or 4 weeks' rent (bookings of more than 6 weeks) will be charged.

2. Cancellation of courses AFTER arrival in the UK: If the course is cancelled after arrival in the UK, there is no refund in any circumstances.

- If the course is longer than 4 weeks, students must give 4 weeks' notice in writing and may apply for a credit for the unused part of the course. This may be used within two years and cannot be transferred to another student. Course credits may not be used to pay for One-to-One lessons or accommodation. There is no credit for cancelled courses during the first 4 weeks of a course.
- To cancel One-to-One courses students must give one week's notice in writing. Students may apply for a credit for the unused part of the course and this may be used as part-payment towards any Frances King course within two years.
- To cancel individual One-to-One lessons students must give 48 hours' notice during office hours (09.00—17.00hrs, Monday—Friday). All late cancellations are charged at the full rate.
- If students leave because they are ill or because of the death or serious illness of a close relative, they may be able to claim reimbursement of fees through their insurance.

3. Cancellation of accommodation AFTER arrival in the UK:

Students who cancel their accommodation will be charged a £60 cancellation fee. Notice in writing must be given beginning at a weekend to a Frances King Advisor.

Notice Period to cancel accommodation AFTER arrival in the UK:

A39-A40	6 weeks' notice
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A38	3 weeks' notice
A17-A18, A21, A25-26, A30-A31, A33-A34, A37	2 weeks' notice
A2-A14, B1-B12, A23-A24	1 week's notice
A15- A16	48 hours' notice
A19-A20, A28-A29	24 hours' notice

- A15- A16: students must give 48 hours' notice and will be charged a cancellation fee which will be approximately 1 night's fee for each week booked.
 - A22, A35-A36: it is not possible to cancel after arrival without losing full fees for the period that has been booked.
 - Where notice is not received, accommodation fees for the above periods will be added to the cancellation fee.
4. In case of **non-arrival** on booked dates, where the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.
 5. Agents who work on a gross basis, must inform students of our cancellation terms prior to making a booking. Receipt of a booking is acceptance of our Terms and Conditions 2012.

CANCELLATION TERMS

(when the student pays a deposit to the Agent)

When the student does not pay the school directly, Agents who send a gross booking, must collect a deposit of £200 (course only) or £500 (course and accommodation) and inform students of our cancellation terms (as 1-4 above). Receipt of a booking is acceptance of our Terms and Conditions 2012.

FOR STUDENTS WHO REQUIRE A VISA (net bookings)

Students from Non EU/ EAA countries, who wish to study for more than 6 months on a Tier 4 Visa, will need a Certificate of Acceptance to Study (CAS) from the school. The cost is £10 and will be added to the Agent invoice. Frances King requires payment in full before issuing a CAS.

The Visa Invitation letter shows that a course of a certain duration and number of hours has been reserved, a deposit or the full fees paid. It is extremely important that students understand that this document is binding. The details stated on the certificate must be correct and the students must follow the course and accommodation that has been confirmed. It is the school's duty to inform the UKBA of any alteration to a booking (prior to or after arrival) and of any cancellation or curtailment. ***It is therefore very important that students are carefully checked to ensure that they are bona fide students.***

If a student is refused a visa, a copy of the visa refusal notice must be sent to the Frances King bookings office immediately.

Agents can work with Frances King in either of the following ways:

1) For students who want accommodation details before applying for their Entry Visa to the UK

The agent collects a course & accommodation deposit of £500.00 or full payment if applying for a Tier 4 visa or if less than 15 days prior to arrival. Frances King will send a course and accommodation confirmation letter giving full details of the accommodation booked. Should students experience any difficulties or delays in obtaining their visa, which may entail postponement or cancellation of their course and accommodation, the Agent must inform the school **immediately**.

If the student is not successful in obtaining their visa, they will be charged a £50 course and £50 accommodation administrative fee. If the notice period below is not given, the school will be obliged to charge for the accommodation for the notice period.

Notice Period to cancel accommodation BEFORE arrival in the UK:

A39-A40	6 weeks' notice
A22, A35- A36	4 weeks' notice
A38	3 weeks' notice
A17-A18, A21, A25-26, A30-A31, A33-A34,A37	2 weeks' notice
A2-A14, B1-B12, A23-A24	1 week's notice
A15- A16	48 hours' notice
A19-A20, A28-A29	24 hours' notice

A22, A35-A36: 4 weeks' notice is required to cancel a stay of 6 weeks or under, otherwise 1 week's rent will be the cancellation fee. Cancellation of bookings of over 6 weeks, will be charged 4 weeks' rent.

2) For students who do not want accommodation details before applying for their Entry Visa to the UK

The agent collects a course deposit of £200 or full payment if applying for a Tier 4 visa or booking less than 15 days prior to arrival. Frances King will send a course confirmation letter. This states that the school will book accommodation on receipt of Visa acceptance. **If the student is not successful in obtaining their visa, they will be charged a £50 course administrative fee.** They will not be charged accommodation cancellation fees. If the student is successful in obtaining their visa, the Agent must inform the school and we will arrange the accommodation.

Due to the last minute nature of some bookings, students who book in this way may find that their first choice of accommodation is not available and may have to accept an alternative.

Final payment: payment must be made 15 days in advance of the course commencement date or in the case of late bookings (less than one week before the course commences) in full before the start of the course. Frances King regrets that it is not possible to provide services (airport transfer, course and accommodation) where payment has not been received in accordance with our payment conditions.

When Agents send a net booking, they must inform students of our cancellation terms prior to making a booking. Receipt of a booking is acceptance of our Terms and Conditions 2012.

Please ensure that you have sent us all necessary documents before you make appointments with the British Embassy.

FOR STUDENTS WHO REQUIRE A VISA (when the student is paying Frances King)

Students from Non EU/ EAA countries, who wish to study for more than 6 months on a Tier 4 visa will need a Certificate of Acceptance to Study (CAS) from the school. The cost is £10 and will be added to the Agent invoice. Frances King requires full payment before issuing a CAS.

The Visa Invitation letter shows that a course of a certain duration and number of hours has been reserved, a deposit or the full fees paid. It is extremely important that students understand that this document is binding. The details stated on the certificate must be correct and the students must follow the course and accommodation that has been confirmed. It is the school's duty to inform the UKBA of any alteration to a booking (prior to or after arrival) and of any cancellation or curtailment. ***It is therefore very important that students are carefully checked to ensure that they are bona fide students.***

If a student is refused a visa, a copy of the visa refusal notice must be sent to the Frances King bookings office **immediately**.

Agents can work with Frances King in either of the following ways:

1) For students who want accommodation details before applying for their Entry Visa to the UK

The student pays a course and accommodation deposit of £500.00 or full payment if applying for a Tier 4 visa or if booking less than 15 days prior to arrival. Frances King will send a course and accommodation confirmation letter giving full details of the accommodation booked. Should students experience any difficulties or delays in obtaining their visa, which may entail postponement or cancellation of their course and accommodation, the Agent must inform the school **immediately**.

If the student is not successful in obtaining their visa, they will be charged a £50 course and £50 accommodation administration fee. If the notice period below is not given, the school will be obliged to charge for the accommodation for the notice period.

Notice Period to cancel accommodation BEFORE arrival in the UK:

A39-A40	6 weeks' notice
A22, A35—A36	4 weeks' notice
A38	3 weeks' notice
A17-A18, A21, A25-26, A30-A31, A33-A34, A37	2 weeks' notice
A2-A14, B1-B12, A23-A24	1 week's notice
A15- A16	48 hours' notice
A19-A20, A28-A29	24 hours' notice

A22, A35-A36: 4 weeks' notice is required to cancel a stay of 6 weeks or under, otherwise 1 week's rent will be the cancellation fee. Cancellation of bookings of over 6 weeks, will be charged 4 weeks' rent.

2) For students who do not want accommodation details before applying for their Entry Visa to the UK

The student pays a course deposit of £200 or full payment if applying for a Tier 4 visa or booking less than 15 days before arrival. Frances King will send a course confirmation letter. This states that the school will book accommodation on receipt of Visa acceptance. **If the student is not successful in obtaining their visa, the deposit will be refunded minus a £50 administrative charge.** They will not be charged accommodation cancellation fees. If the student is successful in obtaining their visa, the Agent must inform the school and we will arrange the accommodation.

Due to the last minute nature of some bookings, students who book in this way may find that their first choice of accommodation is not available and may have to accept an alternative.

Final payment: payment must be made 15 days in advance of the course commencement date or in the case of late bookings (less than one week before the course commences) in full before the start of the course. Frances King regrets that it is not possible to provide services (airport transfer, course and accommodation) where payment has not been received in accordance with our payment conditions.

Agents who send a gross booking must inform students of our cancellation terms prior to making a booking. Receipt of a booking is acceptance of our Terms and Conditions 2012.

FOR STUDENTS WHO REQUIRE AN EXTENDED STUDENT VISITOR VISA (ESV) OR STUDENT VISITOR VISA (SVV) (when the student pays a deposit to the Agent)

1. When the student does not pay the school directly, Agents who send a gross booking, must collect a deposit of £200 (course only) or £500 (course and accommodation) and inform students of our Terms and Conditions (as 1-2 above). Receipt of a booking is acceptance of our Terms and Conditions 2012.

Please ensure that you have sent us all necessary documents before you make appointments with the British Embassy.

TERMS, CONDITIONS AND PAYMENT

1. **Discount:** a discount is given on tuition fees only, except on the London Teenager Programme (20% maximum discount) is given on the package price. Please see page 13 for re-enrolment conditions.
2. **Payment terms and details:** payment in sterling is due on receipt of the net invoice issued by the school and must be received at least 15 days before the course start date. A discount has already been deducted from net invoices.
3. **Payment of discounts:** Agents working on a gross fee basis will have their discount credited to their account. This will be paid by bank transfer at the end of each month, after we have received full payment from the student. **Please make sure that we have your current bank details.**

Note: because of the cost of making international bank transfers, we do not pay discount amounts of less than £100 by bank transfer to overseas accounts. The payment will be made when the total discount owed exceeds £100.

4. **How to make payment:** payment may be made by:
 - a) **Bank cards:** Visa / Mastercard - please supply the card number, the expiry date, the name of the cardholder and the 3 digit security code. Please indicate the **invoice number, name of student** and **student number** when making a payment.
 - b) **By secure credit card payment via our website:** please use the student reference number: <http://www.francesking.co.uk/enrol/xtrapayment.asp>
 - c) **Bank transfer to our account:**
Business Education Ltd, trading as Frances King School of English, National Westminster Bank plc, Piccadilly, London W1A 2DG
Account no: 17054524 **Sort code:** 56 00 03
IBAN BIC Number (SWIFT): NWBKGB2L
IBAN NUMBER: GB62 NWBK 5600 0317 0545 24

Please send a photocopy / scan of the bank transfer with the invoice number, name of student and student number. All charges incurred in the bank transfer are to be paid by the agent and included in the transfer. Please request a bank transfer without any charges to the beneficiary.

- d) **Sterling bank cheque:** drawn on an English bank in the U.K. payable to Frances King School of English. Please indicate **invoice number, name of student** and **student number** when making a payment.

POINTS TO COVER IN ASSESSING STUDENTS FOR A TIER 4 GENERAL STUDENT VISA (GSV)

This is a list of the points that a Frances King agent **MUST** cover to give themselves reasonable assurance that the person applying to enrol on a course is in fact a genuine and credible student, before sending an application to the school.

Identity

1. Identity and eligibility - is there proof of identity (passport/ID card/birth certificate) which can be verified or looks genuine?
2. Is there any reason to question eligibility for the course on e.g. age grounds?

Educational evidence

1. Does the applicant have a SELT (Secure English Language Test) such as IELTS / TOEFL/Cambridge to prove they have at least CEFR B1 level?
2. Has the applicant been interviewed (how and by whom) and what decision was reached on eligibility/acceptability overall?
3. Are there any negative factors (e.g. failure to complete a course, long interruptions to study, poor grades)?
4. What are the applicant's key aims in taking the course? Is there a career or further study plan that seems reasonable?
5. Has the applicant considered the implications of studying in a different country, culture and language? Do they think it will be manageable – e.g. based on the experience of a brother or friend?

Personal and family background

1. Has the applicant, or close family members, travelled abroad at all or regularly?
2. Has the applicant got good family reasons for returning home at the end of the course (e.g. partner and children) or are they planning to bring dependants with them to the UK?

Financial and employment background

1. Has the applicant made a rough estimate of the costs of the course and living expenses, and is this reasonably accurate and meets the Immigration rules/ requirements on fees and maintenance?
2. How do they propose to pay for the course and their living costs? What evidence can they provide that they can pay? What is their general family/ economic background?
3. How do they think the course will benefit them financially – is their expectation of a return realistic in relation to the total costs?
4. If the applicant aware that they are not permitted to work or bring dependants to the UK on a General Tier 4 visa?
5. Are they willing to pay full fees in advance before a CAS is issued? If the applicant is/has been working, what is their employment history and does the course fit with their career aims?
6. Does the applicant have, or have reasonable expectations of getting, sponsorship from their government or another reputable body (e.g. an international charity or corporation which is or may become their employer)?
7. Is there evidence e.g. from their employer that the



course is seen as being beneficial to their career prospects and that their job will be held open for when they return?

Immigration background

1. Has the applicant travelled abroad before and complied with any visa terms? Is there any evidence of e.g. a previous visa refusal in their passport? If so, what reason were they given for the refusal?
2. Have other close members of their family travelled abroad before at all or regularly, or studied abroad successfully?
3. Medical conditions - does the applicant have any pre-existing medical condition (including pregnancy) or disability which would make it more difficult for them to study effectively, or which would require special provision by your institution?

OFFICE HOURS AND EMERGENCIES

Office Hours and emergencies: Frances King offices are open between 08.30 and 18.00 hrs Monday - Friday. **In the event of an emergency outside of these times, agents and students should call our emergency mobile number on:**

07768 325 391

Please note that this is an emergency number and not for general enquiries or matters which can wait until our offices are open.

CONTACT NAMES

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