



**English  
Path**

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## Terms and Conditions

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# Adults

## Payment

- You must make the full payment for any/all courses **4 (four) weeks** prior to arrival at school.
- You must make the full payment for any/all accommodation **6 (six) weeks** prior to arrival at school.
- We welcome last minute bookings but for any course or accommodation payments received less than six weeks in advance we cannot guarantee the correct English level or choice of accommodation will be available.
- It is your responsibility to cover all bank charges and exchange rate differences.
- We do not accept cash.
- If you book with us directly, we charge a £250/\$250/€250 non-refundable deposit if you need a Visa Support Letter. This fee also covers the Custodianship Letter for under 18's joining our programmes in Canada only. If your visa is approved, then this fee is subtracted from your total outstanding balance.  
Payment must include all bank transfer charges (including intermediary bank charges).

## Cancellations and Refunds

1. You may cancel your course and receive a full refund (minus registration fee) at any point until up to **1 (one) week** prior to arrival at school.
  2. You may cancel your accommodation and receive a full refund (minus registration fee) if you cancel at least **6 (six) weeks** prior to arrival at school.
- In the case of a visa refusal, a full refund will be given minus the registration fee. We require a copy of the official visa refusal document to process the refund. You must follow points 1 and 2 above to get a full refund (minus registration fee).
  - Refunds can take up to a maximum of 60 days. No refunds (tuition, material fees or accommodation) can be made after you arrive.
  - In the case of illness, you may ask for their course to be postponed to a later date. In this case, the school will require a medical certificate.

## Holidays

You are entitled to take a certain amount of holiday whilst you study with us. Check with your EP advisor or agency as each destination has different rules according to your type of visa.

## Visas

There are lots of rules about what you can and cannot do on different types of visas in different countries. Check our FAQ page here <https://www.englishpath.com/frequently-asked-questions/> for more information.

## Attendance and Punctuality

- We are a seriously fun school, that means we work hard and play hard. By joining us we expect you to do the same. If you do not attend 85% of your classes, we will give you up to three warnings to improve. If after three warnings, you are still under 85% we will cancel your visa (if we are the sponsor) and all other services without a refund.
- Being late for class is the same as being absent.
- We cannot meet your expectations if you do not come to classes.

## Accommodation

- Please check the rules for your chosen accommodation type which you can find in your Accommodation Confirmation Document. This will be sent you to at least 24 hours before your fly.
- We reserve the right to offer alternative accommodation from that booked as long as the level of accommodation is of equal or higher standards.

## Place of Study

- During a few weeks of summer our schools can get even more popular than usual. To make sure you have the best experience, we may use external teaching facilities close to your school (max thirty minutes by walk or public transport).
- We always try to make sure that any external facilities will be as good as our facilities at school and you should be informed of this before your arrival.

## Academics

- You may have more than one teacher whilst you study with us, variety is the spice of life!
- You are entitled to postpone or freeze your course for up to one year, at no extra cost.
- We may not be able to accept beginners at all our schools. Please check before booking to avoid disappointment.
- We are closed for national/public holidays, and you will not get these missed days back. Check [www.englishpath.com/fees-dates](http://www.englishpath.com/fees-dates) to see when the holidays are for your study destination.
- We may change lesson times and use classrooms in alternative premises at our discretion.

## English Path Online

### **Payments:**

- Payments for our online English courses are accepted in advance through credit/debit cards via our Stripe Payment Gateway.
- English Path may cancel or decline your order, in part or in whole, until it has been confirmed as a legally binding agreement.
- A legally binding agreement between you and English Path is made when we have accepted your offer to buy our course. This is done by sending you an invoice / receipt and when we have received payment of the fees from you.

### **Cancellation:**

- You may cancel your course and receive a full refund up to 14 days before your course starts.

### **Refunds and Rescheduling:**

- After the start date of an EP Online Course, any lesson hours that are not attended, reduced, cancelled, or shortened are non-refundable.
- If your assigned teacher is not present in the virtual classroom within 10 minutes of the scheduled start time, it means that there are internet issues causing the cancellation of the lesson. In such cases, the lesson will be rescheduled and added to the end of your course.

### **Technology requirements:**

- To access the virtual classroom, you must have a PC or Mac desktop or laptop computer and use Google Chrome or Microsoft Edge browsers.
- For online group classes, a recommended internet speed is 8Mbps download and 4 Mbps upload.

### **Scheduling conditions:**

- It is your responsibility to check your scheduled classes in the EP Student Dashboard. The scheduled times in the Dashboard are based on the UK time zone, day, and time.

## English Path Young Learners

### Payments:

- Payments for Groups require 20% deposit upon booking. The balance is due 12 (twelve) weeks before arrival.
- Full payment is required upon booking for individuals.
- Payment must include all bank transfer charges (including intermediary bank charges).

### Cancellations and Refunds - Individuals

- Cancellation 8+ weeks before start date: full refund
- Cancellation 4+ weeks before start date: registration fee of £100/€100/\$100 will be charged.
- Cancellation 2+ weeks before start date: 80% refund.
- Cancellation within 2 weeks of start date: no refund.

### Cancellations and Refunds – Groups

- Cancellation 12+ weeks before start date: 80% refund
- Cancellation 8-11 weeks before start date: 40% refund
- Cancellation 1-7 weeks before start date: no refund

### Cancellations and Refunds – Individuals and Groups

- Refunds can take up to a maximum of 60 days.
- No refunds are available after arrival.
- In the case of illness, you may ask for the course to be postponed to a later date. In this case, the school will require a medical certificate.

### Arrival and Departures

- English Path Young learner camps operate weekend arrival and departure days, except on specific destinations. Packages include accommodation for 7 nights. Extra nights need approval and there will be an extra charge.
- Travel details, including arrival and departure times and dates, flight numbers and airline must be sent to the Admissions team at least 14 days before the scheduled arrival date. If notice is not received, EP may have to book an emergency transfer and that might incur an extra fee as a result.
- Arrival/departure transfers are mandatory for individual bookings and must be booked through EP (unless student is travelling with parents/guardians).

### Safeguarding

- English Path may terminate the study programme of a student for the following reasons:
  - It cannot provide safe and effective care.
  - The student's participation represents a risk to their, other students' or staff members' health and safety.
  - The student's physical or mental condition makes the student unable to successfully complete their programme.
- Our full safeguarding policy can be found here: <https://www.englishpath.com/wp-content/uploads/2023/09/Safeguarding-Policy-UK-1.pdf>

### Expulsion

- Students who have been issued with a written warning and continue to display poor behaviour and break the rules, will be expelled from the centre without a refund.

### Groups

- You may add new students to your group subject to availability.
- Students are grouped by ages 8-12, 13-17 and for 18-year-olds please check with us.
- Changes to bookings or documents: Any changes must be made 4 weeks prior arrival, otherwise we cannot guarantee availability. Documents can be updated 3 times for free. Every extra update - 50 USD/EUR/GBP/CAD.

### Group Leaders

- The minimum age for the group leader of English Path groups is 21 years old. At least 1 Group leader must have a minimum B2 level of English. We must receive confirmation that all adults accompanying students are suitable to work with children.
- A recent (within 3 months) notarised letter of good conduct from an official, recognised entity is required for every group leader prior to arrival and before admittance is permitted to the centre. For full details on the level of care provided please visit our website <https://www.englishpath.com/welfare-of-students/>

### Leisure Programme:

- Please be aware that the scheduled activities included in the booked programme are subject to change. We aim to provide the best experience possible, but circumstances may necessitate adjustments. Any changes will be communicated in advance whenever feasible.
- Additionally, if the programme is booked with less than 6 weeks prior to the start date, we cannot guarantee the availability of specific activities.

### Emergency Contacts:

- The following English Path emergency contact details are to be used in case of emergency, outside of normal office hours which are 08.30-17.00 Monday-Friday:
- Emergency Phone Number for Young Learners +44 7506 644 638
- Find more ways to contact us here: <https://www.englishpath.com/contact-us/>

## General – Applicable to Adults, Young Learners and Online

### Complaints

- We are quite confident you will have a great time but if you are not happy, we do have a complaints policy and form which can be found <https://www.englishpath.com/policies-and-procedures/>

### Code of Conduct

- Each country has its own values and culture. For example, in the UK people love to say please and thank you all the time. Please read some tips on how we recommend you behave in the country you are travelling to here: <https://www.englishpath.com/policies-and-procedures/>

### Intellectual Property:

- All course materials provided by English Path, including lesson content, worksheets, and resources, are protected by copyright and are for personal use only. You agree not to reproduce, distribute, modify, or create similar resources based on the course materials without written consent from English Path.

### Privacy and Data Protection:

- English Path values your privacy and is committed to protecting your personal data. By using our services, you agree to the collection, storage, and processing of your personal information as outlined in our Privacy Policy.

### Disclaimer:

- While English Path aims to provide high-quality English courses, specific outcomes or results cannot be guaranteed. The progress and success of each student may vary based on individual effort, dedication, and external factors. English Path is not responsible for any direct or indirect damages or losses incurred as a result of using our services.

### Changes to Terms and Conditions:

- English Path reserves the right to modify or update these Terms and Conditions at any time. Any changes will be effective immediately upon posting on our website. It is your responsibility to review the Terms and Conditions periodically for any updates.

### Publicity:

- By joining any English Path school, you can take and share photos and videos of us and in return we might make you famous by having you in our marketing materials!
- If you do not wish for your images to be used in publicity, please inform us in writing before you start your course.

### Safeguarding:

- Safeguarding involves protecting the health and wellbeing of our students enabling them to live free from harm, abuse and neglect. If you are a parent, we strongly advise you to read this policy <https://www.englishpath.com/policies-and-procedures/>

### Governing Law and Jurisdiction:

- These Terms and Conditions shall be governed by and construed in accordance with the laws of the jurisdiction where English Path is registered. Any disputes arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts in that jurisdiction.