

Experience English Young Learner Prices

Centre	Accommodation type	Arrival day	Summer course start dates	Price (per week)
London				
Hampstead School of English	Homestay	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	695
King's College, London Bridge	Residential en-suite	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	969
Reed's School, Cobham	Residential standard	Sunday	10 Jul, 17 Jul, 24 Jul, 31 Jul	719
Bournemouth College	Residential en-suite	Sunday	3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	889
Central				
Nottingham	Residential en-suite	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	759
Nottingham	Homestay	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	655
Manchester				
Manchester Academy of English	Residential en-suite	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	915
York				
English Language Centre York	Homestay	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	595
Edinburgh				
Edinburgh Language Centre	Homestay	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	685
Edinburgh College (Telford Campus)	Residential en-suite	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	869
Edinburgh College (Telford Campus)	Homestay	Sunday	26 Jun, 3 Jul, 10 Jul, 17 Jul, 24 Jul, 31 Jul	655

Experience English Young Learner Course Supplements**

Course	Centre	Price (per week unless otherwise stated)
Young Learners Sport – English Plus Tennis	Reed's School, Cobham	175
Young Learners Sport – English Plus Horse Riding	Reed's School, Cobham	250
Edinburgh Live	Edinburgh Language Centre	From 945-1065 for 2 weeks

Additional Fees**

Fee	Detail	Restrictions	Price
Registration Fee – Individuals		Price is per student per stay	60
Registration Fee – Groups		Price is per student per stay	10
Damage Deposit (Payable at centre)	Refundable deposit	Price is per student per stay and is refundable	40

All prices are per student per week unless otherwise stated. For groups, prices include 1 free **group leader** place for every 15 students. Additional groups leaders pay the 'Additional Group Leader Price', **details available on request**.

Homestay programmes include all local travel passes and pick up or taxi home after all planned evening activities.

Transfers are not included in the price.

Travel insurance is not included. We require all students and group leaders to have adequate travel insurance and may require to see documentary proof that adequate cover is in place before travel.

**All supplements and extra prices are net and non-commissionable.

Experience English Young Learner Transfer Prices

Centre/School	Airport or station	Private taxis		Number of passengers - Groups (including free group leader place 1:15)							
		1	2	9	10	11-12	13-15	16-20	21-29	30-46	
London											
Hampstead School of English	London Heathrow	184	95	64	61	54	46	39	34	25	
Hampstead School of English	London Gatwick	347	173	72	68	63	53	44	38	29	
Hampstead School of English	London Rail Stations	147	79	63	53	47	42	37	26	21	
Hampstead School of English	London Stansted	241	121	86	80	71	61	53	42	32	
Hampstead School of English	London Luton	230	115	84	79	69	60	49	40	30	
King's College, London Bridge	London Heathrow	181	92	63	57	51	44	35	28	20	
King's College, London Bridge	London Gatwick	227	110	71	64	59	49	40	33	23	
King's College, London Bridge	London Stansted	253	127	79	74	63	53	47	37	25	
King's College, London Bridge	London Luton	242	121	77	68	63	53	42	34	24	
Reed's School, Cobham	London Heathrow	168	81	63	57	51	44	35	28	20	
Reed's School, Cobham	London Gatwick	242	131	75	66	61	51	42	34	24	
Reed's School, Cobham	London Stansted	364	183	74	68	63	53	42	34	24	
Reed's School, Cobham	London Luton	352	176	74	68	63	53	42	34	24	
South											
Bournemouth College	Southampton Airport	210	105	100	89	84	68	58	42	32	
Bournemouth College	London Heathrow	315	158	100	100	89	84	82	63	42	
Bournemouth College	London Gatwick	315	158	105	105	95	86	82	63	44	
Central											
Nottingham	Manchester Airport	285	140	95	85	80	65	50	38	30	
Nottingham	Birmingham Airport	265	130	95	85	80	65	50	38	30	
Nottingham	London Luton	340	170	106	95	87	73	60	45	35	
Nottingham	London Heathrow	340	170	106	95	87	73	60	45	37	
Manchester											
Manchester Academy of English	Manchester Airport	147	100	63	57	51	44	35	28	20	
Manchester Academy of English	Liverpool Airport	221	168	75	66	61	51	42	34	24	
Manchester Academy of English	Leeds Bradford Airport	221	168	82	74	66	57	46	35	26	
Manchester Academy of English	London Heathrow	714	389	168	161	147	124	101	78	63	
York											
English Language Centre York	Leeds Bradford Airport	158	84	58	58	53	53	47	47	35	
English Language Centre York	Manchester Airport	294	152	100	89	84	68	53	40	32	
English Language Centre York	Liverpool Airport	336	179	111	100	91	77	63	47	37	
English Language Centre York	London Heathrow	672	336	163	158	147	142	121	89	74	
Edinburgh											
Edinburgh Language Centre and Edinburgh College (Telford)	Edinburgh Airport	104	63	60	54	49	42	34	26	19	
Edinburgh Language Centre and Edinburgh College (Telford)	Glasgow Airport	290	146	82	74	66	57	46	35	26	
Edinburgh Language Centre and Edinburgh College (Telford)	Glasgow Prestwick Airport	404	200	97	87	80	67	55	42	29	

Transfer pricing notes

Prices are per student. Prices are based on a return journey by coach, taxi or minibus to and from the centre, school or homestay.
For groups of more than 46 passengers please contact us for more details.
For transfers of groups of more than 9 passengers the price includes 1 free group leader per 15 students.

For arrivals earlier than 09:00 or later than 21:00 an additional 'Out of Hours' fee is chargeable; for departures before 11:00 and after 21:00 an additional 'Out of Hours' fee is chargeable.
In some cases students may be grouped together on larger vehicles with other students.
All prices include a 'Meet & Greet' service.

Essential Information

Our courses and services

- Our adult courses are for students aged 16+ (Some restrictions apply to specific courses). Our Young Learner courses are for students aged 9-17 (Some age restrictions apply)
- Courses without specific start dates can start any Monday unless the Monday is a bank holiday - (bank holidays do not apply to Edinburgh which remains open on all bank holidays except Christmas and New Year)
- All our lessons are 60 minutes long and prices are per week unless stated otherwise.
- **Weekly progress testing:** a classroom test used only at adult schools for adult students to assess how much you have learnt and establish areas you may need to work on.
- **Independent learning plans:** a tailor-made plan to help you make the most of your time outside the classroom and use our facilities effectively (this is available upon request and only to students on adult courses).
- **Individual tutorials every 2 weeks:** a one-to-one meeting with your teacher to discuss your development, review your goals or focus on a specific area of study. This is available upon request and only to students on adult courses
- **Extra sessions and contact time:** We organise a busy programme of clubs and social activities across our adult schools for you to enjoy. Costs vary from free-of-charge to £10-£50 per week depending on the activities and locations.

Programmes for Young Learner centres are detailed and restricted. Usually they are included in the price you pay and attendance of trips and excursions is compulsory.

- The figures shown in our prices refer to the hours of classroom tuition provided per week. E.g. In the case of IELTS 15, the number of tuition hours is 15 hours.
- For some courses, such as our examination preparation and executive courses, a minimum level is required; please check our website for more details.
- All of our courses can be taken for a minimum of one week, except courses which have fixed dates such as our Cambridge Exam Preparation courses, Teacher Immersion course, English for Professionals and CELTA/Delta courses.
- One-to-one tuition can be arranged throughout the week – please inform us of your schedule before you book.
- Please contact us for start dates of CELTA and Delta
- All our schools operate year-round but we will be closed on British public holidays (except Edinburgh; please see terms and conditions for more information).
- Before you book a course, please refer to our terms and conditions, which are detailed on the following pages.

Tailor-made options

If you cannot see the course you want listed or if you have specific requirements, please don't hesitate to contact us.

Group travel

We are happy to welcome adult or young-learner groups throughout the year. If you are interested in bringing a group, please contact us with details and we will be happy to provide a programme and a quote.

Our prices

- All prices are in £ sterling
- Prices are per student, per week unless specified.

- These prices are subject to availability and subject to change. Please call us or go online for the latest price and availability information.

What's included in the price of our adult courses?

- A welcome pack and induction
- Weekly progress testing
- Independent learning plans
- Individual tutorials every 2 weeks
- Free access to our school libraries, multi-media centres and common room facilities, as well as Wi-Fi throughout
- All learning materials for use in class
- Experience English certificate at the end of your course and academic report

What's included in the price of our young learner courses?

- A welcome pack and induction
- Full board accommodation (unless stated or booking a Tuition only or Tuition and Activity only package)
- Free access to all centre facilities (unless stated)
- All course books for use in class (books are available to purchase).
- Experience English certificate at the end of your course and academic report
- Comprehensive Activity programme
- One full day excursion per week of study
- One half day excursion or paid entrance local visit per week of study

What's not included in the price of our adult courses?

The following items will not be covered by your course fees:

- Course books that can be taken away. These can be purchased from reception on arrival
- International bank transfer and debit and credit card charges
- Registration fee, accommodation fees and high-season supplements
- Accommodation and transfers – please see page 6
- Official exam fees - we are happy to help you arrange these
- Excursions (except on Language in London excursion course in London)
- Social activities – these are available each week. Some are free of charge and others can cost. You can expect to pay between £10 and £50 per week typically if you wish to participate in a range of activities, depending on location
- Tuition supplements

What's not included in the price of our young learner courses?

The following items will not be covered by your course fees:

- Course books that can be taken away. These can be purchased from reception on arrival

- International bank transfer and debit and credit card charges
- Registration fee, accommodation fees and high-season supplements
- Transfers
- Official exam fees if you require an examination
- Extra and optional excursions not included and indicated on the programme

General notes

Arrivals/departures

Students should arrive at their accommodation on Sunday, where the course begins on the Monday, unless otherwise advised. Accommodation for adult students is booked from Sunday to the Saturday after the programme has ended. In some cases, it is possible to arrive/depart on other days, but this is subject to availability and a nightly rate will be charged.

Accommodation for young learners is booked as per your requested dates of stay.

In some cases, it is possible to arrive/depart on other days, but this is subject to availability and a nightly rate will be charged.

Enrolment

You will be required to complete a detailed enrolment form if you wish to study on one of our programmes, and you should provide details of an emergency contact as well as other detailed information about yourself.

Travel and medical insurance

You are required to have appropriate travel and medical insurance in place for the duration of your stay. Insurance is not included in your Experience English package.

NB for visitors to the UK, holding an E-111 certificate is not considered adequate cover alone.

Public Holidays

Edinburgh Language Centre is open on all public holidays with the exception of 25th and 26th December, 1st and 2nd January. Edinburgh Language Centre may pro-rata tuition costs to account for reduction in tuition hours during the Christmas and New Year public holidays. Any reduction will be reflected in your quote at the time of booking.

All other schools are closed on all public holidays. There are no reductions or discounts in tuition fees for courses that include a public holiday.

If any public holiday falls on a weekend, the holiday day will apply in the following working week.

Terms and Conditions

CONDITIONS

Please read these booking conditions carefully, they form an important part of the contract for your booking.

YOUR CONTRACT

Your contract is with Experience English Limited, a company incorporated and registered in England and Wales. Experience English is a trading name of TUI UK Limited, registered in England No 4040338. Our registered office is: TUI Travel House, Fleming Way, Crawley, West Sussex, RH10 9QL. TUI UK Limited is a member of the TUI AG group of companies which is the world's number one integrated tourism business, operating in 180 countries with 31 major source markets and over 30 million customers. TUI AG's Registered Office is Karl-Wiechert-Allee 4, 30625 Hanover, Germany. Registered in Germany (Berlin/Hanover), Company Number HRB 6580. For more information visit www.tuigroup.com

When you make a booking, you guarantee that you are 18 years or over and have the authority to accept and do accept on behalf of your party the terms of these booking conditions. If you are under 18 years, a parent or guardian must make the booking on your behalf and accept these booking conditions. On receipt of the completed application form and full fees, we will issue confirmation of the booking including a confirmation invoice, acceptance letter and, if required, a visa support letter will then be issued. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions. This contract, and any other claim or dispute arising from or related to this contract, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it.

MAKING A BOOKING AND PAYMENT

All students must book in advance of their course start date. Full booking fees are due and must be paid at the time of booking. At their discretion, the booking team may accept deposits of 20% for Non-Visa Students and Direct Visa Nationals on the provision that the request is made in writing and authorized by a manager and full payment is paid at least 56 days prior to arrival. If you require the services of a courier to deliver your documentation, the cost incurred will be paid by you. All payments are to be made in Pounds Sterling. In some cases these rules do not apply to wholesale partners whose payment terms are outlined in the wholesale agreement made between the two parties.

You can pay by cash, bank transfer, cheque or credit card. For credit card payments, we add a 3% surcharge on the total amount to cover card charges. There may be a charge for direct debit card payments, please ask at time of payment. Please do not send cash in the post. Bank details for bank transfers and details for whom to make cheques payable should be requested at time of booking. Cheques should be paid at least 5 days before the start date. We reserve the right to cancel a booking without refund or compensation if payments are not made when due.

THE PRICE YOU PAY

All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. You will be advised of the current price of the course, or the course and accommodation that you wish to book before your contract is confirmed.

IF YOU MAKE A CHANGE TO YOUR BOOKING

If you wish to make a change to the date of your booking, the person who made the booking must put such request in writing to us at least 28 days before the booking start date or the arrival date whichever is earlier. If such notice is not given an amendment fee of £60 will be charged. If you change the date of your booking more than once, an amendment fee will be charged for the second and any subsequent changes, irrespective of notice given. Please note that we cannot guarantee that we will be able to accommodate your request but we will endeavour to do so. Students with 1:1 private tuition must provide notice of at least 5 working days if you wish to rearrange a lesson; no refund or rearrangement will be provided for such non-attended classes or when less than 5 working days' notice is given. You cannot exchange blocks of classes for private tuition.

IF YOU CANCEL YOUR COURSE

If you wish to cancel a booking for any reason, the person who made the booking must put such request to cancel in writing to us. If you wish to cancel a booking due to a visa refusal, we will refund any booking fees which have been paid by you, less the registration fee and any other charges we may incur as a result of your cancellation, provided that: a) Notice of your visa refusal is sent to us a minimum of one week before your course commences; and b) Official written confirmation of the visa refusal from the Home Office or British Consulate/Embassy is sent to us before the course was due to commence.

If you wish to cancel a booking for any reason other than visa refusal, booking refunds for such cancellations depend on the amount of notice given and are as specified below:

• **More than 28 days before the booking start date or the arrival date whichever is earlier:** refund of total booking fees, less deposit, registration fee and any other charges we may incur as a result of your cancellation.

• **Between 28 – 15 days (inclusive) before the booking start date or the arrival date whichever is earlier:** refund of 75% of total course fees, less registration fee or any other charges we may incur as a result of your cancellation. If three weeks' notice is given, the school can issue, at their discretion, a course voucher to the value of the course remaining. Course vouchers are non-transferable, valid for one year, and cannot be exchanged for 1:1 private tuition. The voucher is null and void if an insurance claim is issued. No refund issued for cancellation of specialist courses within 28 days of course start date.

• **Between 14-8 days (inclusive) before the booking start date or the arrival date whichever is earlier:** refund of 50% of total course fees, less registration fee or any other charges we may incur as a result of your cancellation. No refund issued for cancellation of specialist courses within 14 days of course start date.

• **7 days or less before the booking start date or the arrival date whichever is earlier:** no refund will be given if you choose to cancel the course once it has commenced. Please note in the event that you cancel your booking for any reason, amendment fees paid by you in respect of the booking, if any, are non-refundable. No refund issued for cancellation of specialist courses within 7 days of course start date.

If a visa is delayed beyond your course start date you must have adequate insurance to cover any eventual cancellation charges.

ACCOMMODATION

Adult students can only book a twin room if you know the person with which you are sharing. At our discretion, Young Learners may be required to book single room accommodation instead of twin room accommodation subject to availability.

For Young Learners, there is a maximum duration of twenty-seven consecutive nights with a homestay host. If you require a longer homestay programme you will be required to move to a different centre during your stay.

If you are arriving between the hours of 21:00 – 09:00 may be asked to book alternative accommodation on your first night at your own cost to avoid a late or early arrival to your intended accommodation. Experience English Limited reserves the right to charge a supplement for any student or group arriving between the hours of 21:00 – 09:00.

If you wish to leave your homestay accommodation early, you will be charged for 3 weeks of accommodation. If you book residential accommodation through the school, terms and conditions of the residence will apply and will be communicated at the time of booking. No refund will be given if you wish to leave your residential accommodation early.

ARRIVAL / DEPARTURE DATES

Arrivals should normally be on a Sunday (unless specified otherwise in Experience English marketing materials) ready for starting your course on a Monday. Departure days vary according to the school; if booking a course at Hampstead School of English, all departures are on Saturday. We reserve the right to arrange alternative (e.g. Hotel) accommodation for any nights outwith the standard programme dates at your cost. There will be no compensation due for late arrivals and/or missed lessons, activities and excursions missed as a result of not arriving on a scheduled arrival date.

ATTENDANCE, ABSENCES AND EARLY DEPARTURES

For students studying on an adult course you are required to attend at least 90% of your course in order to receive a course certificate and report, or 80% to meet UKVI requirements. For students studying on Young Learner course full attendance is required. Absence from lessons is not compensated. If you are absent from school for 3 or more days we will contact you by telephone or email to see if we can be of any help or assistance. If we receive no response we will try and contact you again. Where relevant to a visa application, we are duty bound to notify the UK Home Office immediately in the event of persistent non-attendance or course termination.

CERTIFICATES

All adult students are issued with a certificate on the last day of your course on request, if you have attended 90% of your course. The certificate confirms the level of study at the end of the course. The Company shall levy a charge of £15 per set of certificates that it has to re-issue once the course has finished. Should this occur the certificates shall only be re-issued once full payment has been received.

All Young Learner students are issued with a certificate at the end of your course, providing you have attended 100% of your course.

POLICIES ON HOLIDAYS

If you are studying on an adult course you are allowed to take 2 weeks holiday for every 12 weeks that you study; for a course of 12 weeks, you can take a maximum of 2 weeks holiday; for a course of 13 to 24 weeks, you can take a maximum of 4 weeks holiday; for a course of 25 to 36 weeks, you can take a maximum of 6 weeks holiday; for a course of 37 to 52 weeks, you can take a maximum of 8 weeks holiday. You must give at least 14 days' notice to the school in writing. Please note that the school has the right to refuse a request for holiday. Some Academic Year and Semester Courses have fixed dates of operation.

If you are studying on a Young Learner course then holidays from your course are not permitted.

TRANSFERS

Where a coach or private taxi transfer has been booked through the Company, flight details should be received no later than 14 days prior to arrival. The Company reserves the right to levy a charge of £20 per person should these details not be received within the 14 days.

ADMINISTRATION CHARGE

All changes outside the notice period in course dates or accommodation, including holidays, have a charge of £60, which must be paid before the change is processed.

PUBLIC HOLIDAYS

Edinburgh Language Centre may pro-rata tuition costs to account for reduction in tuition hours during the Christmas and New Year public holidays. Any reduction will be reflected in your quote at the time of booking. Edinburgh Language Centre is open on all public holidays with the exception of 25th and 26th December, 1st and 2nd January.

All other schools are closed on all public holidays. There are no reductions or discounts in tuition fees for courses that include a public holiday.

If any public holiday falls on a weekend, the holiday day will apply in the following working week.

IF WE CHANGE OR CANCEL YOUR BOOKING

Whilst we aim to provide the course, and where applicable accommodation, as booked, we reserve the right to change or cancel your booking. Operation of all bookings are dependent on a minimum number of persons booking the course and we reserve the right to cancel or change your booking for reasons of consolidation due to minimum numbers not being attained on your course.

Subject to 'Our Liability' section below:

- if we make a minor change to your booking we will advise you as soon as reasonably possible;
- if we make a major change to your booking we will advise you as soon as reasonably possible if there is time before your course start date or your arrival date whichever is earlier. You will have the choice of either (i) accepting the change of arrangements, (ii) accepting an offer of alternative arrangements of comparable standards from us if available (you will pay the difference if it was advertised as a higher price than your original booking, or receive a refund of the difference if it was advertised at a lower price than your original booking) or (iii) accepting a refund of the monies you have paid to us for your original booking. Subject to 'Our Liability' section below, if we cancel your booking, we may be able to offer you an alternative. We will not be responsible to pay any compensation following a change or a cancellation by us and we will not be liable to reimburse you for any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts.

CONDUCT AND BEHAVIOUR

When you make a booking through us, you accept responsibility for the proper conduct of all parties included on your booking. We reserve the right to cancel at any time any student's course, or course and accommodation, with no refunds, in the event that, in the reasonable opinion of the Company or the school, the student's behaviour is disruptive or unsatisfactory (including without limitation causes or is likely to cause danger, upset or distress to anyone else or damage to property). Our decision is final. We shall be under no obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of your course, or course and accommodation, being terminated. Please note that if your visa status in the UK changes or you are found to be in contempt of visa regulations, we reserve the right to terminate your course without refund of course or accommodation fees.

OUR RIGHT TO SUBCONTRACT

We shall take reasonable care and skill in providing our services to you in accordance with industry standards. We reserve the right to subcontract various elements of our services (for example accommodation) to reputable companies selected by us. We shall procure that our subcontractors also take reasonable care and skill in providing such subcontracted elements of our services to you in accordance with industry standards. During peak periods we may use additional classrooms on other premises to conduct lessons.

OUR LIABILITY

We will not be liable:

(a) where any failure in the performance of the contract is due to: i. you; or ii. acts, events, omission or accidents beyond our reasonable control or the reasonable control of our suppliers, including without limitation war, threat of war, riots, civil disturbances, actual or threatened terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, flood, and any other similar events;

(b) for loss of students' property. No compensation, costs, expenses or any other sums will be paid by us in these circumstances. Nothing in this contract shall limit or exclude the liability of either party for death or personal injury resulting from negligence.

INSURANCE

Insurance is not provided by Experience English. Once a booking has been accepted, you, your group leader or the adult paying for your course agrees to sourcing your own insurance. It is essential that every student, group leader, and/or accompanying adult takes out insurance to cover such events as course cancellation or curtailment; loss of personal effects; loss of passport or tickets; medical expenses and repatriation; personal liability and personal accident. Failure to do so could cause serious problems in the case of an emergency. It is your responsibility to ensure that you are adequately insured. For students staying in accommodation (homestay or residential) arranged by the Company, insurance covering personal liability is highly recommended. If you do not have an insurance policy and an incident occurs, you will be responsible for all costs incurred.

COMPLAINTS

Our complaint procedure is as follows: if you have a complaint regarding any aspect of the services provided, you should immediately notify your school. In the unlikely event this is not resolved to your satisfaction; you should make an immediate complaint in English in writing to head office at Experience English Customer Service, Edinburgh Language Centre, 62-66 George Street, Edinburgh, EH2 2LR. We will investigate your complaint and if we judge it to be reasonable we will make an appropriate recompense (financial or otherwise). In order to be given a reasonable chance of addressing your complaint, please ensure it is received within one month of the end of your course. If the complaint is not resolved to your satisfaction, you may contact English UK.

BRIBERY

Experience English Limited shall not engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK.

PUBLICITY

These booking conditions, our brochures, our website and other publicity materials are the responsibility and property of the Company and the details are published in good faith as of 20 August 2015. We cannot be held responsible for any changes that become known or happen after the brochure is produced and the most up-to-date information can be found on our website. We will use reasonable endeavours to inform you of any material changes for your course before commencement of the course.

USE OF PHOTOS, VIDEOS AND COMMENTS

By agreeing to these terms and conditions you acknowledge that we or our suppliers or the TUI AG group may use any photo(s)/image(s)/video(s) we, or someone on our behalf take of you or any comments (written or verbal) you make during or in connection with your tour for our promotional/marketing purposes (such as including them in our brochure / website / social media) without obtaining your further specific permission or making any payment to you. Such use may include mentioning your name, age and town / city / area of residence.

EMAIL CONTACT

By agreeing to these booking conditions, you consent to us (including any of the TUI AG group of companies) using your email addresses gained at the time of booking and during your period of study for future marketing purposes from time to time, including without limitation about special offers, products and services by email. For further details regarding use of your information, please see the 'Privacy Policy' section below, including for information on how to unsubscribe to future marketing by us (including any of the TUI AG group of companies and associated companies).

PRIVACY POLICY

Experience English Limited's Privacy Policy sets out what information we collect, how we collect it, and what we do with it. Our Privacy Policy applies to you and is available on our website and through other channels. In all your dealings with us you must ensure that others you represent are aware of the content of our Privacy Policy and consent to your acting on their behalf.

(a) Your Information: This refers to a combination of information such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including your social preferences, interests and activities and any information about other persons you represent (such as those on your booking). Your information is collected when you request information from us, contact us (and vice versa), make a booking, use our website(s)/apps, link to or from our website(s)/apps, connect with us via social media and any other engagement we or our business partners have with you. We will update your information whenever we can to keep it current, accurate and complete.

(b) Our Use of Your Information: (1) For the purpose of providing you with our services, including your flight, holiday, security, incident/accident management or insurance, etc., we may disclose and process your information outside the UK/EEA. In order for you to travel abroad, it may be mandatory (as required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Some countries will only permit travel if you provide your advance passenger data (for example Caricom API and US secure flight data). These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may exercise our discretion to assist where appropriate. (2) We may collect and process your information for the purposes set out below and in our registration with the Office of the Information Commissioner, and disclose the same to our group companies for business purposes and also to companies and our service providers who act as "data processors" on our behalf, or to credit and fraud agencies (some of whom are located outside the UK/EEA). These purposes include administration, service, quality and improvement-related activities, customer care, product innovation and choice, business management, operation and efficiencies, re-organisation/structuring/sale of our business (or group companies), risk assessment/management, security, fraud and crime prevention/detection, monitoring, research and analysis, social media, reviews, advertising and marketing, loyalty programmes, profiling customer purchasing preferences, activities and trends, dispute resolution/litigation, credit checking and debt collection. (3) Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to provide you with our services, cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to exchange relevant information and sensitive personal data with us in circumstances where we/they need to act on your behalf or in the interest of passengers or in an emergency. If you do not agree to Our Use of Your Information above, we cannot engage/do business with you or accept your booking.

(c) Marketing Material: (1) Using your information, we may from time to time contact you with or make available to you (directly or indirectly) information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our group companies. We will tailor the information you receive or see; this will enable us to make available to you more personalised and relevant communications. We may use innovative technologies and work with business partners to achieve this. (2) We will assume you agree to email when you make an e-booking or provide us with your email in other situations such as in-store, competitions, promotions, prize draws and social media. (3) If you do not wish to receive such information or would like to change your preference, please refer to point (2) of "Your Rights" below.

(d) Your Rights: (1) On completing our Data Subject Access Request form, you are entitled to a copy of the information we hold about you (for a £10 fee) and to correct any inaccuracies. (2) You have the right to ask in writing not to receive direct marketing material from us. If available, you can amend your previous preference on our website(s), use our "unsubscribe email", opt-out of personalised emails or refer to our literature containing instructions. Once properly notified by you, we will take steps to stop using your information in this way. (3) For a list of relevant brands, please send us your request. Please write to Experience English Limited, Legal Department, TUI Travel House House, Crawley Business Quarter, Fleming Way, Crawley, West Sussex RH10 9QL.

(e) Foreign Controls: Outside the European Economic Area (EEA), data protection controls may not be as strong as the legal requirements in this country.

(f) Use of Tools/'Cookies' and Links to Other Websites: If our contact and dealing with you is via our website(s) or other e-platforms where our advertising is displayed, cookies may be used. To find out more about the types of cookies on our website(s), how we use cookies, to disable them or to change your preference and more, please refer to the information provided on our website(s). Other e-platforms may have different options and instructions. By using our website(s), you consent to our use of cookies. Our website(s) may contain links to third party websites or micro-sites not controlled or owned by us. For example, reference sites or ancillary products and services sites or websites owned by our sister companies. It is your responsibility to check the status of these sites before using them. Please read their applicable terms and conditions, etc. carefully.

(g) Monitoring: To ensure that we carry out your instructions accurately, improve our service and for security and fraud, we may review, monitor and/or record: (1) telephone calls; (2) activities using CCTV in and around our premises; (3) transactions and activities at all points of contact; and (4) web, social media and app traffic, activities, etc. All recordings and derivative materials are and shall remain our sole property.

(h) Security Statement: We have taken all reasonable steps and have in place appropriate security measures to protect your information.

(i) Changes to this Policy: Any changes to this Policy will be either posted on our website, brochure and/or made available on request.

HIGH SEASON SUPPLEMENTS

During peak periods when demand is high, you may find that supplements are added to the cost of your programme. The cost of these supplements will be quoted to you at the time of booking.

TERMS FOR YOUNG LEARNERS AND MINORS (UNDER 18S)

If you are under 18 then your parent or guardian is hereby deemed to accept the terms and conditions stated above, with the exception of terms that explicitly state they are relevant to adult students only. Your parent or guardian further accepts that:

1. They will provide a signed consent form at the time of booking, specifying details of the guardian who will be required to sign you in and out of school daily (if applicable).
2. They will permit you to travel by public transport;
3. They authorise you to take part in all tourist, sporting and cultural activities associated with the course;
4. They permit you to be treated by a doctor in an emergency. Experience English Limited will use all reasonable endeavours to make contact with your parent or guardian in this event;
5. They will pay any third party fees associated with the above treatments;
6. They will provide the school with a contact telephone number in case of emergencies.

AGENTS

All of the above terms are applicable to direct students and to agents unless prior alternative arrangements are agreed in writing between the agent and Experience English.