



## Intensive School of English and Business Communication

34 Duke Street, Brighton, East Sussex, BN1 1BS, UK

Tel: +44 (0) 1273 384800 / 700666

E-mail: [info@ise.uk.com](mailto:info@ise.uk.com) Web: [www.isebrighton.com](http://www.isebrighton.com)

### **Fees, Cancellations and Refunds Policy ISE**

ISE has stated Fee Payment, Cancellation and Refund Policy available in the General Conditions document available on the ISE website. The relevant terms are reproduced here:

#### **Fee Payment**

Payment may be made in pounds on-line at our website payment service via: <http://www.ise.uk.com/en/payment.php> Please indicate your pro-forma invoice number if applicable.

Payment may be made in the school reception where cash, cheques and most debit and credit cards are accepted. All credit cards and any non-UK Debit cards will attract a transaction charge of 2.5% for VISA / Mastercard and 4.5% for American Express.

Payment may also be made in £ sterling (GBP) or € euros (EUR) by telegraphic transfer direct to the school's bank account quoting the following information:

	Sterling (£) account
Account Name	Intensive School of English
Account Address	Natwest Brighton Town Centre, Churchill Square, BN1 2ES
Sort code	01 01 23
Account N°	79957420
IBAN	GB98 NWBK 010123 79957420
BIC / Swift Code	NWBK GB2L

#### **Cancellation and Refunds**

If notification of cancellation is received by ISE more than 14 days before the start of the course, ISE will retain the Registration Fee. If notification of cancellation is received less than 14 days before the start of the course, ISE will charge 50% of the fees. In the event of cancellation after the commencement or before the end of the course, no fees can be reimbursed.

No refund of fees can be made to any student who has been issued with a GSV, ESW or CAS letter of invitation for immigration purposes unless an official letter of refusal, issued by either UKBA or The British Embassy is produced. Students who have been issued with a GSV, ESW or CAS letter of invitation who then decide not to apply to travel to the UK, or who travel to the UK and do not attend will not be entitled to any refund of fees in any circumstances. ISE maintains strict records of applicants and any non-travelling, non-arriving or non-attending students will be reported to the appropriate authorities.



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Any refund of fees will be made via the same method of original payment, to the same originator of funds. ISE cannot refund fees to any third party in any circumstances.

Any refund of fees will be sent net of bank or exchange rate charges as applied by HSBC.

ISE require that 100% of tuition fees be paid in advance for all private students before any visa invitation documentation is issued.

### **Further conditions**

ISE only acts as an intermediary between its students and travel organisations on the one hand and host family on the other. Under no circumstances can it be held liable for any delay or accident during an excursion, activity or journey, nor can it be held liable for any accident that may happen during the student's stay.

ISE may also impose further specific attendance conditions for Tier 4 visa students or students aged 16 and 17. ISE reserves the right to terminate a course with immediate effect, without any refund, if these attendance conditions are not met.

ISE reserves the right not to allow on any course a student suffering from any mental or physical disability that has not been disclosed on the Registration Form. Please see the ISE Equal Opportunities Policy for further information.

The ISE website at [www.isebrighton.com](http://www.isebrighton.com) gives the only information that can be referred to in the event of a disagreement between the student and ISE.

ISE reserves the right to alter the advertised class timetable, including to suspend, amalgamate or cancel courses without liability if obliged to by circumstances beyond its control including through low demand. In such cases ISE will offer an alternative venue, date or time or offer a full / partial refund of fees as appropriate to the situation at the discretion of the Managing Director.

ISE reserves the right to make further enquiries about any application received from outside the EU and not to accept any student application from outside the EU, for any reason whatsoever.





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### Document history:

12 January 2006 (Lawrence Eke) First Draft.

13 September 2012 (Lawrence Eke and Ray Parker) Revised and Agreed

06 March 2013 (Lawrence Eke) Revised and Agreed

17 December 2013 (Lawrence Eke and Anna Bernardi) Revised and Agreed

12 December 2014 (Lawrence Eke) Revised and Agreed

21 September 2015 (Hazel Parker) Revised and agreed)

Next Revision due on or before 21 September 2016

The official version of this document will be maintained on-line. Before referring to any printed copies please ensure that they are up to date.

