



Bell

EST 1955

PRE-COURSE INFORMATION

English courses for adults aged 16+

www.bellenglish.com/english-16



Preparing for your studies



Paying your fees

Full fees are due six weeks before your course begins, or at the time of booking if within six weeks of your course start date. We cannot guarantee to hold a place for you on your course or in your accommodation unless your fees are paid in full. You will also need to show the immigration authorities proof that you have paid your fees.

Unless otherwise stated, you are not automatically entered for exams, as they are held externally. Places are subject to availability and not guaranteed. We recommend you book your exam before the course starts and we can help you do this prior to arrival. Please contact us at customersupport@bellenglish.com to reserve your place.



Exam fees

Unless otherwise stated, you are not automatically entered for exams, as they are held externally. Places are subject to availability and not guaranteed. We recommend you book your exam before the course starts and we can help you do this prior to arrival. Please contact us at customersupport@bellenglish.com to reserve your place.

Exam entrance fee

Tuition fees do not include exam entrance fees unless otherwise stated. If you wish to enter for an exam you should bring extra money with you to cover the cost.

Please note: all students wishing to enter for an exam must bring a valid passport for exam entry. National identity cards may not be accepted in the UK.



Visas

If you are a non-EU national, you must check to see if you need a visa to travel to the UK, you can check at www.gov.uk/apply-uk-visa

Multiple entry visa

If you need a visa and want to leave the UK to return home for a holiday or travel during your period of study, you must obtain a multiple entry visa for the UK.

Travelling to other countries in Europe

If you need a visa and want to travel in Europe during your period of study, you should obtain this before arrival.

The Schengen visa allows you to visit the following countries: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

You need to apply for a visa at the embassy of the country where you will spend the most time. Applying for a Schengen visa once you are in the UK can take several weeks. We strongly advise that you obtain your Schengen visa from your own country before arrival.

For further information on visas, visit: www.bellenglish.com/useful-information/visa-guidance



Insurance

Insurance to cover medical expenses, cancellations or curtailments, and loss of personal property is provided as part of your fees. This insurance is provided through Endsleigh.

Details of the policy are sent to you with the booking confirmation documents after the deposit or full payment has been received. The Policy is also available at www.bellenglish.com/useful-information/policies

Please note:

- Bell cannot be held responsible for loss or theft of personal property.
- Pre-existing medical conditions are not covered.



Bell Online

Before you arrive in the UK you will receive log-in details for Bell Online, our learning management system giving you access to a range of resources before, during and after your course such as learning activities, our monthly Language in Action calendars, directions to the school and your class timetable.



Accommodation

You should arrive in your accommodation the day before your classes start and depart the day after your classes end. Sunday is the standard arrival day. Please check your confirmation documents before arranging travel.

Notifying us of a delay

If you are delayed, it is important to let us know. If you are in homestay accommodation please contact your homestay host if possible, otherwise please telephone the Bell emergency number: **+44 (0) 1580 879100**.

Early arrival

If you need to arrive earlier than the course arrival day, you must check with us in advance as your chosen accommodation may not be available early.

If we can arrange for you to arrive early at your chosen accommodation, you will be invoiced for the extra night(s) and asked to pay as per the standard terms and conditions (www.bellenglish.com/termsconditions).

If you need any extra accommodation, we can help you arrange a hotel or a guesthouse for the additional night(s).

As soon as your reservation is confirmed, you will need to pay the hotel or guesthouse direct as Bell is unable to pass on payment details.

Residential accommodation

If you have chosen residential accommodation, your pre-arrival information and licence to occupy agreement will be sent to you separately.

Please note: towels are not provided in residential accommodation.

Homestay accommodation

If you have chosen homestay accommodation, details of your homestay will be sent to you before arrival. This will include information about meals and laundry.

We consider all requests when placing a student with a homestay host, most importantly those relating to health or diet. We will do our best to meet any other request you have made but cannot guarantee this.

All homestay hosts are different. Some may be families with a mother, father and children, but the term homestay or family can also mean a couple, a widow, a single parent, a retired couple or a single person.

Most homes in England are quite small, with an average of three bedrooms. Some families just take one student and others may take two or more. Homestays are within reasonable travelling distance of Bell.

In your homestay, you will have:

- a single bedroom with access to a desk or table for study
- meals according to your type of accommodation
- access to a bath or shower
- clean towels and bed linen each week.

Please remember that a homestay is not like a hotel. Many customs and routines will be different. To make the most of living in a homestay, you should respect your hosts and try to adapt to their lifestyle.

To ensure your homestay hosts can welcome you on arrival, please confirm your arrival time well in advance to accommodation@bellenglish.com for Cambridge or info.london@bellenglish.com for London.

Please note: You will not be able to use your homestay host's kitchen to prepare your own meals.

Renting accommodation

If you wish to rent your own accommodation, please note that you will need to budget for council tax, water, gas and electricity bills as they are not included in the monthly rent. Normally students will have to pay six months' rent in advance. It is also normal to pay a refundable damage deposit equivalent to two months' rent.

Stay over Christmas

If you wish to remain in your accommodation during the Christmas period, please contact us for availability. If staying in your accommodation is not possible, we can recommend alternative options. Students who are away over the Christmas period but wish to retain their homestay accommodation must pay a retainer fee of £32 per week. For further information, please contact customersupport@bellenglish.com



Medical care

If you are from an EU country, please bring your EHC card with you in order to claim for any medical expenses. Please note: if you have a medical condition or need any type of medication while you are in Britain, please let us know before you arrive in the UK. To provide information, please email customersupport@bellenglish.com



Arriving in Britain

When you arrive in Britain, you must show the following documents to immigration officers:

- your passport or ID card
- your Bell Booking Confirmation and any sponsorship letters if applicable
- proof that you have paid your course fees and accommodation

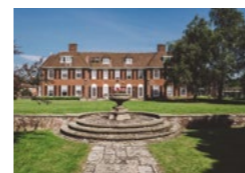
In addition, for non-EU students:

- your passport, with any necessary visas
- proof that you have enough money to support yourself while you are in Britain
- proof of accommodation
- your return tickets.

Once you arrive you may need to register with the police in Britain. This is a normal procedure and we can give you information about how to do this when you arrive.

Taxi transfer

We can arrange for a taxi to meet you on arrival. Please contact our team at customersupport@bellenglish.com to request the taxi transfer form and provide flight details.



Bell Cambridge
1 Red Cross Lane, Cambridge, CB2 0QU
United Kingdom
Tel: +44 (0) 1223 278800
Email: info.cambridge@bellenglish.com



Bell London
1-2 Bear Gardens, Southwark, London
SE1 9ED United Kingdom
Tel: +44 (0) 20 7440 6770
Email: info.london@bellenglish.com

You can download a map and find detailed travel information at: www.bellenglish.com

EMERGENCY CARD

Bell's UK 24 hour emergency telephone number is:

+ 44 (0) 1580 879 100

+ 44 (0) 1223 703 179

Please keep this number with you at all times, but only use it in a real emergency

Keep this emergency contact information with you at all times but only use it in a real emergency. Add your accommodation address to the back of the card.

Public transport in Cambridge

Bus

A public bus service runs to Cambridge from Heathrow, Gatwick, Luton and Stansted airports. You can buy a ticket on the bus or book online at www.nationalexpress.com

Train

There are regular train services from London to Cambridge and from Stansted Airport to Cambridge. For train timetables, visit www.nationalrail.co.uk On arrival in Cambridge, we recommend you take a taxi to your accommodation.

If you require more detailed travel information or directions, please contact us on +44 (0) 1223 278800 or email customersupport@bellenglish.com

Public transport in London

From the airport

There are train and bus services from all London airports into central London, for further information visit www.tfl.gov.uk/travel-information/visiting-london/getting-to-london/london-airports.

For bus timetables visit www.nationalexpress.com

For train timetables visit www.nationalrail.co.uk

In and around London

There are many local bus routes to the school. For more information, including ticket costs, visit www.tfl.gov.uk. You can also purchase an Oyster Card, a magnetic rechargeable ticket which you can use on buses, the underground and some trains. Please speak to a staff member for more details.

If you require more detailed travel information or directions, please contact us on +44 (0) 20 7440 6770 or email info.london@bellenglish.com

Travel checklist

All students

- | | |
|--|--|
| <input type="checkbox"/> Passport | <input type="checkbox"/> Spending money (£ sterling) and cash or credit card |
| <input type="checkbox"/> Bell booking confirmation | <input type="checkbox"/> Your accommodation contact details |
| <input type="checkbox"/> Under 18 consent form* | <input type="checkbox"/> Travel information for getting to Bell |
| <input type="checkbox"/> Proof of payment of fees | <input type="checkbox"/> Letter of authorisation to travel* |

*For students aged under 18

In addition, for non-EU students

- | | |
|--|---|
| <input type="checkbox"/> Visa, if required | <input type="checkbox"/> Sponsorship letters, if appropriate |
| <input type="checkbox"/> Return ticket | <input type="checkbox"/> Proof that you can financially support yourself while in Britain |



During your stay



Your first day

Arrival time on the first day of lessons:

Bell Cambridge: 8.30am – 8.45am

Bell London: 8.00am – 8.15am

Remember to bring your passport or ID card. You will be assessed and placed in a class appropriate to your English level. There will be a short introduction to the centre, the area and the UK, plus a tour and chance to meet the staff.



Students' welfare

At Bell, we consider our students' wellbeing to be of the utmost importance. If you have concerns or questions about any aspect of your Bell experience, there is always a member of staff available to help.



Students aged 16 and 17

Students aged 16 and 17 are considered children under UK law and at Bell we aim to provide an even greater level of care to these students. To ensure their safety and wellbeing:

- all staff, homestay hosts and taxi drivers working with Bell have undergone DBS checks.
- we employ dedicated residential supervisors to offer support for students aged 16 and 17 living in Bell residential accommodation.
- we operate an evening return time of 23.00 for all students aged 16 and 17, living in Bell accommodation.
- we do not allow students aged 16 and 17 to visit our adult residences for students aged over 18.

We require written permission from parents if students under the age of 18 wish to:

- travel independently to visit other cities in the UK or Europe
- move out of Bell accommodation
- book a holiday during their course
- be absent from their accommodation overnight



Social activities

Your course fee includes a range of free social events, including up to two free trips or activities every two weeks. We will give you full information when you arrive in the Activity Zone. For details of current activities please visit www.bellenglish.com/english-16/language-action

Under-18s

As part of the social programme, some trips and excursions are organised by local travel companies. If you are under 18 and want to participate in one of these day trips you will need a Non-Bell Trip consent form for under 18s signed by your parents. Email the signed form to customerservice@bellenglish.com before you arrive or bring it with you to give to staff on arrival.

Please note, Bell does not book under 18s for overnight trips.



Course certificate

You will receive a course report and course certificate (subject to a minimum of 80% attendance) giving details of your attendance, academic progress and end-of-course assessment.



Medical care

If you need to see a doctor or dentist while at Bell, we can arrange this for you. You may have to pay for treatment immediately, but you might be able to claim medical costs through our insurance. Remember to get a receipt from the doctor or dentist. Check your full insurance policy at www.bellenglish.com/useful-information/policies

In the UK home visits by doctors are unusual – they will only be made for serious emergencies and are very expensive.



Lunch at the schools

Lunch at Bell Cambridge

Students can buy a wide range of refreshments in the dining room throughout the day, including hot and cold food, vegetarian, halal, salads, sandwiches and paninis, puddings, fruit and cakes. Students use their Bell ID card to pay, and can put cash onto the card each day or weekly, as they wish. We recommend about £50 each week for lunches and snacks. Please note it is not possible to refund any money remaining on your card during or after the course. We can also arrange/invoice pre-paid lunches.

Paying for meals in London

Bell London does not provide meals, but there are many snack bars and restaurants near by. You will need at least £70 each week for lunches and snacks. When eating out, you should allow at least £20 for a one-course meal and drink.



Spending money

We recommend you bring cash or credit card. Visa and Mastercard are widely accepted and you can obtain cash with these cards in most banks in the UK. You will need to know your PIN number. American Express is not widely accepted and cannot be used to obtain cash in the UK. We strongly advise that you do not bring large amounts of cash with you. No pocket money can be transferred to Bell in advance.



Bank accounts

If you are studying at Bell for several months, you may be able to open a UK bank account. We can give you further details when you arrive.



Accommodation

If you wish to change your Bell-arranged accommodation after you arrive, please speak to our reception staff. You will need to give at least four weeks' paid notice and pay an administration fee for any change to your original booking. For more information, please see www.bellenglish.com/termsconditions

Extending your accommodation

If you have booked accommodation for only part of your stay, you can extend it once you arrive for an administration fee and subject to availability.



Holidays

To book a holiday after you arrive, please speak to a member of staff in reception to arrange this.

- For bookings of less than 12 weeks, we do not normally allow holidays.
- For bookings of more than 12 weeks, two weeks' holiday can be taken for each 12 weeks of course booked.

An administration fee is payable and you must give four weeks' notice. To retain your accommodation, full accommodation fees are payable even during holiday periods. To retain your homestay room, you will need to pay full accommodation fees for the first week of your holiday and 50% for any following weeks.

Please note:

- Holiday dates cannot be changed on courses with fixed term dates such as the University Foundation Programme, Masters Preparation Programme, Cambridge English: Advanced, and Cambridge English: First.
- Holidays cannot be taken during Intensive Exam Preparation courses, with fixed start and end dates.



Course extension

To extend your course or add 1 to 1 lessons, please speak to reception staff. All additions should be paid for at the time of booking.



Bell rules

We have a set of rules that all students must follow. If you break one of the rules, UK law, or if your behaviour is unacceptable we may ask you to leave without refund of fees. A copy of the rules can be found at www.bellenglish.com/english-16/faqs



Smoking

Smoking is not permitted in any enclosed public area in the UK, e.g shops and restaurants. Smoking is also not permitted in the Bell centres or in any area close to the buildings. If you choose to smoke, please do so in the designated smoking areas (Bell Cambridge only).



Staying in touch

All students have free wireless and internet access in the study centre. In your accommodation, there may be a small charge for internet access, where available.



Tier 4 visa students

As a Tier 4 sponsor, Bell has special duties, set by UK Visas and Immigration, that must be adhered to. Therefore, if you have a Tier 4 visa, in addition to following Bell's standard rules, policies and procedures, you must:

- agree any course changes with our academic staff
- inform Bell immediately if you change your address or contact details in the UK
- inform Bell immediately if you wish to leave your course early or study at another school
- give Bell a copy of your boarding pass as proof that you have left the country on completion of your studies.