

## 1. TERMS USED IN THIS DOCUMENT

- 1.1 Tellus = Tellus Education Group Ltd, Tellus Ltd, Tellus Group and its affiliated companies and brands.
- 1.2 Meridian School of English is a trading name of Tellus Education Group Ltd.
- 1.3 Student or participant = either a person participating in, or supporting/monitoring, a vocational training/travel programme inclusive of a work experience activity or a language training programme or a combination of both.
- 1.4 Promoter or agent = a person or an organisation acting on behalf of an individual or group of individuals in arranging work experience, language training or work experience with language training programmes, with or without additional services, through Tellus Education Group to individuals.
- 1.5 Individual = a person attending a work experience programme, a language training programme or both.
- 1.6 ELT = English Language Teaching/Training.
- 1.7 Guardian = a person legally responsible for the care of others, particularly children and minors.

## 2. GENERAL KEY PRINCIPLES

- 2.1 You should understand and agree to our Three Key Principles:
  - You should show respect to other people, their privacy and possessions.
  - You should try to speak English as much as possible when you are in a group setting and work hard to develop your language skills during your stay in the UK.
  - You can help Tellus Education Group improve our services by completing all requests for feedback, and contacting relevant members of Tellus Education Group staff if you have any problems.

## 3. GENERAL TERMS AND CONDITIONS FOR ALL STUDENTS AND PARTICIPANTS

- 3.1 Tellus Education Group can change these terms and conditions at any time. We will notify students and staff of any changes. Any such changes affect all bookings. Any changes to these terms and conditions will be published on the website.
- 3.2 Please, note that as soon as your registration has been accepted by Tellus, the following terms and conditions will apply.

## 4. SERVICES

- 4.1 The company can change details of its services, including courses, facilities and course dates, where and when it is necessary or where the number of registrations is not enough to run a programme or course.

## 5. CONTRACT

- 5.1 The contract is agreed between Tellus Education Group and the promoter/individual.
- 5.2 When you have registered as a student or agent you accept Tellus Education Group terms and conditions unless you have a different agreement in writing with the company.

## 6. BOOKINGS, REGISTRATION and VISAS

- 6.1 There is no restriction on nationality, but if you need a visa to come to the United Kingdom you should check the requirements for UK visas.
- 6.2 If a visa application is rejected or delayed you must inform us in writing at least 14 days before the course start date.
- 6.3 We will refund all your fees except the enrolment and visa letter fee and any courier charges within 28 days if you have told us as in 6.2 and when we get your visa refusal letter.
- 6.4 If you need a visa you must be enrolled for a programme for a minimum of 15 hours per week.

- 6.5 You can register your enquiry and complete the booking form on our website. As soon as we receive your booking form, we will check that you can attend the course/programme and then confirm your registration and send you an invoice for the full fees.
- 6.6 Tellus Education Group Ltd can refuse anyone who does not meet the requirements for a course/ programme.
- 6.7 The information you have given in your application must be correct, if it is not it may stop you from attending the course/programme you have registered on.
- 6.8 If you want accommodation during your course/programme you must complete your booking and registration 12 weeks before you arrive in the United Kingdom.
- 6.9 If you need a work placement, you must complete your booking and registration online at least twelve weeks before you arrive in the United Kingdom.
- 6.10 If you do not require accommodation or a work placement you must complete your booking and registration online at least eight weeks before starting your programme, or as agreed between the parties involved.
- 6.11 You need to book in advance for us to be able to arrange your preferred programme requirements. If you delay your booking it could result in the need for us to provide a different programme rather than the one you wanted.
7. PAYMENTS
- 7.1 All fees and charges will be agreed between you and Tellus Education Group in writing before you book any course/ programme.
- 7.2 We will send you an invoice after we get your formal booking or registration.
- 7.3 To secure your booking, a deposit of 20% of the total invoice must be paid or 4 weeks of accommodation, whichever is the greater, and then the rest a minimum 6 weeks before your course begins.
- 7.4 You must pay all your course fees and accommodation costs before you arrive in order to be guaranteed your place on the programme and stay in your preferred accommodation.
- 7.5 To help us to track your payment, please insert an INVOICE NUMBER on all payments and queries.
- 7.6 It is your responsibility to ensure that all the fees have been paid in full and on time.
- 7.7 It is your responsibility to pay bank charges for payments made by bank transfer.
8. LATE PAYMENT
- 8.1 If your invoice is not paid on time, we can cancel the booking 2 weeks before you arrive.
- 8.2 If your payments are overdue you will be refused entry to lessons and asked to leave your accommodation.
9. DISCOUNTS
- 9.1 Group Bookings -discounts are available for group bookings, please contact us.
- 9.2 Any additional discounts are the decision of Tellus.
10. AGE REQUIREMENTS
- 10.1 Minimum ages for different courses are as follows:
- English language courses for adults: 16 and over.
  - Work experience: 18 and over.
  - Work experience trial: 14-17.
11. PUBLIC HOLIDAYS
- 11.1 Tellus offices are closed on public holidays and over the Christmas and New Year period so there will be no lessons or reduction in fees.

## 12. TAKING HOLIDAYS

- 12.1 You are not allowed to take holidays on bookings of less than 12 weeks. For courses longer than 12 weeks, 2 weeks holiday can be taken for each 12-week period during your course. Any additional holiday taken will not be added onto the end of the course and will not be refunded.
- 12.2 If you book your holiday before your arrival, you do not pay an administration charge. If you arrange your holiday during your programme, you must give 2 weeks' notice. This holiday period can be added to the end of your programme. If the added weeks run in to the summer period, the summer supplement may be payable. Please, note that it may not be possible to place you in the same class/work placement or accommodation when you return from your holiday.
- 12.3 If you are under 18 and arrange a holiday during your programme, you must show us that you have parental permission.

## 13. ACCOMMODATION DURING HOLIDAY PERIODS

- 13.1 If you want to stay in your accommodation over Christmas, please contact us for fees and availability.
- 13.2 If you want to keep your room in residential accommodation during other holiday periods, you will have to pay the full accommodation fees. To keep your homestay room, you will need to pay half the cost of the accommodation.

## 14. TRAVEL AND MEDICAL INSURANCE

- 14.1 Tellus Education Group does not insure students against any type of accident, illness or loss. You are recommended to arrange insurance before coming to the school. It is important that you have the correct insurance cover for your personal possessions, any medical, health, repatriation needs etc. We are not responsible for the organisation of or the payment of these costs.
- 14.2 Some parts of your course may take place outside; you should agree to do these activities and confirm that they have suitable insurance cover. You will not get a refund if outside activities have to be cancelled because of bad weather.

## 15. TRAVEL TO, FROM AND WITHIN THE UNITED KINGDOM

- 15.1 You are responsible for the organisation, management and payment of your travel to and within the United Kingdom, unless you have asked us to do any of this for you. If you ask us to organise and manage this travel, it must be agreed in writing in advance and charged for as an additional service. It is your responsibility to ensure that you have a valid passport or any other appropriate travel document / ID to enter the country your programme is provided in. We accept no liability for financial loss caused by you not having correct travel documents.
- 15.2 We recommend that you do not book your flights or make travel arrangements until your programme booking has been confirmed.

## 16. TRANSFERS ARRIVALS AND DEPARTURES

- 16.1 All transfers are arranged at our discretion and are subject to cancellation or alteration.
- 16.2 We can arrange such transfers at an additional cost. Please see our website for details. If you decide to use this service, please remember that it is your responsibility to give us all your arrival / departure details at least 14 working days before your arrival. If you do not do this, we may not be able to arrange the transfer you wanted.
- 16.3 If you want to cancel the transport we have arranged for your arrival or departure, you must give a minimum of 5 working days' notice, otherwise you may still be charged.
- 16.4 You must notify us of any changes to airport transfers at least 5 working days before the designated arrival time. If we receive notice after this period, you may incur the full cost of the service.
- 16.5 We do not accept responsibility for any costs caused by you waiting for any late transport pick-up.

16.6 We do not accept responsibility for any costs caused to you as a result of you arriving late at an airport or other transport connection point.

## 17. DOCUMENTATION

17.1 You must complete the online registration form as instructed.

## 18. WHEN YOU ARRIVE

18.1 You are required to organise your own travel to make sure that you arrive at the time you have specified. If we have organised your accommodation, you will be met by the accommodation provider or one of our staff when you arrive. You are expected to arrive at your destination between 07:00 and 23:00, and a member of Tellus Education Group or our accommodation provider will be waiting for you.

18.2 If you arrive outside these hours you will be charged an additional 'Out of Hours Meet and Greet' fee of £50 per person. You may also have to pay a local taxi fee from the local arrival stop to the host family.

18.3 You need to complete your arrival information in your user account which is established upon registration.

## 19. STUDENT/PARTICIPANT DEPARTURES

19.1 Your departure from your UK city destination should take place between 07:00 and 23:00. If you leave outside these hours, you may need to arrange your own transport and pay for it yourself.

19.2 Your departure from your homestay accommodation should take place between 07:00 and 15:00, you must let us know so that we can make arrangements with your homestay provider.

## 20. TRANSPORT

20.1 If you are given a local travel pass by Tellus Education Group, you will be responsible for its safe keeping; you are responsible for the cost of its replacement if it is lost or stolen.

## 21. CANCELLATIONS AND REFUNDS

21.1 For any bookings made with Tellus Education Group, there is a seven-day period, during which you can cancel your booking without any charge. This applies to bookings made up to six weeks before the planned start of the course.

21.2 If you cancel your programme, the enrolment fees and courier fees (if applicable) are non-refundable.

21.3 All cancellations must be made in writing to Tellus Education Group. Any refunds will be made by bank transfer refunded to the same account your payment was made from.

21.4 Apart from the cooling-off period, in the event that you have to cancel your programme, we will charge you the following:

21.5 This applies to Work Experience and ELT groups only:

- 7 weeks before arrival -25% of all fees and charges or £150, whichever is the greater.
- 5 or 6 weeks before arrival -50% of all fees and charges.
- 3 or 4 weeks before arrival -75% of all fees and charges.
- Within 2 weeks of arrival - 100% of all fees and charges

21.6 Other ELT (including individual bookings): If cancellations are made 14 days or more before the course is due to start, we will refund all fees except 10% of the total invoice. However, if you have started your course already:

- Course duration up to 4 weeks: no tuition fees will be refunded.
- Course duration 4 weeks or longer: (a) ending your course in the first 4 weeks: all tuition fees (minus the time already studied) are refunded; (b) ending your course after the first 4 weeks but before the mid-point of the course: pro-rata amount of tuition fees is refunded; or (c) ending your course after the mid-point: no tuition fees are refunded.

- 21.7 If you cancel your accommodation up to 7 days before your course starts, you will be charged 1 week's accommodation fee. If you cancel up to 48 hours before your course starts, you will be charged 4 weeks' accommodation charges or full fees if your stay is shorter than 4 weeks.
- 21.8 If you do not arrive at all, and have not told us you are not coming, arrive late or are absent during the course of your programme, you will not be given a refund, nor get a refund for periods of absence or be given an extension at the end of the course free of charge. Regarding visa nationals, the Home Office will always be notified of all such irregularities.
- 21.9 If we cannot provide you with an agreed programme in full, a refund of the difference between the fees you have paid and what has been provided up to date of the end of your course/programme will be given to you. The payment of this refund will be made within 28 days of the date of the end of your course/programme. Alternatively, and if possible, you will be offered a suitable alternative programme at no additional cost. You have the right to choose either a refund or accept a place on another programme. If you decide to choose another course/programme, you will be asked to sign a document indicating your acceptance of this.
- 21.10 If you break the conditions on which you were granted your visa, no refund will be made for the rest of your programme.

## 22. CHANGES TO CONFIRMED BOOKINGS

- 22.1 If you want to change or reduce your agreed programme you must apply to us in writing. We can charge you an administration fee of £75 each time your course or accommodation details are changed or cancelled after a place has been confirmed. This fee will not apply if you upgrade your accommodation or extend your courses.
- 22.2 If you decide to leave the accommodation we have arranged for you before the end of the booking period, you must give four weeks' notice and will be given a refund for any remaining accommodation fees.

## 23. ACCOMMODATION

- 23.1 Accommodation provided by Tellus Education Group Ltd is in units of a calendar week (Sunday to Saturday). We take every effort to ensure our accommodation is safe and secure, we do not take responsibility for any loss, damage, accident or otherwise as a result of you staying in the accommodation.
- 23.2 We reserve the right to accommodate one nationality per homestay provider.
- 23.3 In the unlikely case of us not being able to provide the class of accommodation you have requested, you may be placed in a different type of accommodation. However, you will only pay for the type of accommodation you have agreed on and will be refunded any difference in price.
- 23.4 The rules and regulations, either verbal or written, of the accommodation in which you live must be observed. You will need to ask permission from the owner or other residents before inviting visitors to the house or allowing them to stay overnight.
- 23.5 During your stay, you will be responsible for any damage you or your guests cause to the accommodation, and will have to pay for any damage caused by you or your guests.

## 24. PERSONAL POSSESSIONS

- 24.1 We take every effort to ensure that you have a safe environment, whether in our premises or those of our agents, we do not take responsibility for any loss, damage, accident or otherwise of your personal possessions unless it was caused by our own negligence. You will be responsible for the safety and security of your own personal possessions during your stay, including money, travel documents and travel tickets.
- 24.2 During your stay, you will be expected to help to keep your accommodation clean and tidy. You must not damage the decor of the accommodation and must leave the accommodation as clean, tidy and orderly as it was when you arrived.
- 24.3 If you are on a work experience programme, your accommodation could be up to 55 MINUTES travel time from your place of work. We will not accept this as a reason to change accommodation or for a complaint.

- 24.4 For ELT students, accommodation can be up to 35 MINUTES walking time from the school. We will not accept this as a reason to change accommodation or for a complaint.
- 24.5 If you are asked to leave your accommodation us or by the owner, landlord because of a breach of agreement, you have no automatic right to new accommodation provided by us. Differences in quality between places of accommodation (e.g. distance from work placement or school or equipment like internet or telephone access, self-service washing machine, TV etc.) is no reason to change accommodation or for complaint.
- 24.6 A change of accommodation is only possible in exceptional circumstances and with our approval. During your stay, we may need to move you from one accommodation to another due to unforeseen circumstances. We will try to avoid this, but we reserve the right to do so.
- 24.7 For some accommodation, you may be required to pay a security deposit. Where this is the case, you will be notified at least two weeks before you arrive. If you decide to change the accommodation we have arranged, you must give us two weeks' notice for residential accommodation and one week's notice for homestay accommodation. In such cases new accommodation will be arranged as soon as it becomes available and you will be charged an administration fee of £75.
- 24.8 If you have arranged your own accommodation, you are need to give us accurate and up-to-date information about your address, phone numbers, email address and emergency contact details in the UK and your home country. If you do not do this you will be charged an administration fee of £75.
25. DISCIPLINE
- 25.1 We can exclude you from your programmes or remove you from your accommodation if there is evidence of:
- gross misconduct
  - abusive behaviour causing offence to staff at Tellus Education Group at the work place or homestay (or other clients)
  - poor discipline or attendance either at work, or at school (attendance of at least 80% of classes is required by UKVI for visa applicants) (this may be subject to short notice change).
- 25.2 In these cases, you will not be refunded any fees and we will accept no responsibility for providing alternative work placement, course or accommodation, and you or your parent will be responsible for all the costs involved in providing your transport home.
- 25.3 During trips and activities organised by us, you must observe the directions given by the accompanying members of staff; to ensure the safety of you and others.
26. CHANGES TO PROGRAMME
- 26.1 From time to time, we may have to make changes to services. You will be told about any major changes if they are necessary as soon as it is possible to do so.
- 26.2 We also reserve the right to (1) cancel courses, (2) combine classes or reduce the number of tuition hours if student numbers fall too low to sustain separate groups at the same or similar ability level or (3) run classes in the morning or afternoon as required.
27. LIABILITY
- 27.1 You are responsible for ensuring you have a valid passport, or any other appropriate travel document/ID, to enter the country your programme is provided in. We accept no liability for financial loss caused by you not having correct travel documents.
- 27.2 We cannot be held liable for damage or accident to you or your property, except where such liability is expressly imposed by English law.
- 27.3 We accept no liability for any damages related to death, personal injury, breach of contract, inappropriate performance of the contract or negligence in situations where the claim has originated out of circumstances that are neither our fault nor that of other suppliers for the following reasons:

- the failure was your fault;
- the failure was due to a third party that was not connected to the services provided by us under our contract with the participant and was therefore unforeseen and unavoidable;
- the failure was due to circumstances that were unpredictable and out of the ordinary, and thus beyond our control, and it would not have been possible to avoid the consequences no matter how much care was taken; and
- the failure was due to an event that would have been impossible for us or any other supplier to foresee, even with due care.

27.4 We are not responsible for the safekeeping or delivery of any post or fax sent to you at our premises.

27.5 We are not liable for refunds or damages; however they arise, if the school cannot provide services which have been agreed to because of labour disputes, insufficient demand for courses, natural disasters or for any other reasons that are beyond its control.

27.6 If you feel that the service provided by Tellus Education Group or any of its providers has been defective, you must inform Tellus Education Group and/or any other supplier of it as soon as it possible to do so. You must tell us in writing to [info@tellusgroup.com](mailto:info@tellusgroup.com).

## 28. COMPLAINTS AND DISPUTES

28.1 If there is a dispute between you and the school, any complaints should first be made in writing to the Complaints and Compliance Manager at [info@tellusgroup.com](mailto:info@tellusgroup.com).

28.2 Provided that a complaint is received within one month of the course ending and all fees have been paid, it will be investigated fully. In case the matter is not resolved, then you may complain in writing to the Chairman. In the unlikely event that the issue still remains unsolved, the next step is to contact the governing body for all accredited language schools in the UK, the British Council.

## 29. PRIVACY POLICY

29.1 When you complete the Registration Form, you agree that Tellus Education Group can store and use the information you give for their purposes only; not passing your details on to any other organisation or third party. We might take photographs or video footage of social events, some of which may be used for promotional purposes.

## 30. PUBLICITY AND DISSEMINATION

30.1 You understand and agree that we may choose to publicise your experience in local, national or international media and use any material, statement or anecdote in our marketing and public relations materials and activities.

The above information is correct at time of publication but may be subject to change.

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the United Kingdom excluding such conflict of law principles.