

Terms and Conditions

English Language Courses | Vocational Training Courses

Work Experience Programmes | Vacation Courses

These Terms and Conditions set out the terms of contract between you, the customer, and Twin Group.

Twin Group

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Company registration number: 3118260 | VAT registration number: 668 2453 09

Twin

How to Enrol

Please either complete the booking form and post, fax or email it to Twin Group, or book online at www.twinuk.com. If you are booking a Work Experience programme, please also attach your CV and Letter of Motivation. Arrange for payment of £150 deposit or, if you are enrolling on a programme starting within 28 days, your full fees.

Your deposit is non-refundable in all cases apart from visa refusal, where Twin Group will refund £90 of your deposit after you have provided us with proof of visa refusal.

As soon as we receive your booking form we will confirm your acceptance and send you an invoice for the full fees with your Certificate of Enrolment. Your full fees are due 28 days prior to commencement of your programme.

The applicant certifies that the information given in the Application Form is correct and acknowledges that any false information may compromise their participation on the programme.

It is the applicant's responsibility to ensure that he/she has a valid passport and obtains appropriate documentation for entry to the hosting country. Twin and its affiliates do not accept any liability for financial loss incurred by failure to have the correct travel documentation.

Twin Group reserves the right to refuse any applicant who does not meet the programme eligibility requirements.

How to Pay

Deposit and full fees may be paid in the following ways:

- Bankers draft
- International money order
- AMEX / Master / Visa card - 2% charge will apply
- Direct money transfer to Twin's bank account - £10 charge will apply (account details given on booking form / invoice)

Transfers on arrival / departure

Transfers are offered at an additional cost. Please see our course fee list for information. It is your responsibility to provide us with arrival / departure details minimum 14 working days prior to transfer - failing this, we may not be able to provide transfer as requested.

Course Levels

It is your responsibility to ensure that your level is appropriate for the programme you are booking. If we find on your arrival that your level is not appropriate for your chosen programme, we will attempt to offer you an alternative programme, or failing that, we will be unable to accept you. There will be no refund of fees in any case, and if we offer you a more expensive course, you will be required to pay the balance of fees on arrival.

Age Requirements

Minimum ages for programmes are as follows:

English language courses:	16
Vocational training courses	18
Work experience courses	16
Vacation courses	9

Under no circumstances will under-age participants be accepted on Twin Group Programmes

Public Holidays

Lessons will not take place on public holidays and there will be no reduction of fees should a public holiday fall during your course

Travel and Medical Insurance

Before arriving in the UK, we strongly recommend that you take out insurance for your own financial and personal security. You can take out your own insurance or take out the International Student Policy offered by Endsleigh Insurance Services Limited which has been specially designed for overseas students studying in the UK.

Please indicate on your booking form if you wish to take out this insurance policy.

Cancellation Policy

Cancellations must be made in writing to Twin Group. If notice of cancellation is received more than 28 days before the start of the programme, the deposit will be forfeited. If notice of cancellation is received 28 days or less before the start of the programme, full fees will be forfeited. For cases of cancellation due to visa refusal, see below.

Visa Refusal

If Twin Group has provided you with visa support, we will only accept cancellation due to visa refusal and for no other reason. £90 of your deposit will be refunded after you have provided us with official evidence of your visa refusal. Please note that accommodation and airport transfers will not be arranged before you have received your visa.

If you are forced to shorten the length of your programme due to visa refusal, Twin Group will calculate the value of the part of the course you have already taken (based on our published rates) and refund you the balance.

Shortening a Programme

If you wish to shorten the length of your programme once you have started, tuition / programme fees will not be refunded but accommodation fees may be refunded at the discretion of Twin Group management.

Non-arrival, late arrivals and absences

If you fail to arrive or arrive late or are absent during your programme, no refund will be granted. Periods of absence may not be made up with a free extension at the end of the course. In the case of visa nationals, non-arrivals, late arrivals and unexplained periods of absence will always be reported to the Home Office.

Discipline

Twin Group reserves the right to exclude participants from their programmes or remove them from their accommodation due to poor discipline or attendance. In such cases, there will be no refund of fees, and Twin Group takes no responsibility for providing alternative accommodation and all transportation and related costs will be the sole responsibility of the participant/parent.

Complaints

Complaints must be made in writing and submitted to Twin Group while the student is attending the course. Complaints will not be given consideration after a student has completed the course.

Changes to programmes

Twin Group is at times forced to make changes to services and reserve the right to do so. If a significant change needs to be made, the applicant will be informed as soon as possible about the necessary changes prior to their departure. Please note that Twin Group will not be held responsible for any travel costs incurred. Twin Group reserves the right to cancel courses or merge classes due to insufficient student numbers, or to run classes in the morning or afternoon as necessary.

Liability

Twin Group will not accept liability for damages for death, personal injury or any breach of contract or improper performance of the contract or negligence in situations where the claim arises out of circumstances, which were neither due to the fault of Twin Group or other suppliers because:

1. The failure which occurred was due to your fault
2. The failure was due to a third party unconnected with the provision of the services to be provided under our contract with you and was unforeseen and unavoidable
3. The failure was due to unforeseeable and unusual circumstances beyond Twin Group's control, the consequences of which could not have been avoided even if all due care had been exercised
4. The failure was due to some event that Twin or any other supplier could not foresee or forestall even with due care. In respect of damage other than death or personal injury Twin Group's liability will be limited to a reasonable sum. In respect of air carriage, sea carriage and any other matters governed by an international convention, Twin Group's liability in all cases will be limited in

accordance with the applicable international convention.

In the event that there is any defect in the service provided by Twin Group's or any supplier of Twin Group, you must at your earliest opportunity notify Twin Group and such other supplier immediately of such a defect. Such notification must be in writing or in an appropriate form.

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Specific to Work Experience Programmes

1. Twin strongly advises that no travel arrangements be made before a placement is confirmed.
2. Under no circumstances are placements guaranteed. If the participant is not fluent in the local language and/or does not arrive on time and/or has misrepresented any statement in the application, there is an extremely high likelihood the position will not be available to the participant.
3. The participant must respect the rules of the establishment where they are employed (or are volunteering) and act in a professional manner at all times. Excessively bad timekeeping or absenteeism could lead to the expulsion of the participant without reimbursement of any fees, which may have been made.
4. Because of any language or cultural difficulties, the participant cannot expect to command the same responsibilities that they may have had in their own country.
5. If for any reason a participant must leave their training (or volunteering) establishment early they must inform Twin and its affiliates immediately. No fees paid will be refunded.
6. Occasionally due to operational difficulties, training (or volunteering) establishments may require participants to carry out other reasonable duties than those specified on the original training (or volunteering) description.
7. All travels before, during and after the programme are at the participant's own risk. Choosing to operate any motorized vehicles, obtaining the necessary license, permission and insurance will be responsibility of the participant.
8. Twin and its affiliates are not responsible either for the participant's health & safety whilst in the hosting country or for any loss or damage to property or any third parties property or persons howsoever caused. It is the participant's responsibility to ensure they are fit to travel and to undertake any duties. It is strongly recommended that the participant take out insurance to cover any eventuality that may occur throughout their stay in the hosting country (including repatriation, loss of property or personal injury). Refunds are not given as a result of illness whilst in the hosting country.
9. Twin and its affiliates reserve the right to dismiss from the programme any participant who is deemed to be a danger to themselves or others or whose conduct is deemed to be detrimental to the programme. In the event of this case, Twin and its affiliates cannot be held responsible for any costs incurred by the participant.
10. A training certificate can only be issued to trainees who have successfully completed their training programme, this includes the receipt of duly completed training questionnaires
11. Only 1 placement will be provided by Twin.
12. Complaints must be made on the appropriate complaints form and will be fully investigated by Twin.

Photography and testimonials

All photos and testimonials taken of students while attending a programme at Twin may be used on our website and on our promotional materials including brochures, banners, flyers, posters etc.

Twin Group:

Registered Office Address:

30 City Road, London, EC1Y 2AB.

Twin are proud to be affiliated and associated with the following organisations:



Eastbourne, Salisbury & London Schools