

HEATHFIELD SUMMER SCHOOL TERMS AND CONDITIONS 2022

Please read before booking

This information will be reviewed regularly and if changes are required because of COVID-19, or any other reason, an updated version will be sent to you.

Booking Conditions

Before booking, please contact us with any queries or to let us know of any sensitive or important background information of which we should be aware. All Heathfield Forms must be completed in full. The subsequent discovery of any misinformation or withholding of relevant background information may result in a student not being accepted or being asked to leave the course without a refund.

Level of English

We accept girls from elementary level to advanced. Please note that we do not accept complete or low level beginners. Your daughter should have an elementary level of English and be able to hold a basic conversation, ideally having studied two years of English at School. Please contact us if you are unsure of your daughter's level.

Acceptance

An application is not valid until the Application Form and appropriate payment (deposit or full payment) have been received and acceptance has been confirmed in writing. This confirmation of enrolment states the date of commencement and the duration of the course.

Course Information

Fees include tuition (20 lessons: 15 hours per week), textbooks, stationery, residential accommodation in the School in shared or single rooms with wash basins and regular cleaning service, School nurse on duty at all times, all meals, towels and bedding and personal laundry service, a full activities programme, three weekly excursions with entrance fees, Saturday Heathrow transfers between designated hours, comprehensive travel insurance and full responsibility with supervision for the student while on the course with a staff to student ratio of at least 1:6. Optional extras are Horse Riding and Private Tennis Lessons.

Summer School 2022 opens on July 9th and courses all start and end on Saturdays; the School closes on August 6th. We cannot accept students before or after these dates. Minimum attendance is usually two weeks.

Deposit and Full Payment

A deposit of £550 per student, which is part of the fees and covers administration and travel insurance and guarantees the place, is required within 7 days of registration. Full payment of the outstanding balance must be made on receipt of invoice or **before May 9th**. After that date we reserve the right to cancel a place if payment is not made. A £25 fee will be added if two or more reminders have to be sent for payment.

Heathfield School has partnered with **Flywire**, an international payment system, to provide an easy and secure way for overseas parents to make payments by bank transfer and credit cards. If you prefer to pay the School by bank transfer or by sterling cheque or BACS from a UK bank account, please contact us for details.

Travel Insurance

Heathfield School has organised comprehensive travel insurance, Guard.Me Multirisk+Cancellation Cover, with Inter Partner Assistance UK Branch; this is underwritten by AXA. Both organizations are authorised and regulated by the Financial Conduct Authority. This insurance is included in the cost of the course and comes into effect when we receive the deposit and Application Form. Travel insurance includes medical cover (including medical cover for Covid-19 while the student is in the UK), loss or theft of belonging and cancellation cover, including for COVID-19 as follows:

- If the student or a close relative falls ill with COVID-19 before she has to travel
- If the Government require a student insured by the policy to quarantine or self-isolate on the date the student is scheduled to depart from her country of residence

If there are costs involved in the medical treatment of a student in the UK, you must pay these costs initially. You must make any insurance claims yourself; this is not the responsibility of the School but we will provide supporting evidence.

If a student is unable to return home on her departure date, due to circumstances beyond the School's control, the School will charge for additional costs. If a student is ill, these costs will be covered by the insurance as will the cost of care and repatriation with a parent as an escort if necessary.

For full details, please read the Insurance Summary and Cover in Relation to COVID-19 which are sent with booking confirmation. These documents and the full policy are also on the website.

Cancellation or Absence

General Conditions

All deposits are a non-refundable part of full fees. If notice of cancellation is given in writing before May 9th, course fees paid will be refunded in full minus the £550 deposit. Fees are payable in full for cancellation after this date for all or part of the course, and for students who fail to arrive for the course for any reason. No refund will be granted for any students arriving after the course has begun or absent during the course. Deposits cannot be carried over to the following year. Depending on the reason for your cancellation, you may be covered by Guard.Me travel insurance for the deposit or full fees.

We may be able to change dates booked, subject to availability, for an administration charge of £75.

Please note that as with other travel insurance policies at present, there is no cover with Guard.Me travel insurance if you **choose** to cancel the course for any reason, including for a reason related to COVID-19.

Heathfield Summer Courses Guarantee - COVID-19

If you or we need to cancel the course because of COVID-19, for the following reasons, the special arrangements below apply:

1. If Heathfield School is unable to run the summer course because of UK or international COVID-19 restrictions, you will be able to choose either a) return of deposit/full fees directly from Heathfield School or b) the booking can be held over to 2023
2. If a student is unable to join the summer course because of government restrictions on travel as a result of the pandemic (in either the UK or her country of residence), and this is not covered by Guard.Me, you will be able to choose either a) return of deposit/full fees directly from Heathfield School or b) the booking can be held over to 2023.

Deposits and fees cannot be refunded unless COVID-19 conditions above apply.

Any unused portion of the course fee cannot be refunded if a student attends only part of the course.

Visas

Please note Heathfield School cannot provide visa advice so please visit: <https://www.gov.uk/standard-visitor-visa/if-youre-under-18> or contact your local visa office.

For students from countries requiring a visa, Heathfield will provide a Visa Support Letter by email when the deposit has been received. The School has a Grade A Trusted Sponsor Licence. Students at Heathfield Summer School require a **Standard Visitor visa**. This allows under 18s to study on a short course in the UK. We will send a Visa Support Letter at least three months before the start of the course. You must apply for a visa **immediately** on receipt of this letter; any delay which results in a visa not being ready in time for the course will mean no refund can be given. Visa letters can also be sent by post or by courier at an additional charge.

Guard.Me Travel Insurance will cover you for return of fees for the non-issuance of a travel visa, provided you were eligible to make such an application, for reasons beyond your control other than due to late application or subsequent attempt for a visa that had already been refused in the past. Evidence of the refusal and reasons will be required and the School must be notified as soon as the visa is refused.

If a visa is refused because the application was not made correctly for any reason, no refund can be given.

If a visa application is still in process when full fees are due on May 9th, the balance of fees **MUST** be paid by that date or the place cannot be held by the School. If the visa is then refused terms and conditions as detailed above will apply.

Arrivals, Departures and Airport Transfers

Airport Transfers

Free transfers from and to London Heathrow are available for **students only** travelling on flights arriving and departing on all Saturdays. **Flight arrivals should be between 06.00 and 19.00. Flight departures should be between 09.00 and 19.00.** Outside these times a supplement may be charged; please contact us for details and possible costs. We recommend that younger girls travel as Unaccompanied Minors (UMs); UMs must be booked and paid for as soon as possible because places are limited on many airlines.

All travel details **MUST** be given on the **TRAVEL FORM** which you will be sent with your confirmation and **MUST** be returned by June 13th. If flight information is sent late, we may have to book a driver and charge £100 for a Heathrow transfer.

A charge is made if transfers are required on other dates or to and from other airports. Please ask for details when booking.

Independent Arrivals and Departures

Please try to arrive between 10.30 and 17.00 if possible. All departures should be before 14.00 and ideally should be after Saturday morning lessons which finish at 12.45.

Passports, Documents and Pocket Money

Students' passports **MUST** be handed in at Registration, including when parents are staying in the UK. It is a requirement of the UK Border Agency that we retain these and they are also needed if a student requires medical treatment at a surgery or hospital.

Travel documents and pocket money must also be handed in.

Health

With your final confirmation information in June, you will receive a Medical Form which **MUST** be returned by June 13th. Please note that for safety reasons, no student can be accepted on the course without a completed Medical Form.

If your daughter has any special medical, educational or emotional issues, please contact us **BEFORE** booking so we can assess the situation and discuss whether our course is appropriate for her.

Failure to disclose any medical history, including psychological or behavioural problems, or to inform us of medication being taken during the course may result in the student being asked to leave the School if it is the Nurse's opinion that we cannot safely look after her.

You must update us of any medical changes which happen after the Medical Form is returned. **All** medication to be taken during the course **MUST** be accompanied by the Doctor's prescription and a complete translation in English so it can be given by the School nurse if the medicine is legal in this country. On occasions we may need to refer to the School doctor before a medicine can be given.

If a girl is seriously ill or has an illness which may mean she is not well enough to travel at the end of the course, parents will be notified and should make arrangements to come to the UK immediately to take responsibility for their daughter after the course closes.

Visitors and Security

Parents must advise us in writing at least 48 hours in advance if anyone wishes to visit or take out their daughter. Photo ID must be provided by the visitor who will have to sign the student in and out. No parent, relative or friend may meet up with a student on a School trip for security reasons.

Social Programme

Heathfield produces an outline, provisional Social Programme each year. **Please note that** trip destinations and arrangements during trips may be changed, including at short notice, if a venue is unavailable or travel there is not possible. Trips may also have to be re-arranged or cancelled subject to COVID-19 restrictions. Activities in School are a sample of activities and many more options are available.

Riding Lessons

Lessons in groups are held at a nearby British Horse Society approved Riding Stables. Riding for one or two weekly sessions must be booked and paid for **in advance** with fees. A Riding Form will be sent in June and must be completed in advance by parents or a student cannot ride. Students must attend their lessons and there is no refund if a student fails to ride. If the stables cancel a lesson, a refund will be made into pocket money.

Tennis Lessons

Individual private tennis coaching is organized in School with professional Serviceline Management coaches. Lessons must be booked and paid for **in advance**. Students must attend their lessons and there will be no refund if a student fails to attend. If the coach cancels a lesson because of rain, and the lesson cannot be rescheduled, a refund will be made into pocket money.

English with Style

To attend *English with Style*, students must be aged 14 or older and must have a spoken level of English that is **Intermediate** or higher. This is a minimum level of B2 on the Common European Framework, 5 plus on IELTS or Cambridge First Certificate level. If a student is booked on the course and her English is not of the correct level by the time *English with Style begins*, we reserve the right to keep her in the General English course and no refund of the difference in fees will be made.

To help you to assess your daughter's level B2 describes a student as an independent learner who: *Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can understand the main ideas of complex text on both concrete and abstract topics. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.*

Please note that tennis lessons and horse riding will not be possible during *English with Style*.

Liability

Heathfield School has public liability insurance. Any liability of the School to the student or parent or guardian, in respect of which the School has insurance, shall be limited to the amount of such cover and any such liability in respect of which the School does not have insurance cover shall be limited to the aggregate amount of fees paid in respect of the student. Nothing in these terms and conditions, however, shall operate to exclude any liability of the School for personal injury or death caused by negligence of the School or its respective agents, servants and suppliers.

Heathfield School has taken all reasonable steps to ensure the skills and care of independent suppliers who provide services to the School. This includes checking suppliers' Risk Assessments, insurance policies and criminal record checks.

Force Majeure Notification

Force Majeure: An event beyond the reasonable control of the School or the Parents is a Force Majeure Event and shall include such events as an act of God, fire, flood, storm, war, riot, civil unrest, compliance with any law or governmental order rule, regulation or direction (including that of a local authority), accident, act of terrorism, chemical or biological contamination, strikes, industrial disputes, outbreak of epidemic or pandemic of disease, failure of utility service or transportation.

If either the School or the Parents is prevented from or delayed in carrying out any of its contractual obligations by a Force Majeure Event, that party shall immediately notify the other in writing and shall be excused from performing those obligations while the Force Majeure Event continues. It shall be a condition of the contract between the School and the student and her parent or guardian that the School shall not, in any way, be liable to the student or the parent or guardian in the event that any service contracted to be supplied by the School becomes impossible to supply due to reasons outside its control.

Rules and Discipline Procedure

Please make sure you read this with your daughter before she travels.

Acceptance of the Terms and Conditions obliges the student to obey the rules of the School. A system of warnings is in place for repeated misbehaviour. Failure to observe the School rules, or behaviour damaging to the reputation of the School, or which endangers the safety or well-being of other participants in the courses (including bullying, intimidation or inappropriate behaviour), may lead to expulsion and in such circumstances the decision of the School will be final. No refund of fees will be made and the cost of returning home immediately must be met by the student and her family. Parents, guardians or agents must collect a student or arrange a flight on the same day that they are notified of a student's withdrawal from a course or within 24 hours. For any additional days an expelled student remains on site there will be a £150 supervision charge.

Students are given basic School rules in their advance information and on their arrival. These are for their safety and protection and must be followed at all times. These rules include the following:

- no student may leave the grounds at any time without a member of staff
- no student may enter an area marked 'no entry'
- all students must follow fire safety instructions and must never cause the fire alarm to be sounded as a false alarm
- smoking, drinking alcohol and use of banned drugs or illegal highs are not allowed in the School, School grounds or on School trips
- all medicine must be in date, with a translated prescription, and be given to the Nurse on arrival
- punctual attendance in lessons, on trips, at meals and in designated activities is compulsory
- on trips students aged 12 and over who have parental permission to leave the direct supervision of staff MUST stay in groups of not fewer than 3 or 4 students
- girls must stay in the areas designated by staff and must not take public transport
- for security reasons girls must not arrange to meet family or friends when on a trip
- students must lock up their money and valuable items: small safes are available for students' possessions and a lockable suitcase is recommended
- the School cannot take responsibility for loss or damage to items not locked away
- girls should not bring unnecessary and valuable items, including larger items such as tablets or laptops
- mobile phones must not be used in lessons, during activities, meal times or after bed times and at certain times on trips; phones may be collected in to ensure the smooth running of the course
- if a girl repeatedly breaks these rules, her phone will be kept in the office. Heathfield's Mobile Phone Policy will be part of the Information for Parents sent in June

Please also note

- no girl should bring to Heathfield inappropriate or unsuitable material or show such material to other students, including on any mobile device
- damage to School buildings or property will be charged to students
- the School cannot pay excess baggage fees for overweight luggage or send back any items left behind by girls

Problems and Complaints

In the Students' Handbook which girls receive on arrival, they will be told what to do and whom to contact if they have a problem or a complaint. There is also a Complaints Procedure for parents on the website under How to Apply/Post Booking Information.

Data Protection

Heathfield School collects, uses and stores personal data for adults registering students on the Summer School and Summer Camp courses and for students registered on the courses for the purposes of providing our services and in accordance with the UK Data Protection Act (2018). A summary is on the How to Apply page of the website in the Privacy Policy and this includes a link to the full Heathfield School Data Protection Policy.