

Terms and conditions of enrolment

1. In registering with us, a student accepts ESOE's terms and conditions of enrolment.
2. A course is defined as the whole period of booking (and may include a combination of different types e.g. General English, Cambridge Course etc)
3. Full fees are due 21 days before the start of the course. If a student books a course less than 21 days before the start of the course, total fees are payable immediately.
4. Cancellation before arrival. ESOE must receive cancellation in writing by post or email at least 14 days before the start of the course. In the case that more than 14 days' notice of cancellation is given, any tuition fees paid will be refunded less the deposit of £250. In the case that less than 14 days' notice of cancellation are given, any tuition fees paid will be refunded less the deposit of £250 and 1 week's tuition fees.
5. Cancellation after arrival. Acceptance of an enrolment is made on the understanding that the student will remain for the duration of the course booked. Tuition and registration fees are non-refundable once you have started the course.
6. Tuition and registration fees are non-refundable in the case of late- or non-arrival for the course.
7. Homestay cancellation. In the case that fewer than 7 days' notice of cancellation of a homestay booking are given, a compensation fee equivalent to 1 week's homestay rate will be charged and must be paid to the homestay. If accommodation costs have been paid to ESOE, these will be refunded so long as adequate notice has been given, less any irrecoverable expenses (eg homestay compensation).
8. Visas: in the case that fees have been paid prior to a visa application which is then refused, those fees will be refunded less any irrecoverable expenses (ie host family compensation, courier letter fees, CAS fee, exam fees). We will need to see a copy of the visa refusal letter in order to provide any refund.
9. It is your responsibility to ensure that you have the correct visa type and appropriate leave to remain in the UK. In the case that we find you do not have appropriate leave to remain, we will terminate your course immediately. In this case tuition and registration fees are non-refundable.
10. In the case of a student applying for general student Visas under Tier 4 of the Points-based System, we will issue a CAS only on the understanding that it is the student's firm intention to study on the course booked and complete the attendance requirements. ESOE is obliged to inform the Home Office where attendance is unsatisfactory or where a course is curtailed.
11. ESOE is not liable for loss of tuition or other services due to factors outside our control. Refunds will not be made under these circumstances.
12. ESOE reserves the right to refuse an enrolment, or in the case of unsatisfactory attendance, work or conduct, to dismiss a student from a course without refund.
13. ESOE is not liable for any loss, damage, illness or injury to persons or property, however caused, except where statutory liability applies.
14. On completion of your course you will receive a certificate of attendance if your attendance has been 80% or more.