

# Terms and conditions

## 2025

### **Administration (booking) fees**

These are non-refundable payments that cover student ID/access cards, letters, enrolment, classing and accommodation arrangements, general and visa administration (where applicable), as well as all academic course materials, reports and certificates.

Government-sponsored students who are applying for a visa will need to pay the relevant non-refundable administration fee before any visa acceptance documents are issued by the school.

### **Lessons and classes**

Each lesson (teaching hour) is 55 minutes long, so there are scheduled break periods that take this into account.

Our general class size is 12 students maximum (8 students average).

### **Visa applications**

The school may refuse to accept a student in line with our UKVI Student Visa Sponsor procedures if we suspect that there is any risk that the student will not comply with the requirements of their visa status or will pose a risk to the integrity of the UK Border. The school may refuse an application if there is suspicion that documents presented to support a visa application are not authentic.

### **Payments**

Payments to International House can be made by bank transfer, by credit or debit card (face-to-face, over the phone and online), in cash or by cheque, as well as via Pay Pal.

Payment of all associated fees must be made in full to the school before the course start date, unless a prior formal agreement for later payment has been made.

Please note that in accordance with HM Revenue and Customs regulations, the school does not accept unsolicited transfers to its accounts, and any amounts received like this will be returned to the issuing bank. Suspicious activity will also be reported to the National Crime Agency (NCA).

## **Card payments**

Clients can book a course and make secure card payments via the IH Newcastle website. This is a safe way to make payments and the website calculates the currency rates that will give the best value to the client. All online payments are checked on a daily basis and receipts are written out for allocation reference. Clients who attempt unsuccessfully to book online to make a card payment are also contacted and advised about alternative methods of payment.

Card payments can be made in person using the IH card terminal. Clients are given their copy of the transaction receipt together with the handwritten receipt stating the details of the payment.

## **Card refunds**

In case a refund is made back onto a card, a check is made that the details correspond to the original card from which the payment was made.

## **Bank transfers**

When clients are sent the school bank details, they are advised to use their student ID number and invoice numbers as references as well as add £12 to the total to cover the bank charges. Clients are also advised to email a copy of the payment confirmation to IH Newcastle to facilitate the prompt identification and allocation of transferred fees. All bank transfers are checked and recorded on a daily basis and receipts are issued only after the funds have reached the IH Newcastle account. Receipts are not issued for bank transfer payments unless requested by the client or unless there is a shortfall of the total amount invoiced. In this case clients are advised to either make an additional bank transfer or pay the remaining outstanding amount either by card or in cash upon their arrival.

## **Cash and cheque payments**

Cheques are to be made out to International House Newcastle. IH Newcastle can also accept American Express travellers' cheques. Clients are asked to sign each of the cheques in the presence of an IH Newcastle staff member. The signature is then compared with the one that should already be on the cheques as well as with a student's ID document.

All cash payments are made in the presence of at least two members of staff and clients are given a receipt stating the details of the payment.

## **Complaints Policy**

International House Newcastle takes all feedback and complaints seriously and will follow standard school procedures for dealing with complaints. We will respond to

your feedback and any complaints you may have promptly and courteously, and communicate our response to your suggestions. We treat all complaints seriously and will deal with complaints quickly.

If you are unhappy with any aspect of your education you should speak to your teacher first. If you feel that you cannot speak to your teacher, please talk to the Academic Co-ordinator. If you are not satisfied with the response you may address your complaint to the Academic Director, or alternatively, we will tell you how you can complain to [International House World Organisation](#) or any of the school's inspecting organisations, such as [English UK](#), the [British Council](#), [Eaquals](#), [Independent Schools Inspectorate \(ISI\)](#).

#### Procedure

If you have an academic problem or complaint, then:

1. Speak to your teacher

If you still have a problem, then:

2. Speak to the Academic Director

If you still have a problem, then:

3. Speak to the Managing Director

If your problem is still not resolved, then:

4. You can contact International House World Organisation ([www.ihworld.com](http://www.ihworld.com))

If you have an accommodation, welfare or administration problem, then:

1. Speak to the Reception staff

If you still have a problem, then:

2. Speak to Communications & Compliance

If you still have a problem, then:

3. Speak to one of the school's directors

If your problem is still not resolved, then:

4. You can contact any of the school's inspection organisations, including [International House World Organisation](#), [English UK](#), the [British Council](#), [Eaquals](#), [Independent Schools Inspectorate \(ISI\)](#).

A complaint form can be downloaded from the students' page on the school's website or by clicking on the following link: [Download complaint form](#)

## **Discipline and Exclusion Policy**

We expect all students to deal with members of staff and other students politely and with respect. We also expect students to follow the school rules. Students' behaviour should not cause offence or distress to others in the school based on

racial, sexual or religious differences. It is also unacceptable to use abusive behaviour, such as harassment, bullying, actual or threatened violence and damage to personal property. In serious cases we may expel a student from the school immediately. If a student's behaviour in school is not acceptable, we will take the following steps:

- We will give the student a verbal warning (we will speak to you about the problem).
- We will give the student a written warning (parents, agents and colleagues may be informed).
- We will give the student a final written warning.
- We will expel the student from school (refunds will not be given in this case).
- In serious cases we may expel the student from the school immediately.

## **School Rules**

1. All students must be on time for classes. Students arriving more than 5 minutes late for any class are marked 'late' on the register. (Persistently late students risk losing their places in the class.)
2. Students must switch off their mobile phones in class.
3. Students must attend at least 80% of classes
4. Holidays must be authorised by the Academic Director, the Academic Co-ordinator or the Head of Administration.
5. If you are sick, you must inform the school as soon as possible, by phone or email to [info@ihnewcastle.com](mailto:info@ihnewcastle.com)
6. Students must be prepared to work with students of different genders and cultural backgrounds.
7. Students who continually break the rules of the school or are continually disruptive in class will receive a warning letter which will be sent to their agent and sponsor. If this continues the school may ask them to leave the course with NO refund.

## **Postponing a course, late arrival on a course**

Courses start on any Monday, or Tuesday in the case of a 'Bank Holiday Monday' public holiday. The school expects students to arrive on the day that they have booked a course to start, and if delayed, to contact the school with a new arrival date at least one week in advance. (Please note that there are no refunds for public holidays, so do bear this in mind when choosing your study dates.)

Students may only postpone if there is space available on the new course dates requested. A course extension is granted in cases where the student informs us in writing of a delay at least one week in advance, if there are places available. Course and accommodation changes made within 7 days of arrival will be charged one week's notice (course and accommodation).

### **Upcoming bank holidays in England and Wales 2025**

<i>Date</i>	<i>Bank holiday</i>
1 January	New Year's Day
18 Apr	Good Friday
21 April	Easter Monday
5May	Early May bank holiday
26 May	Spring bank holiday
25 August	Summer bank holiday
25 December	Christmas Day
26 December	Boxing Day

### **Cancelling a course before arrival at school**

The school aims to be fair with its cancellation policy. If the school is notified of cancellation 28 days or more before the course start date, full fees (excluding £200 administration, visa and courier fees, if applicable) will be refunded by International House. We strongly recommend that students take out appropriate insurance to cover fees and all costs in case of cancellation with less than 28 days' notice or in the event of leaving a course early. Student insurance policies will generally cover fees if a student has to go home early for a medical or other serious reason.

Course and accommodation changes made within 7 days of arrival will be charged one week's notice (course and accommodation).

## **Cancelling when the course has already started**

- **Course Refunds** - There are no refunds of tuition once the course has started. We strongly recommend that students take out insurance to cover fees and all costs in case of cancellation or in the event of leaving a course early. Student insurance policies will generally cover fees if a student has to go home early for a medical or other serious reason. International House Newcastle recommends Guard.me.
- **Homestay Accommodation Refunds** - Please contact your study-abroad agent /ETO. (Students who booked directly at the school may enquire at Reception.)
- **Student Apartment Accommodation Refunds** - Verde is an external accommodation provider and no refunds can be given for leaving early.
- **Course Transfers** - Courses cannot be transferred between students.

PLEASE NOTE: If your application was submitted on your behalf of an Educational Tour Operator (study-abroad agent), your contract is with them, and the cancellation terms agreed with them will apply to your whole booking.

## **Cancellation for students with visa refusals**

The school must be informed in advance if students are unable able to start their courses on the stated dates. This is an essential condition of their acceptance into the school, and any paid fees may be forfeited if this condition is not met. Visa students who cancel a course because of a visa refusal must send documentary evidence from the relevant embassy before any refund can be considered. Once International House Newcastle has received all the pages of the visa refusal letter including the last page with the signature of the ECO, the date and the reason for the refusal, all fees will be refunded, minus any outstanding accommodation, administration or courier post fees. Students are strongly advised to book accommodation and flights only after successfully obtaining a visa to enter the UK.

In the event of a visa application being refused, the school can process refunds if the official letter of refusal from a verifiable embassy/consulate source is submitted. There is a visa cancellation charge of £200, and administration fees already paid are non-refundable. Refunds may take up to 180 days to process.

## **Leaving a course temporarily at short notice**

International House Newcastle understands that students may need to take a break from their studies for emergency situations. However, periods of absence due to accident, sickness or other emergencies are non-refundable under any

circumstances. Students are strongly advised to take out insurance. A doctor's note is required to confirm authorised absence.

## **Disruption to international travel or force majeure**

International House Newcastle strongly advises students travelling to the UK to take out appropriate student/travel insurance. The policy should cover flight delays for any reason.

NEW Covid-19 Payment conditions for clients. We confirm that we will be happy to offer a full credit on both course and accommodation for any deferrals or cancellations due to the National Lockdown and other related situations. This will be valid up until December 2022 and can be transferable to other family members or/and be exchanged for online classes. Thank you for your understanding and support in these difficult times it is very appreciated.

International House Newcastle cancellation and postponement policies apply in all cases. In the event of flight delays or force majeure and subsequent course cancellation or postponement, International House Newcastle will not normally refund fees. However, given exceptional circumstances, where a cancellation can be seen to be directly as a result of force majeure, we will look sympathetically at the individual circumstances and may issue a credit for the full amount of the course fees, and assist students to rebook their course at a later date. In these circumstances, the school will not charge cancellation fees, although accommodation charges may still apply. In all cases it is the student's responsibility to keep the school informed by email and phone of changes to travel plans.

International House Newcastle takes the safety and welfare of every student very seriously. The school will therefore do its best to limit the distress and inconvenience if a student is forced to make last-minute changes to his or her arrival or departure plans. If students are unable to leave the UK at the end of their course, the school will assist students in finding temporary accommodation and where possible, existing accommodation arrangements will be extended. The school has a special obligation to ensure the safety and welfare of students under 18 years of age. The school will offer all assistance in helping these students to book alternative ways of getting home.

## **Liability**

International House Newcastle assumes no responsibility for accidents, theft, sickness or injuries during the client's stay in Newcastle. We strongly recommend that all students have adequate insurance arranged to cover any eventuality.

## **Timetabling and Timekeeping**

The school expects students to attend every lesson. Classes will fit into one of two timetables. These are typically as follows:

- Early Shift – 09:00-11:00 then 13:00-15:00 plus any additional classes
- Late Shift – 11:00-13:00 then 15:00-17:00 plus any additional classes

In cases where students cannot attend for any reason we ask that they call or email the school to explain why they cannot attend. This is especially vital for U-18s.

If a student arrives late for a lesson, the number of minutes missed will impact the attendance figures on the IH Hub register. Students who are regularly late may lose their places in the class.

## **Student Apartments Rules**

All of our students staying in our student accommodation must adhere to the following Terms and Conditions:

- No refund can be issued in case of cancellation or early departure
- International House Newcastle reserves the right to use the room for another booking beyond the paid up to date.
- A deposit of £100 is taken on the day of arrival to school to cover any cost related to extensive cleaning after departure or damages to the inventory or property. Rooms will be inspected before departure if the room is not cleaned by the Wednesday before you depart half or all of your deposit will be lost. Deposit will be refunded within 30 days after departure.
- Any possible extensions must be booked and paid for at least 1 week in advance and are subject to availability. An extension fee £40 applies if the payment is not received within this time. If the payment for extension is made after the original booking has ended deposit will be taken.
- A charge of £50 will be applied for the lost room key fob.
- Student accommodation is nonsmoking. Full deposit will be taken if smoking is detected.
- The students are liable for any damages made to the VERDE property.