

1 Enrolment

Download the Enrolment Form from:
<http://www.francesking.com/family-programme-course.aspx>
and send to us in one of the following ways:

- Email the completed form to:
london@francesking.com
- Fax the completed form to:
+ 44 (0)20 7341 9771
- Post the completed form to:
Frances King School of English
77 Gloucester Road, London SW7 4SS, UK

Visit www.francesking.com and enrol online.
You can pay a deposit or make full payment on our secure server where it is safe to give your credit card details.

2 Applying for a visa

Before completing the Enrolment Form, please visit the UKBA website: www.ukba.homeoffice.gov.uk/studyingintheuk/ to ensure that you apply for the correct visas for your family.

3 If you are in London

We invite you to make an appointment to visit our school:
Frances King School of English
77 Gloucester Road
London SW7 4SS

Office hours: 08.30-18.00
Gloucester Road underground station on the District, Circle and Piccadilly lines.



4 Payment

- 1 Before we can confirm your family booking, you need to pay either:
 - **A deposit of:**
£200/person if you want to book a course
£500/person if you want to book a course and accommodation, or
 - **Payment in full:**
 - If you are applying for Student or Child Visitor Visas
 - If you are booking less than 15 days before arrival
 - If you are booking Summer Budget Apartments (A801-A802)
- 2 15 days before arrival you need to pay the balance of your course and accommodation fees.
- 3 You can pay by:
 - **Credit Card** (Visa or Mastercard). Please give your card details on the Enrolment Form or pay online at:
<https://secure.francesking.com/payment-london>
 - **International Bank Transfer** to our bank: Business Education Limited trading as Frances King School of English National Westminster Bank plc 208 Piccadilly, London W1A 2DG, UK Bank sort code: 56 00 03 Account number: 17054524 IBAN BIC Number (SWIFT): NWBKGB2L IBAN NUMBER: GB62 NWBK 5600 0317 0545 24
 - *Frances King is not responsible for any bank transfer charges. Payment must be received in full – please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.*
 - *You need to email/fax a copy of the bank transfer with your Enrolment Form.*
 - *Please make certain that your name appears clearly on the bank transfer.*
 - **Sterling cheque drawn on an English bank account**

5 Confirmation

When we receive your Enrolment Form and payment:

- We check course and accommodation availability and send confirmation documents by email, courier (DHL: £45) and post within 3-4 working days. If the course and accommodation you want is not available, we will offer an alternative.
- We do not arrange accommodation until the visa has been issued, unless you agree to our Accommodation Cancellation Policy. Please contact us as soon as your visa has been issued.
- If you want to book an airport transfer for your family (either a single or return) you must fax or email us your flight details and we will then confirm that we have booked this for you.
- You must inform your accommodation provider of your arrival time. If you do not do this, we cannot guarantee that your accommodation provider will be there to meet you.

6 Course information

- **Starting day:** most courses start on a Monday (Tuesday, when Monday is a public holiday) and finish on a Friday. On your first day you may miss one or more lessons because of the time needed to complete registration.
- **Passport/ID card:** all students are required to present their passport/ID card on **their first day** and the school will retain a copy.
- **Minimum age:** Family Junior Courses 38, 40 – age 8; Family Adult Courses 39, 41 – age 21. For all other programmes, see Enrolment Details 2015.
- **Changes to or cancellation of programme:** Frances King reserves the right to change or cancel course programmes in case of low enrolments or unforeseen events outside our control or in the best interests of the school.
- **Promotional materials/photography:** sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Parents must advise us at the time of booking if they do not wish their children to appear in any promotional material.

7 Accommodation information

- **Arrival and departure:** accommodation is booked from Saturday-Saturday or Sunday-Sunday (7 nights). Apartments, Studios and Hotels can be booked from other days, subject to availability.
- **First and second choice of accommodation:** please always include a second choice of accommodation on the Enrolment Form. Where the first choice of accommodation is not available we will book the second choice.
- **Arrival times:** it is not always possible to arrive at accommodation before 07.00 or after 22.00 (and before 14.00 and after 20.00 in Budget Apartments, A801-A802). Please check with us before making travel arrangements.
- **Location of Frances King accommodation:** accommodation is located in zones 1, 2 and 3 with an approximate travelling time of 10-55 minutes (or longer in the summer) by underground, mainline train or bus.
- **Homestay supplements:** special diet: £30/week. Homestay bookings which include Christmas and New Year: £25/week.

8 Duty of care to children

Frances King takes every reasonable step to safeguard children by adopting child protection guidelines through a code of behaviour and procedures for vetting and training people who work directly with children and young people.

9 Complaints and conduct

- **Complaints:** problems and complaints with courses, accommodation and other services should be brought to our attention immediately, so that we can help. We do not accept complaints made after the course has finished.
- **Conduct:** Frances King reserves the right to cancel a student's course in the event of misconduct or unsatisfactory behaviour. Families will be responsible for all costs arising.

10 Public Transport from Airports

- For information about public transport from airports, visit: <http://www.francesking.com/prices-transfer.aspx>

COURSE FEES 2015

Course Number	Course Name	Weeks										
		1	2	3	4	5	6	7	8	9	10	11
38	Family Junior Course	£327	£611	£881	£1123	£1344	£1565	£1788	£2012	£2234	£2458	£2702
39	Family Adult Course	£430	£776	£1115	£1403	£1656	£1881	£2074	£2260	£2564	£2822	£3084
40	Family Junior Course Afternoon	£228	£427	£615	£784							
41	Family Adult Course Afternoon	£306	£552	£793	£998							
35	One-to-One Flexitime	£75/lesson (£65 if combined with another course)										
36	One-to-Two Flexitime	£44/lesson/person (£34 per person if combined with another course)										
Junior Trinity (GESE) Examination Fee		£100										

- Timetable: 1 lesson = 50 minutes
20 lessons = 16 hours 40 minutes' tuition
16 lessons = 13 hours 20 minutes' tuition
15 lessons = 12 hours 30 minutes' tuition
12 lessons = 10 hours' tuition
- Course materials are provided by the teachers. There is no Course Registration Fee.

Medical, Travel and Course Insurance

- Before you arrive in the UK, for your own financial and personal security, you must take out insurance for each member of your family. EU nationals should bring their European Health Insurance Card (EHIC) which allows your family access to health care services. You can take out your own insurance or the International Student Policy offered by Guard.Me.

- Insurance fees/person: £5.25/week

- For further details, please visit:

<http://www.francesking.com/prices-transfer.aspx>

The Policy covers:

Personal Liability	£2,000,000
Cancellation & Curtailment	£15,000
Personal Injury	£25,000
Medical Expenses	£10,000,000
Personal Belongings	£3,000

ACCOMMODATION FEES 2015

Facilities Fee, one payment: £120 per family or per apartment

Accommodation Number	Accommodation Name	Prices per person /week		Quality Rating	Notes
HOMESTAYS					
		Zone 1 & 2 (and zone 3 from June- September)	Zone 3 (October -May)		
A2	Standard Homestay: Single Bed and Breakfast	£158	B2 £143	★★	Available – all year, minimum stay 1 week Use of kitchen is not possible Twin rooms for 2 people booking together
A3	Standard Homestay: Twin Bed and Breakfast	£143/person	B3 £124/person	★★	
A4	Standard Homestay: Single 4 Dinner Plan	£179	B4 £158	★★	
A5	Standard Homestay: Single Half Board	£199	B5 £179	★★	
A6	Standard Homestay: Twin Half Board	£172/person	B6 £151/person	★★	
A7	Premium Homestay: Single Bed and Breakfast	£191	Not available	★★★	
A8	Premium Homestay: Twin Bed and Breakfast	£163/person		★★★	
A9	Premium Homestay: Single 4 Dinner Plan	£220		★★★	
A10	Premium Homestay: Single Half Board	£241		★★★	
A11	Premium Homestay: Twin Half Board	£201/person		★★★	
A12	Premium Homestay: Private Bathroom Supplement	£45/room		★★★	
APARTMENTS (WITH PRIVATE BATHROOM AND KITCHEN FACILITIES)					
A410	Chelsea Cloisters: 1 bedroom (1-3 people) Self-Catering	From: £145/night/apartment		★★★	All year
A912	Ctadines: 1 bedroom (2-4 people) Self-Catering	From: £229/night/apartment		★★★★	
STUDIOS (WITH PRIVATE BATHROOM AND KITCHEN FACILITIES)					
A411	Chelsea Cloisters: Double Studio Self-Catering	£345/person		★★★	
A910	Ctadines: Double Studio Self-Catering	From: £511/person		★★★★	
A405	Vancouver Studios: Twin Studio Self-Catering	£465/person		★★★★	All year. Extra bed in twin studio: £399/person/week
HOTELS					
A601	Three Star Hotel: Single/Twin Bed and Breakfast	From £60/person/night		★★★	All year. Prices vary seasonally
A602	Four Star Hotel: Single/Twin Bed and Breakfast	From £80/person/night		★★★★	
SUMMER RESIDENCES					
A702	Southside & Eastside: Premium Summer Residences Twin Bed and Breakfast	£260/person		★★★	Private bathroom, no use of kitchen Minimum 1 week, July 5 - September 21
SUMMER BUDGET APARTMENTS (WITH PRIVATE BATHROOM AND KITCHEN)					
A801	London Solutions: Budget Self-Catering Apartments 2 bedroom (maximum 5 people)	£1400/apartment		★★	10 weeks' notice to cancel
A802	London Solutions: Budget Self-Catering Apartments 3 bedroom (maximum 7 people)	£1600/apartment			Minimum 1 week, June 20 - September 5

- In all accommodation (except homestay) a parent must stay in a twin room with a child (under 18 years)
- For other accommodation prices, see Accommodation Fees 2015

MOST POPULAR PACKAGES FOR FAMILIES – GROSS FEES TO FAMILY 2015

Price based on courses for both adults and children (20 lessons/week, morning), accommodation & Accommodation Facilities Fee/family.

Accommodation Name	Accommodation Prices/Person/Week	Number of People	Room Type & Number	£/Family Number of weeks			Half-Board Supplement
				1	2	3	
Standard Homestay (Bed & Breakfast)	£143/week/person (Twin)	2 people (1 adult & 1 child)	Twin (A3)	£1163	£2079	£2974	£29/person/week (A6:Twin Room) £41/person/week (A5:Single Room)
	£158/week/person (Single)	3 people (1 adult & 2 children)	Twin (A3) & Single Room (A5)	£1648	£3006	£4329	
		4 people (2 adults & 2 children)	2 Twin Rooms (A3)	£2206	£4038	£5828	
Southside/ Eastside Summer Residences (Bed & Breakfast)	£260/week/person (Twin)	2 people (1 adult & 1 child)	Twin (A702)	£1397	£2547	£3676	Children must share a room with an adult
		4 people (2 adults & 2 children)	2 Twin Rooms (A702)	£2674	£4974	£7232	
Chelsea Cloisters Studios & Apartments Self-Catering	£345/week/person (Double Studio)	2 people (1 adult & 1 child)	Double Studio (A411)	£1567	£2887	£4186	
	£1015/week/apartment	3 people (1 adult & 2 children)	1 Bedroom Apartment (A410, sleeps 3)	£2219	£4148	£6042	
Citadines Studios & Apartments Self-Catering	£511/week/person (Double Studio)	2 people (1 adult & 1 child)	Double Studio (A910)	£1899	£3551	£5182	
	£1603/week/apartment	3 people (1 adult & 2 children)	1 Bedroom Apartment (A912, sleeps 2-4)	£2807	£5324	£7806	
		4 people (2 adults & 2 children)		£3237	£6100	£8921	

- Deduct course fee(s) from above prices, if adult(s) are not studying (accommodation only):
£430 (1 week); £776 (2 weeks); £ 1115 (3 weeks)
- Deduct course fee(s) from above prices, if fewer children are studying (accommodation only):
£ 327 (1 week); £ 611(2 weeks); £881 (3 weeks)

TRANSFER FEES 2015

Airport Transfer From/To	Price/Single Transfer (for 1-3 people travelling to the same address)	Price/Single Transfer (for 4-7 people travelling to the same address)	To/From
Heathrow	£110	£135	Accommodation arranged by the school, in zones 1, 2 & 3
Gatwick	£130	£160	
Stansted/Luton	£140	£170	
London City Airport	£110	£135	
London Railway Stations	£95	£115	

Airport Transfer Terms and Conditions

- Flight details must be received in writing before 14.00hrs (UK time) on the Friday before arrival in the UK
- To cancel or change an airport transfer you must inform us in writing 24 hours before the flight arrival or departure time. For last minute changes or cancellations, please phone: **07768 325 391**.
- A £25 supplement will be charged for airport transfer service between 23.00 – 05.00. A supplement will also be charged for airport transfers on UK public holidays (and during the Christmas period) – please ask for prices.
- Waiting time of 1½ hours is included in the transfer price. If you do not contact the driver within 1½ hours of the flight arrival time, the driver will leave the airport and any request for a transfer will be charged at the full rate. Extra waiting time: £20 per ½ hour (transfer for 1-3 people) or £40 per ½ hour (transfer for 4-7 people). Waiting time starts from the scheduled time of arrival, unless the flight is early in which case waiting time will start from the actual flight arrival time.
- London Solutions Budget Apartments (A801-A802): the airport transfer is to the London Solutions office and not to the apartment. A supplement will apply if you request an extra transfer.
- Please read your Airport Transfer confirmation documents carefully before departure for the UK, as they include important arrival information.

CANCELLATION POLICY 2015

1 Cancellation of courses and accommodation BEFORE arrival in the UK:

If your family cancel your booking before arrival in the UK you must give notice in writing. We will refund all fees minus the £200/person Course Deposit and £300/person Accommodation Deposit. If the accommodation fees for the notice period exceed £300 you will be charged the difference. This also applies, when accommodation has been confirmed by the school and the visa has been granted.

■ Notice period to cancel accommodation is:

10 weeks' notice: London Solutions Budget Apartments (A801-A802)

1 week's notice: Homestays (A2-A12, B2-B6); Southside/Eastside Residences (A702)

24 hours' notice: Vancouver Studios (A405); Hotels (A601-A602)

■ Citadines Studios & Apartments (A910, A912): 48 hours' notice is required to cancel accommodation, otherwise a cancellation fee will be charged of 1 night for stays of 1-6 nights, 2 nights for stays of 7-14 nights, 6 nights for stays of 15-29 nights and 10 nights for stays of 30 nights or more.

■ Chelsea Cloisters Studios & Apartments (A410-A411): 7 days' notice is required to cancel before arrival. If you cancel less than 7 days before arrival, you will be charged for 2 nights. No refund is given if a stay is shortened or cancelled after arrival.

2 Cancellation of courses and accommodation BEFORE arrival in the UK when a visa is refused:

If your family cancel your booking before arrival in the UK you must send us a copy of the visa refusal letter issued by the British Embassy/ Consulate.

- All course and accommodation fees will be refunded less an administrative charge of £100/person for the course and £100/person for the accommodation, provided notice to cancel accommodation is given. **See notice period to cancel accommodation.**

3 Cancellation of courses AFTER arrival in the UK:

If your family cancel or curtail your course after arrival in the UK there is no refund in any circumstances:

- If your course is longer than 4 weeks, you must give 4 weeks' notice in writing. Responses will be given in writing and discussions will not be entered into. You may apply for a credit for the unused part of the course. There is no credit for cancelled courses during the first 4 weeks of a course.
- The course credit may be used within 2 years and cannot be transferred to another student. Course credits may be used to pay for One-to-One lessons but not accommodation.
- To cancel One-to-One lessons you must give 48 hours' notice (during office hours, 09.00-17.00, Monday-Friday). All late cancellations are charged at the full rate.
- If your family leave because of illness or because of the death or serious illness of a close relative, you may be able to claim reimbursement of fees through your insurance.

4 Cancellation of accommodation AFTER arrival in the UK:

If your family cancel or curtail accommodation after arrival in the UK, you will be charged a £70 cancellation fee. You must give notice, beginning at a weekend, to a Frances King Advisor. **See notice period to cancel accommodation.**

5 Non-arrival:

In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees

6 Refunds:

Course and accommodation refunds may take between 30-60 days to process. Refunds cannot be processed until the school has been paid in full for all services booked.

Force majeure

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemics and the like. Refunds will not be made in such circumstances.