

# LTC: Language Teaching Centre Eastbourne Enrolment Form



## Personal Details

Family Name

Given Names

Nationality  First Language

Passport Number  Expiry Date

Please send us a copy of the main page of your passport.

Date of Birth  Age at start of course  Male  Female

Occupation

Home Address

City

Country  Email

Telephone  Mobile

Have you studied at our school before? If so, when?

How did you hear about us?

.....

Emergency Contact Person (to be contacted if you are very ill or have an accident)

Name

Who is this person (e.g. mother)?  Email

Telephone (day)  (evening)

Mobile

## Course Details (see "Dates and Fees Handbook" or [www.ltc-english.com/prices](http://www.ltc-english.com/prices))

Name of course

Length of course  Course start date  End date

.....

What is your language level? Beginner (weak A1)\*  Elementary (strong A1-A2)

Pre-Intermediate (A2)  Intermediate (B1)  Upper Intermediate (B2)  Advanced (C1)

\* Please note we do not take beginners on most courses. We may ask you to take a test if your level is very low.

Have you ever taken a language exam (e.g. FCE, CAE, IELTS or TOEFL)? Yes  No

Please give details and results

## Airport Taxi Transfer

Would you like Airport Pickup? One Way  Return  No  Please tell us your flight details when you have them

Which airport will you arrive at?

Flight No., arrival time and date

## Accommodation

Would you like us to arrange accommodation for you? Yes  No  If **Yes**, how many weeks?

If **Yes**, accommodation start date  and end date  (if different from your course)

Please arrive on a Sunday (not a Saturday) and depart on a Saturday or Sunday.

What kind of accommodation do you require?

e.g. Single Room Homestay (please see the Dates and Fees Handbook or [www.ltc-english.com/prices](http://www.ltc-english.com/prices) for the options available):

Are there any foods you cannot eat? Please tick. Red meat  White meat  Pork  Fish  Dairy

Other

Do you smoke? Yes  No  Are you happy to live with smokers? Yes  No

Any other requests? (e.g. No dogs. No cats. I like children.)

If you do not require accommodation, where will you live? (Please give us the address if known)

## Health, Medication & Disabilities

Do you have any health problems (e.g. allergies, diabetes, epilepsy)? Yes  No

Please give details

Are you on medication? Yes  No  Please give details

Do you have any disabilities or learning difficulties (e.g. dyslexia)? Yes  No

Please give details

## Insurance

Would you like to book insurance through LTC? Yes  No

For details of the policy we can arrange for you, please see: [www.ltc-english.com/insurance](http://www.ltc-english.com/insurance)

## Signature

**I hereby agree to the school's terms and conditions (please see the last page of this enrolment form).**

Signed  Name  Date

**You must make a £200 deposit when you book. Please pay the rest three weeks before the start of the course. Please give the student's name or (if possible) student ID when you make a payment.**

**This form must be signed by parent or legal guardian for students under 18 years old.  
Please send your enrolment form to your Educational Advisor or directly to the school.**

Educational Advisor's Stamp/Name

Contact name  Email

# LTC: Language Teaching Centre Eastbourne Enrolment Form: Payment Details



**You must pay a £200 deposit when you book. Please pay the rest at least three weeks before the start of your course.**

**Please give us the following information to help us identify the payment:**

Student Name

Student ID (if possible – this is next to the student’s name on the invoice)

Payer’s Name (if different from the student)

**Please tick ( ✓ ) which method of payment you are using:**

**Bank Transfer**

Please note that bank transfers to the UK may be more expensive than payments via Western Union (see below). You must pay all bank charges.

Your name/representative’s name as it will appear on bank documents

Name of bank

## **LTC Eastbourne**

HSBC, 94 Terminus Road, Eastbourne, East Sussex BN21 3ND, UK

**Account Name:** LTC Eastbourne

**Sort Code:** 40-20-06

**Account Number:** 11457209

**IBAN Number:** GB28MIDL40200611457209

**SWIFT:** MIDLGB22

**BIC:** MIDLGB2104C

**Western Union via the LTC Website**

Do **NOT** go to a Western Union Office. See [www.ltc-english.com/payment](http://www.ltc-english.com/payment).

The website will give you instructions about transferring money from your bank account.

For many students, Western Union may be the cheapest way to send money to the UK.

**Credit Card or Debit Card via the LTC Website**

Please see [www.ltc-english.com/payment](http://www.ltc-english.com/payment).

If you pay via our website with a non-UK card, there is a 3% surcharge.

If you pay by credit card or non-UK debit card at the LTC office, there is a 3% surcharge.

**Cheque (from a British Bank)**

In GBP sterling drawn on a British bank or a British branch of an overseas bank.

Make your cheque payable to **LTC Eastbourne**.

# Terms and Conditions

These terms and conditions apply to bookings and enrolments from July 2016 until further notice.

- 1. Bookings** are not transferable between students.
- 2. Deposits:** Students must pay either a deposit or full payment before LTC can issue registration documents.
- 3. Fees:** All fees must be paid three weeks before a student's starting date or LTC may cancel the course.
- 4. Other charges:** If bank or credit card charges apply, students or their representatives will bear the cost of transfers to the school. If LTC sends money to a student or their representatives, the recipient must pay all bank charges in their country.

LTC will send enrolment documents by courier on request. There is a charge for this service.
- 5. Late payment:** LTC may refer debts older than 30 days to debt collection agents. Statutory interest and compensation fees may be charged as per European directive 2000/35/EC.
- 6. Starting date postponements:** If a student postpones their course one week or less before the start of their programme, they will be charged one additional week's accommodation fee. If a student postpones three times, this will be treated as a cancellation and fees will apply.
- 7. Cancellations** are only valid if they are made in writing and their receipt confirmed by LTC.
- 8. Cancellations before programmes start:** If a student cancels within 14 days of booking, there is no cancellation fee apart from actual costs incurred by LTC.

If a student cancels later, but before the programme starts, the cancellation fee is normally £60. But if LTC receives the cancellation less than 14 days before the start of the programme, the cancellation fee is £200.

Airport transfers must be cancelled in writing by 15:00 UK time on the Friday before arrival or they will not be refunded.

If LTC issues visa documents and the student cancels, we will report them to the UK immigration authorities unless they provide proof of alternative study arrangements.

If LTC has sent registration documents by post/courier, these must be returned to LTC before we can give any refund.

If a student cancels because of visa refusal and the student or their representative sends us an official notice or letter of refusal from the immigration authorities, we will normally refund all fees paid with no cancellation fee minus any homestay costs. If we do not receive visa refusal documentation within 14 days of a student's cancellation, LTC must report them to the UK immigration authorities.
- 9. Cancellations after programmes start:** If a student arrives after the start of their course, is absent during the course, or leaves before the end of the course, LTC will not give a refund unless exceptional circumstances apply.

LTC may issue credit notes to students for unused weeks. Credit notes are discretionary and have expiry dates.

If a student with a visa cancels or does not attend their course, LTC must inform the UK immigration authorities unless they provide proof of alternative study arrangements.
- 10. Cancellations by LTC:** If LTC is unable to run a student's course, a complete refund of fees paid to LTC will be made.
- 11. Student age:** Students who are under the minimum age for their course will not be admitted and will be asked to return home at their own expense.
- 12. Student language levels:** Many courses have minimum language level requirements. It is the student's responsibility to check that their language level is suitable, though LTC may require students to take a level test before enrolment. If a student's level on arrival at LTC is below the required level for the course, LTC will cancel their course or make arrangements for an alternative course.
- 13. Students with learning difficulties, disabilities or serious health problems** must inform LTC about these issues when they book. LTC will accept their applications where it is practical and reasonable for us to provide a suitable programme. LTC cannot take responsibility or pay for any extra costs incurred if the school has not been fully informed.
- 14. Student attendance and behaviour:** If a student attends less than 80% of their course, they will not receive a course certificate. LTC will exclude students if their attendance or behaviour is unacceptable. Excluded students will not be given a refund. LTC must report visa students who do not attend regularly to the UK immigration authorities.

See our downloads page for the special conditions that apply to students under the age of 18.
- 15. Changes to courses and premises:** LTC may change or alter a course, change the lesson times or hold lessons in suitable accommodation outside our main school buildings.
- 16. Public holidays:** LTC is closed on English public holidays. The fees for weeks that include a public holiday are charged at the full weekly rate and lessons will not be refunded or delivered at other times.
- 17. Christmas:** LTC is closed for two weeks over Christmas and New Year.
- 18. Student holidays:** Students on programmes of 24 weeks or more can include up to two weeks' holiday in their total study period. Students on programmes of 36 weeks or more can include up to three weeks' holiday in their total study period. Holiday weeks must be included at the time of booking but actual dates do not have to be confirmed at this time.

The two-week Christmas holiday is not counted as part of the two-week or three-week holiday entitlement.

Students must give at least two weeks' notice of any request for holiday date changes, which will be subject to availability. Holiday dates can be changed only once. LTC will not give refunds or credits for unauthorised holidays.

Visa regulations take precedence over our policy on holidays.
- 19. Enrolment, accommodation and airport transfer documentation:** LTC issues documentation which students' representatives should pass on to them. LTC cannot accept liability for any consequences of documents not being passed on to students.
- 20. Accommodation:** Students should normally arrive at their accommodation on a Sunday and leave on a Saturday or Sunday in the morning. If students arrive or depart on other days, LTC can give information to help them find a hotel or (if there is space) arrange very short term alternative host family accommodation. The student is responsible for the cost of this accommodation.

Students must give at least one week's notice or pay one week's fees if they wish to cancel or change their homestay accommodation. We reserve the right to change homestay accommodation during a student's stay. If students wish to pay accommodation fees in instalments, LTC may ask them to enter into agreements which involve charges and penalties for late or non-payment.

LTC acts as an agent in introducing students and homestay providers. The contract is between the student and the homestay provider.

When LTC makes a reservation on behalf of a student in accommodation other than homestay, the terms and conditions of the accommodation provider will apply.
- 21. Damage to property:** Students or those responsible for them must pay the full cost of any damage they cause to property.
- 22. External factors and information:** LTC cannot take responsibility for any external factors in respect of a student's circumstances, payment, booking or enrolment. LTC cannot take responsibility for informing students or any other parties of changes in immigration legislation, rules or policy. LTC takes no responsibility for incorrect or misleading information given by independent representatives.
- 23. Data protection:** Students' details are kept on computer-based administrative systems in accordance with UK data protection laws. All schools are registered with the data protection authority. Information that students provide may be passed on to government agencies for the purposes of detecting fraud. Further information is available on request.

LTC must see and copy every student's passport / ID card (and visa if appropriate). LTC must have contact details and details of next of kin. Students must provide these and inform us immediately if they change.
- 24. Promotional photographs and videos:** LTC or its representatives may take photographs and videos of students in classes or other school activities during their time with us, which may be used for promotional purposes. If you do not wish to appear in any promotional materials, please advise us at the time of booking.
- 25. Complaints and arbitration:** In the event of a complaint that cannot be resolved by the customer and the school, the LTC Director of HR and Finance will attempt to resolve the complaint. Students can appeal to EnglishUK if they are dissatisfied with the way LTC UK deals with a complaint. See [www.englishuk.com/en/students/complaints](http://www.englishuk.com/en/students/complaints).
- 26. Additional terms and conditions:** Some programmes or promotions may have special fees, charges or terms and conditions. See the literature or documents relating to these programmes and promotions for details.
- 27. Amendments:** LTC may update its Terms and Conditions regularly. If there are any differences between the Terms and Conditions on any document and those on our website [www.ltc-english.com/terms-and-conditions](http://www.ltc-english.com/terms-and-conditions), the web version will be valid and will override any previous version.
- 28. Non-enforcement of these terms** and conditions does not waive our right to enforce them. All contracts and agreements with LTC will be governed by English law.