

## 1. Class Attendance and Punctuality

- a. Class attendance is required for all courses. Students should keep records in support of absence due to illness. Such records and evidence, in addition to college records may be required by the Home Office for students intending to extend their stay in the United Kingdom.
- b. Students must arrive in good time for classes. Admission of latecomers will be at the discretion of the teacher.
- c. The student will be placed in a class that is appropriate to his/her level. It may be possible for the college to offer a choice of session times subject to availability. However, the student is not guaranteed to be placed in the session time of his/her first choice.
- d. The college reserves the right to cancel a student's course if an extended period of non-attendance has been recorded. Refunds will not be due to students excluded in this way.
- e. The college reserves the right to cancel a student's course if the student fails to take up the course on the start date as agreed. Refunds will not be due to students that fail to take up their course.

## 2. Holidays

- a. The student is responsible for consulting the college calendar (as published on the college website [www.edenhouse.co.uk](http://www.edenhouse.co.uk)) for dates of the college terms and other dates on which the college is closed.
- b. When enrolling on a course the student understands that there will be no classes on the following dates :
  - i. 01/01/07, 23/03/07, 06/04/07, 09/04/07, 07/05/07, 28/05/07, 15/06/07, 27/08/07, 21/09/07, 21/12/07 to 31/12/07 (Christmas)
- c. Standard courses have holiday allocations as detailed below. Students will take their holiday in whole weeks by providing 2 weeks' written notice to the college registrar. The holiday allocation is as follows :
  - i. Courses less than 24 weeks – no holiday
  - ii. 24 – 35 weeks – 4 weeks holiday
  - iii. 36 – 39 weeks – 6 weeks holiday
  - iv. 40+ weeks – 12 weeks holiday.
- d. The enrolment period for standard courses is the course duration PLUS the holiday allocation. Students will not be entitled to attend classes for any of the holiday allocation. Any unused holiday allocation will be applied to the end of the course.
- e. If a student is taking holiday, 2 weeks' written notice should be provided to the college. Failure to do so will result in the student being recorded as absent. In this case neither a part refund nor an extension to the course will be provided.
- f. Two weeks holiday will be automatically taken as part of the holiday allocation for students enrolled over the Christmas period.
- g. From time to time Eden House College may offer year long courses with "Fixed Holidays". Students choosing to enrol on a "Fixed Holiday" course will attend classes during the Spring, Autumn and Winter terms only. These students will have no classes during the Summer terms. For these courses the holiday taken during the summer term in this way will constitute the full holiday allocation for the student.

## 3. Student Administrative Documents

- a. Student cards will be issued upon enrolment and will remain the property of the college.
- b. Students should allow one full working day's notice if requesting any additional administrative documents.
- c. Some administrative documents are chargeable. A full list is available from the college reception.

## 4. Cancellations and Refunds

- a. The following items are not refundable under any circumstances :
  - i. The college registration fee.
  - ii. The accommodation finding fee.
  - iii. The first two (2) weeks' accommodation fee.
  - iv. Insurance premiums
  - v. Bank transfer fees
  - vi. Document courier costs
- b. Items listed in (d) below may be refunded provided that ALL the following conditions are met :
  - i. The college course fees have been paid in FULL.
  - ii. The student has not started the course.
  - iii. The student has made an application for leave to enter the UK as a student and has been refused.
  - iv. Original documentary evidence of the refusal as provided by the IND (Home Office) is received by the college.
  - v. Written notification of the refusal and the student's request to cancel the course is received by the college at least two (2) weeks before the course start date.
  - vi. The student's original "Certificate of Registration" has been returned to the college.
- c. Note that if written notification is received less than two (2) weeks before the course start date, no monies will be refunded.
- d. Provided all of the above conditions are met the following items may be refunded :
  - i. The college course fee less an administration cost of £150 per student.
  - ii. Accommodation beyond the first two (2) weeks.
  - iii. Airport Transfer fees.
  - iv. Book Vouchers
- e. Where due, refunds will be made thirty (30) days after the original course start date.
- f. Refunds will not be made to any person other than he/she that made the original payment.
- g. Where due, refunds will be made by company cheque (UK£), credit card refund or bank transfer. A charge of £35 will be applied for refunds made by bank transfer.

## 5. Change to course start dates (deferral)

- a. Subject to availability, it may be possible for a student to ask for a course deferral. A written request for deferral must be received by the college no later than two (2) weeks before the course start date.
- b. Granting a course deferral is at the discretion of the college.
- c. If a deferral is possible and granted the student will be charged the deferral fee of £75.

## 6. Payment by Cheque

- a. Students' enrolment will not be complete until payment has cleared to the college bank account. Cheques returned as unpaid will incur a £35 charge.