

FLEXILEARNING CENTRE LTD TERMS & CONDITIONS WITH LEARNING AGREEMENT

You = Student

Us / We / School = Flexilearning Centre

These Terms and Conditions are governed by English law. You have no automatic right to change your mind or cancel this agreement; if this happens you are in breach of contract.

We reserve the right not to enrol students whose intentions or actions contravene or appear to contravene any law, rule, regulation or term of this contract.

1. REGISTRATION

- 1.1. Your place in the course is not confirmed unless we receive the course fee in full a minimum of 5 working days before the course start date.
- 1.2. You must be at least 18 years old when your course starts and you must provide a valid photo Identification.
- 1.3. You must provide a proof of your address and your telephone number in the UK and a telephone number of a member of your family or a friend who we can contact in an emergency. You must immediately inform us of any changes to any of the contact details, including any of your names.
- 1.4. Records of your personal information are stored for up to two years and disclosed to third parties as required by law. You must inform us in writing if you do not wish to give your consent to share your details with other third parties, such as the exam board.

2. ATTENDANCE & PUNCTUALITY

- 2.1. If you miss a class, then that class will not be replaced. No extension will be made of the classes missed.
- 2.2. You must attend at least 80% of your course. You must attend your class regularly, or you will be automatically removed from the class register after three unexplained occasions of absenteeism.
- 2.3. You must arrive to your class at the agreed start time and return promptly after any break. Students persistently late to classes may be excluded from the course and no refund of course fees will be made.

3. CANCELLATION AND REFUND POLICY

- 3.1. Any refunds due will be paid within 30 days solely to the person originally paying the fees.
- 3.2. The £35 registration fee for UK students, which is often included in the course fee or the £150 for overseas students are not refundable. Any exams and booking fees, any proportion of the course already taken, postage fees, bank or credit card charges and any other third party fees occurred during the registration and refund process are non refundable.
- 3.3. No refund will be made in the following circumstances:
 - If you miss any classes, after the course has started.
 - If you have started your course.
 - If you have changed your mind, for any reasons, and you have decided not to study at the school.
 - If you are dissatisfied with the allocated level of study, teacher or classroom.
 - If you are expelled by the school or by the Immigration Authorities.
 - If you do not provide documentary evidence within 14 days of your visa application refusal.
 - If your visa was refused because of false or forged documents or misleading information.
 - If you withdraw the visa application for any reasons.
 - If you have been provided with the 'Course Offer Letter' but do not apply for the visa.
 - If the visa is granted, but you decide not to study at the school.

4. EXAMINATIONS

- 4.1. In order to attend a higher level class or pass your exam, you must successfully complete your current course. Course teachers will advise you on your progress and whether you will need more classes to pass an exam. You will be required to repeat your course if you fail to maintain satisfactory standards to pass an exam.

5. LIABILITIES

- 5.1. The Flexilearning Centre, its employees and representatives accept no liability for personal injury and/or loss or damage to personal property on the school premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when you are on school trips or excursions.
- 5.2. We are not responsible for the safekeeping or delivery of any parcels, post, or any other deliveries sent to you to the school address.
- 5.3. We are not responsible for the safekeeping of any certificates or exam results. We will not provide duplicate copies of certificates, registration forms or course payment receipts.

5.4. We do not accept any responsibility for any unsuccessful applications or any visa regulation changes occurring after your course has been confirmed in compliance with visa regulations in place at the time of booking.

5.5. We do not accept any responsibility for any unsuccessful exams or any certification regulation changes occurring after the registration has been confirmed and/or the exam has taken place.

6. DISCIPLINE & MISCONDUCT

6.1. We will not accept:

- Any untrue reviews and defamatory comments towards our members of staff, which contain malicious falsehood intending to damage the reputation of our school.
- Misconduct, e.g. disruptive behaviour.
- Abusive behaviour.
- Bullying
- Unnecessary noise or nuisance including shouting.
- Children during the class hours.
- Improper use and installation of computer hardware or software.
- Smoking is not permitted anywhere in the building.
- Food must not be consumed in the classroom.
- Mobile phones must be switched off during lessons. You will be required to leave a class or be excluded from the class if your mobile phone rings persistently during a lesson.
- Only English may be spoken in class.

We will always try to sort out problems together, if we cannot, we will have to move into a formal procedure.

7. COMPLAINTS

7.1. If you have any problems, please talk to us. Our aim is to sort out any problems and help you enjoy your course with us.

7.2. Complaints regarding the Flexilearning Centre, its courses or services should be made immediately in writing to our school address or email address; complaints made after the course has finished cannot be considered. Under Defamation Act 2013, you should be on guard against making statements which could be defamatory. A defamatory statement is one which damages the good reputation of our school or a member of our school.

COURSE CHOICE

COURSE LENGTH DAYS/WEEKS		COURSE LEVEL	
START DATE		COURSE DAYS	
END DATE		COURSE TIMES	

I HAVE READ AND FULLY UNDERSTOOD THESE TERMS AND CONDITIONS. ANY CLAUSE THAT WAS NOT FULLY UNDERSTOOD HAS BEEN EXPLAINED TO ME.

Full Name:

Date:

Signature: