

FREQUENTLY ASKED QUESTIONS

COURSE INFORMATION

Who do I contact if I'm not sure which course would suit me best?

Pilgrims offers a wide range of courses. As you can see on the website, each course comes with a description of the training content, objectives and suggestions for who the course is designed for. We strongly suggest you carefully read the course description for the courses you are interested and then, if you feel you have further questions, please contact Lizzie: lizzie.wojtkowska@pilgrims.co.uk.

Will there be a language improvement element to my course?

Yes! All elements of your course are designed to improve and update your English. The English language is constantly changing and developing. Our International Environment provides the best opportunities for you to keep practising your speaking, listening and new language acquisition.

What are the actual course dates?

Your core training course will take place from **Monday 9 am** till **Friday 3.30 pm**. In addition to that you will have a choice of **afternoon and evening sessions** most of the days. The published arrival/departure days are travelling days and include first Sunday and the last Saturday of the course. If you are staying with us for two weeks or more you will have free time over the weekend to explore the surrounding area or spend quiet time in the library.

Where will my course take place?

For Summer Courses:

The majority of your lessons, afternoon and evening sessions will take place in the Cornwallis building on the Campus of the **University of Kent**.
Address: Cornwallis North West, University of Kent, Canterbury, Kent CT2 7NF.
Maps and directions: <https://www.kent.ac.uk/maps/canterbury/>.

For Spring and Autumn Courses:

Spring and Autumn courses take place in our Training Centre in the centre of Canterbury.
Address: Pilgrims Training Centre, 4-6 Orange Street, Canterbury, Kent CT1 2JA.
Maps and directions: <http://www.languageinternational.co.uk/school/pilgrims-english-language-courses-63377/location>.

Am I able to change my course once I am there?

Yes, this is possible, however only within the first two days of your course. Please talk to your trainer and the Director of Studies before making any decisions. If you are funded, you will need to check with your national agency to ensure they are happy to provide funding if the course changes otherwise you could be responsible for the fees.

Does the course fee includes meals?

No, it doesn't.
You will have to prepare your own meals either you are in Self Catering or in Residential.

FUNDING & PAYMENTS

Can I apply for EU funding to cover the costs of the course?

Comenius and Grundtvig funding are now part of a larger programme called “**Erasmus Plus**”. Here is the link: <https://www.erasmusplus.org.uk/>. You can apply via your Institution or as an individual; however, you always need to be supported by your Institution for your funding application.

All Pilgrims courses are eligible for EU funding.

EU funding is available to **all EU countries** and their residents. If you are not from the EU but are living and working in one of the EU countries, you can also apply for a grant from the EU. The funding covers the costs of the course, including accommodation, food and travel.

What is the procedure if I apply for EU funding?

- Choose one of our courses which suits your requirements.
- Speak to your Institution. They will need to register with the European Commission's Participant Portal and get a PIC Number.
- Email us a Registration Form to reserve your place. You can also register from our website: <http://www.pilgrims.co.uk/coursebooking/?pid=4&aid=1>.
- We then send you a confirmation letter, which is part of your EU application process.

For more details please visit Pilgrims website: <http://www.pilgrims.co.uk/page/?title=EU+Funding+-+Latest+News%21&pid=14>.

What happens if I do not get funding?

Please inform Pilgrims as soon as possible in order to cancel your reservation.

As long as you cancel your booking at least **five weeks** before the course start date there is no cancellation charge. After that date a charge may be imposed. Please note that Pilgrims reserves the right to keep the full fees if you cancel your reservation after the course starts.

Alternatively, you can also **pay** for the course **yourself**.

How do I pay?

Payment can be made via **bank transfer** or **credit/debit card**.

An invoice will be sent to you with all the payment details you require as soon as you have confirmed that you will definitely be attending the course.

Can I pay in Euros?

Payment can be made in Euros to our Euro account. Please bear in mind that if paying in Euros you need to pay the Euro amount, not the GBP amount. Bank details:

IBAN: GB14 MIDL 4005 1570 8939 26

BIC: MIDLGB22

Is there a deposit required?

No, you don't need to pay a deposit.

However, full course fees are due no later than **four weeks before the course start date**.

When is the deadline for the payment?

To guarantee your booking please make sure the payment reaches Pilgrims account no later than **four weeks** before the course start date.

If for any reason you are unable to make the payment in time, please contact Pilgrims urgently (+44 1227 762111) to make alternative arrangements. Pending prior arrangements we accept **cash payments on arrival**.

We can only accept payment in **Pounds Sterling**.

ACCOMMODATION

Accommodation begins on the Sunday before the course starts, and finishes on the Saturday morning after the course ends. If you need anything, please get in contact with the accommodation reception.

For Summer Courses, we advise you to stay on the Campus (Self-Catering or Residential) because your course will take place here. The campus is about a 10 minutes bus ride from the centre of Canterbury.

For Spring and Autumn Courses, you will stay with one of our Host Families based in and around city centre.

Which kind of accommodation could you stay in?

Self Catering

This option is suitable for individuals or small groups of friends who prefer to cater for themselves. We try and mix the participants as much as possible in terms of nationality and the courses they are on to ensure you are speaking as much English as possible. You will be in a house with up to 5 other participants, the houses may also have a mix of men and women, please notify staff prior if you have any requirements or wish to share with anyone in particular, we will try our best to organise this for you.

These rooms are in a two-storey house. Each house has 6 bedrooms, a shower room, a bathroom, toilet and small kitchen/dining area.

The self-catering accommodation **includes**:

- A single bedroom with a single bed, study desk, chair and wardrobe.
- Shared bathroom facilities.
- Morning and afternoon tea and coffee – Monday to Friday.
- Bed linen as well as a small towel. These are changed once a week and the house is cleaned daily, Monday to Saturday.
- A kitchen equipped with basic cooking utensils, cutlery and crockery. Occupants are responsible for washing their cooking utensils, and keeping the kitchen clean and tidy.

Meals are not included with this option.

Address: Park Wood Administration, University of Kent, Canterbury, Kent CT2 7SG.

Residential with Private Bathroom

The Residential with Private Bathroom accommodation **includes**:

- A single bedroom with a single bed, a study desk, a chair and a wardrobe.
- A private shower, washbasin and toilet.
- Tea and coffee making facilities.
- The breakfast and the morning and afternoon tea and coffee - Monday to Friday.
- Bed linen and a small towel. Bedrooms are serviced daily Monday to Friday.

Meals are not included with this option.

Address: Becket College, University of Kent, Canterbury, Kent CT2 7NW.

Host family

With this option you experience real life and real English culture.

Host Family option **includes**:

- Bedroom
- Breakfast and dinner each day.
- Lunch at weekends.

When can I join my accommodation?

You can join your accommodation **after 2pm** on Sunday and before 10pm. If you will be later than this, please use the phone within the first doors of the reception which will connect you to night staff who can come and bring you your keys.

At the end of your stay, you will have to leave your accommodation on Saturday **before 10:30am**.

CAMPUS INFORMATION

Is there Internet access on Campus?

Yes! You can ask for a free Wi-Fi password when you arrive at either Parkwood Reception (Self Catering) or Becket Court (Residential). You will be given a form to sign and a password which will work in your accommodation and everywhere else on campus.

We advise that everyone asks for a password even if they are not bringing a laptop as these will be needed for the computers in the classrooms and resources room.

Where can I get food on Campus?

For those staying Self Catering there is a shop right next door to the reception which is open daily, here you can buy groceries and toiletries.

The main campus supermarket is across the road from Keynes College and sells most things you will need.

There are also a selection of restaurants, cafes and canteens that are open daily around the campus.

For more information:

<http://www.kent.ac.uk/gettingstarted/canterbury/after/usefulinfo.html?tab=kent-union-and-leisure>.

How far away from Campus is Canterbury City Centre?

Canterbury city centre is easily accessible.

- By walk: about half an hour. Please be aware that the Campus is situated on a hill so walking to the city at the bottom is a lot quicker than walking back up.
- By bus: about ten minutes. "Unibus" buses run frequently (every 15-20 minutes) to and from the town centre though.

Please find more information here:

<http://www.stagecoachbus.com/canterbury-network-map.aspx>.

<http://www.stagecoachbus.com/unibus.aspx>.

Can I park my car at the University?

Yes! You will need to ask for your free parking permit at either Parkwood Reception (Self Catering) or Becket Court (Residential).

If you are not staying on campus please email someone prior to your arrival who can arrange a parking permit for the University Car Parks.

Can I bring family members with me?

It is possible to travel and bring family with you. However, Pilgrims can only accommodate the course participant. At your request, we are able to give you recommendations to local B&Bs or Guest Houses.

Can I stay for an extra night on campus?

Extra night stay is possible on campus however, it is only available in Residential accommodation at £55 per night. Please **contact us** no later than 2 weeks before your travel to ensure a room is available for you. Alternatively, you can organise your stay directly with the Hospitality Department. Please visit: www.kent.ac.uk/holidays for details.