

TERMS & CONDITIONS



How to book a course

To secure a place on a Pilgrims course, please return the Registration Form together with payment of full course fees or book online at www.pilgrims.co.uk.

Conditions for cancelling or changing a course by the Student

- If the School receives the cancellation before the course starting date, the School will retain half a week's fees.
- After the course has started, a student must give 10 days' written notice to the Principal of changes to or cancellation of a course. A cancellation fee equivalent to 1 week's course fees will be charged.
- Any refund due when a course is changed or cancelled, or a holiday taken, will be paid to the person who paid for the student's course at his/her home address at the end of the course. 'End of the course' here is defined as the last date of the course specified on the booking form (i.e. if a student books a 12 week course and decides to leave after 4 weeks s/he will not be refunded until 12 weeks after the start of the course).

Change or Cancellation of a course by the School

Sometimes it is agreed between the School and a student that it would be beneficial for the student to be moved to another School course. When this happens only a course of at least equivalent cost will be offered by the School.

The School reserves the right to cancel a course, or make changes to course arrangements, without liability, if forced to do so for reasons beyond its control. If this happened, the School would seek to offer alternative arrangements, dates or venues.

If the School cancelled a course booked and paid for by a student in accordance with these terms other than for reasons beyond its control, and did not offer an alternative acceptable to the student, the School would pay compensation as follows:

- Where the cancellation is before the start of the course, compensation equal to half a week's fees or
- Where the cancellation is after the start of the course, compensation equal to one week's fees.

Liability and Insurance

Students should make sure that they organise their own travel insurance to cover medical costs and repatriation costs in the case of an illness or accident.

The School acts only as an intermediary between its students and travel organisations. Unless and to the extent caused by the School's negligence, the School cannot be held responsible for any delay or accident during a journey nor for any incident which may happen during the student's stay. The School will, however, endeavour to defend the student's interests in the event of breach of contract on the part of the travel organisation.

The School reserves the right not to allow on the course a student suffering from any illness, medical condition, or mental or physical disability which has not been disclosed on the Registration Form.

This brochure, issued by the School, gives the only terms and information that can be referred to in the event of a disagreement between the student and the School. These terms and conditions are governed by English law and do not affect your statutory rights under English law.

Personal Information and Photographs

We use the personal information that you give us, including information about your health and religious or dietary requirements, to perform our contract with you. We may also use it to ensure that we comply with UK law, for internal training, or to send you further information about our courses and services. We do not share your details with third parties other than as necessary to perform our contract with you. The information you give us is kept securely on our computer system, and is accessible by the schools and offices in the group of companies to which the School belongs, including those outside the European Union. If you do not want to receive further information from us, please write to us at the address below. Please contact us if you want to see a copy of the information we hold, or have questions about our use of your information.

The School reserves the right to use photographs taken during courses to illustrate its promotional material. If a student wishes that his or her photo should not appear in this material, they should write to the School within one month of the photo-shoot. These photos have no commercial or contractual value.

Further conditions specific to Young Learners (8-17 years)

The School reserves the right to issue disruptive students with a warning letter and, if there is no improvement in behaviour, to send them home at their parents' expense.

The School further reserves the right to send home without a warning letter any student committing a serious offence, especially one involving the police, and to include the following: theft, smoking in any School building, the possession of, purchase of or consumption of alcohol or illegal drugs.

Information about the School

In these terms "the School" means The Pilgrims School where you book your course.

Pilgrims courses are operated by Pilgrims Limited, a company registered in England and Wales under company number 01272781 and with registered office at 38 Binsey Lane, Oxford, OX2 0EY United Kingdom.
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