



# Language in Action Terms and Condition

## Summer Programme and Low Season Closed Groups Booking facts

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Course Price List includes:

- Full tuition as stated, course materials and end of course certificate. Activities and excursion programme as stated dependent on season
- Accommodation and all meals
- Use of campus facilities where available (as part of a scheduled programme)

Course Price does not include (but can be required as add on):

- Transfers to and from the centre
- Examination fees and specific exam course book e.g. Trinity or Cambridge
- Optional excursion fees
- Insurance

### How to book

Please contact us to request a provisional booking, detailing numbers of students, age range and duration and dates of stay. We will add your booking to our reservations database system. We will then send you a payment schedule as follows:

### Summer and Low season programmes

30% of course fees non-refundable deposit due at time of booking.

30% of course fees payable on 60 days before arrival

Balance payable within 28 days before the course start date

Please note that if we do not receive the balance payment 28 days before the course start date, your beds may be released and no refund will apply. In the event that full payment is not received before arrival lessons will be suspended. Language in Action reserves the right to cancel the group should payment not be received as specified. Please ensure that all payments are sufficient to cover any bank fees that may apply as these will not be deducted from the total due.

### Changes

Prices are correct at time of going to print and are subject to change without notice. All course components and specialist add-ons operate subject to demand/availability. Please note that any bank charges are the responsibility of the payee. Should any charges be incurred by Language in Action a £100.00 charge will apply.

### Terms and Condition

#### 1. Code of conduct and Health and Safety

Students must comply with the rules and code of conduct of the school. Any breach of these rules may result in the student being suspended and in extreme case, expelled. We enroll students on the assumption that they are in good health. Any pre-existing conditions and/or special dietary requirements must be communicated to us before travel.

#### 2. Loss, Damage and Insurance

We strongly advise that all customers appropriately insure themselves or be insured against the usual risks associated with overseas travel e.g. personal accident, injury or ill health (medical/hospital fees), cancellation, delay, loss of baggage or property etc. i.e. comprehensive travel insurance.

We do not accept responsibility for any loss or damage to any property of students.

Whilst every help and assistance is given to ensure that students' property is safe at all times and collected before departure, we do not accept responsibility for any loss or expense due to changes in public transport, weather, quarantine, sickness, strike or any other cause beyond the schools control.

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### Damage Deposit

Each group living on campus will be required to pay a £500 Damage Deposit in total. This will be by BACS prior to arrival, unless otherwise agreed in advance with the school. This deposit will be returned by BACS following group departure less any deductions due to the school in respect of damage caused to the school or its property.

### 3. Cancellation and Refund policy

- Any deposits paid are non-refundable in case of any cancellation
- Please note, a group deposit is a firm deposit per place and not a sum on account of the final invoice i.e. if 60 places are booked and only 50 confirm, 10 deposits are lost.
- An instalment payment for a group however, is considered a part payment of the final balance due which will be adjusted to represent the actual number of places taken up, less any cancellation charges.
- Cancellation Charges are as follows:
  - More than 30 days before commencement 10%
  - Between 30 days and 15 days before commencement 30%
  - Between 15 days and 7 days before commencement 50%
  - Between 7 days and 72 hours before commencement 80% Less than 72 hours before commencement 100%
- There are no refunds for any services not taken up or cancelled by the customer on arrival or during the programme. In the case of late arrival, early departure, illness, accident, absence or change of mind, the full invoice charge applies, even in the cases where the invoice remains to be settled.
- A refund may be applied in case of justifiable complaint by a client regarding the non-provision of a service or facility promised by the school or the defective quality of the service or facility provided.
- No refund is due in case of expulsion or suspension of a customer from a programme for irregular, anti-social or disruptive behaviour.
- There is no refund for cancellation or failure to provide services due to factors beyond our control, for example, war, riot, global pandemic, airline cancellations or any other 'act of God'.

### 4. Public Holidays

Where public holidays fall on a week day, the school will not run classes. The school will not make up lessons missed as a result of public holidays. The campus facilities will be open for use on these days across reduced hours.

#### Public Holidays for this year

New Year's Day  
Good Friday  
Easter Monday  
Early May Bank Holiday  
Spring Bank Holiday  
Platinum Jubilee bank holiday  
Summer Bank Holiday  
Boxing Day  
Christmas Day Holiday

### 5. Group Leaders

All groups must be accompanied by at least one leader for every 15 students travelling. All Group Leaders must adhere to the Group Leader Code of Conduct.

All leaders must be present on site each day. Students and Leaders must provide staff with a mobile number they can be contacted on during the stay. Whilst we will do our best to provide leaders with single rooms and private bathrooms, we cannot guarantee that these will always be available.

All Group Leaders are required to provide "Certificates of good conduct" from their country of residence as evidence of their suitability to work with students under the age of 18. We require Agents to ensure group leaders are advised of their responsibility to obtain a certificate of good conduct.

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## Language in Action

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### 6. Accommodation

Language in Action reserves the right to house students in rooms with up to 8 students sharing a room at any one time.

### 7. Special Requests

It is the responsibility of the group to inform the school of any special requests, such as special diets, allergies, or specific excursions, well in advance of the course start date. Whilst we will always do our best to meet any special requests, this is subject to availability and cannot be guaranteed.

### 8. Publicity material

Language in Action may take students' photographs or record students' comments. By accepting these terms and conditions you give your consent for these images and testimonials to be used in our publicity. If you do not wish us to do so, please inform us in writing prior to the course start date.

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