



## Bucksmore Homelingua Terms and conditions

### Cancellation Policy

If cancellation is received more than 60 days before arrival all fees will be refunded less the deposit.

If cancellation is received 30-60 days before arrival 50% of the course fees will be refunded.

No refund will be given if cancellation is received less than 30 days before arrival, or if the student leaves once a course has started.

In the event of a student not being able to attend the course due to a Visa Refusal, if evidence is provided and Homelingua are satisfied with the authenticity, a full refund of course fees will be made, excluding the non-refundable deposit. All other costs that have been incurred by Homelingua will also be deducted from the total refund value.

### What we provide

Our homestay home tuition courses include: a personalised course, tuition, private bedroom, towels for use during the course, laundry once a week, all meals in the teacher's house, 2 half-day trips or activities per week and one full-day weekend trip for courses of more than 2 weeks, study materials during the course, insurance, academic evaluations and reports, support from Bucksmore Homelingua throughout the course.

### Booking alterations

Once the student confirms the course and teacher, any alterations made to the course or teacher selection may incur a charge.

### Insurance

Insurance is included in our course fees. The key facts of our policy can be found on our website.

<https://www.homelingua.com/how-to-book-a-course/insurance-policy/>

### Meals

Breakfast, lunch and dinner will be provided by the teacher. On excursion days, a packed-lunch/meal will be provided. Please inform Bucksmore Homelingua about any allergies or diet requests before the course starts. Meals in restaurants or cafes are not included in the course fee.

### Student behaviour

Bucksmore Homelingua reserves the right (without refund of fees) to remove any student from a course in the case of criminal offence or persistent antisocial or unacceptable behaviour. Bucksmore Homelingua will not be liable for any resulting costs in the case of expulsion.

### Teacher sickness

In the unlikely event of a teacher being unable to teach the course, Bucksmore Homelingua will provide an alternative teacher as a solution for the student to evaluate. If a teacher is unable to teach a lesson, the hours will be made up on a different day.

### Cancellation of lessons

If the student requests to cancel a lesson or is late to a lesson, the lesson time will be forfeited, unless prior agreement is made with the teacher.

### Teacher communication

All teacher personal information is highly confidential and covered under the United Kingdom Data Protection Act 1998. Do not pass on teacher's personal information to any other party.

### Excursions and activities

Teachers offer students a range of local leisure activities to choose from. Some of these will be free and some will incur entrance fees. The student should inform Homelingua and the teacher of any excursions or places they want to visit before the course starts so we can arrange this. If students choose an excursion with high entrance fees or a significant distance from the teacher's home, they will be asked to cover the cost of travel and entrance for themselves and the teacher. All reasonable local travel costs are included in the fees. We recommend bringing £50 / €70 per week spending money for souvenirs, gifts and other small expenses.

### Events outside of our control

We will not be liable or responsible for any failure to deliver a course, delay in delivering a course or excursion and any other obligations due to events outside of our control. If an event outside of our control takes place, we will contact you immediately to inform you of the situation and make reasonable arrangements.

### Our rights to cancel

We may have to cancel the contract before the start date of the course due to the unavailability of teaching staff or other key service providers or due to an event outside our control. In the unlikely event that we have to cancel the course, we will refund you the deposit and any course fees paid.

If the course has already commenced, we may cancel the course at any time by providing you official notice. If we find that you are in breach of our rules of conduct and behaviour, no refund will be provided. Otherwise any advance payment for the unused portion of the course will be refunded.

### Some simple rules

Behave and speak in a courteous and respectful way to the teacher and their family.

Respect the teacher's property and belongings and do not take anything without the teacher's permission. Do not eat in the teacher's bedroom without permission. The home telephone may only be used with the permission of your teacher.

#### Students aged 9 and under

Are not allowed out of the home alone and are completely cocooned by the teacher and host family, for which an additional supplement is charged.

If the parent is accompanying the child on a course, the parent is responsible for the child outside of lesson hours.

#### Students aged 10-15

Are required to be accompanied at all times, but may have supervised independent time in the teacher's home.

May not use public transport by themselves.

#### Students aged 16-17

May have controlled independent time (normally 1-2 hours max) only in the local area if they have a full orientation beforehand and must observe a 17.30 curfew.

May use public transport by themselves if agreed by the parent/guardian and if Homelingua is satisfied that the student is competent to do so.

May only be left alone in the teacher's home if at all, for very short periods of time (to collect children from school for example) and only if the teacher is satisfied that the student is comfortable with being left home alone. If the teacher is concerned about your safety then they may refuse permission for free time outside the home.

### Feedback & Complaints

If you would like to make a complaint or if you have any suggestions for the improvement of your course, please contact David Goodier on +44 208 312 8075 or [support@homelingua.com](mailto:support@homelingua.com)

We will ask you to complete an online feedback form at the end of your stay to help us improve our services for the future. However, if you are dissatisfied about any aspect of your course you **must** tell us when you are here. We can only make things better if we know there is a problem.