



# Booking form for groups - students

Adult courses

The terms and conditions and rules for all Bell adult courses can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions)

By submitting this booking form you are accepting and agreeing to all terms, conditions and rules for the course.

If completing the form by hand, please write clearly in BLOCK CAPITALS and use black ink.

## GROUP NAME (IF APPLICABLE)

## STUDENT INFORMATION

Family name (as on passport):

First name (as on passport):

Male Female

Date of birth (day/month/year):

Nationality:

First language:

Address:

City:

Country:

Post/zip code:

Email:

The student's email address will be used to set up an account on Bell's Guided e-Learning system (GEL), giving access to English tests and learning resources before, during and after the course.

Telephone (including international dialling code):

00

Mobile/cellphone (including international dialling code):

00

## MAIN CONTACT INFORMATION

Educational Tour Operator (ETO)

ETO Code:

Parent

Other please specify:

Full name of contact:

Telephone (including international dialling code):

00

Mobile/cellphone (including international dialling code):

00

Email:

To ensure students' welfare and success at Bell, we sometimes share relevant information such as progress reports. Please indicate below which contacts you would like us to share this information with. If you do not want us to share this information with anyone please leave all boxes blank. I give my permission for Bell to share my progress on the course with: Parent/guardian Emergency contact Educational Tour Operator Embassy Employer Group leader

We, Bell Educational Services Ltd, would love to keep in touch with you by post, email or phone with offers, news and information on Bell's products and services. We will treat your information safely and with care, and will never share it with third parties for the purposes of marketing. The only way in which we can contact you is with your explicit consent, so to join our mailing list, please tick the box below. You can unsubscribe at any time by emailing [enquiries@bellenglish.com](mailto:enquiries@bellenglish.com).

Yes, I'd like to receive offers, news and information about Bell's products and services by: Email Post Phone

I have read and accept the privacy policy attached.

## PHOTOGRAPHS AND VIDEO CLIPS

Occasionally we take photographs, video or other multimedia of students during class or leisure activities and this media may be used by Bell or its partners for marketing purposes, including print, advertising and online platforms like social media and websites. Please tick here if you consent for you/your child to take part in these activities.

## VISA INFORMATION

Information on visas can be found on the UK Home Office website: [www.gov.uk/visas-immigration](http://www.gov.uk/visas-immigration)

Type of visa required for entry in the UK:

None

Short-term Student

Short-term Student (Child)

Tier 4 General Student

Other please specify:

If you require a visa, please send us a copy of your passport.

## EMERGENCY CONTACT INFORMATION

The following section MUST be completed. Please note that emergency telephone numbers should be available for contact 24 hours a day.

Emergency contact name:

Telephone (including international dialling code):

00

Mobile/cellphone (including international dialling code):

00

Email:

Relationship to student: Parent

Guardian

Other

please specify:

Do you speak English? Yes

No

## WELFARE

Do you have any special dietary requirements?

Vegetarian

Vegan

Halal

Gluten-free

Other please specify:

Do you have any learning difficulties? If so, please give details:

Are there any other requirements we should know about?

Please note that every effort is made to meet any special requirements you may have, however this cannot always be guaranteed. Special requests may also restrict your choice of accommodation.

## YOUR LANGUAGE LEVEL

All courses have a minimum language level requirement. You must make sure your language level is suitable for the chosen course. If you are unsure about your level, please contact us for advice.

Please select your language level (see [www.bellenglish.com/LanguageLevel](http://www.bellenglish.com/LanguageLevel) for more details):

A1 Beginner

A2 Elementary

A2+ Pre-Intermediate

B1 Intermediate

B2 Upper Intermediate

Please email this form to: [groups@bellenglish.com](mailto:groups@bellenglish.com)

Bell, Hillscross, Red Cross Lane, Cambridge CB2 0QU, UK Tel: +44 (0) 1223 275598

Last reviewed: 04/09/2020



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## MEDICAL

Please tell us about any problems. If we are not told in advance about a physical or mental condition, we reserve the right to terminate the student's course.

Does you/your son/daughter have:

Asthma or bronchitis	Yes	No
Heart condition	Yes	No
Fits, fainting or blackouts	Yes	No
Severe headaches	Yes	No
Diabetes	Yes	No
Allergies to known medicines	Yes	No
Other allergies e.g. materials, food, plasters	Yes	No
Travel sickness	Yes	No
Bed-wetting/incontinence	Yes	No
Any mental health problems (including eating disorders, hyperactivity)?	Yes	No
Does your son/daughter require regular hospital treatment?	Yes	No

Does your son/daughter take any medication which he/she will bring with him/her? Yes No

Is there anything else we should know about? Yes No

If the answer to any of the questions above is YES, please give details:

In case of minor pain or illness such as headache, mild cold or sore throat, do you agree to your son/daughter being given non-prescription medication such as paracetamol, cough medicine, throat pastilles, antihistamine or travel sickness tablets? Yes No

In case of an emergency do you give permission for a responsible person at Bell or in their accommodation to arrange medical treatment? Yes No

Every effort will be made to contact you, the child's parents/guardians, as quickly as possible.

When did your son/daughter last have a tetanus injection?

Date:

## PLEASE FILL IN THE DETAILS BELOW FOR ANY STUDENTS UNDER 18

### DETAILS OF STUDENT'S DOCTOR IN HOME COUNTRY

Title: Family name:

First name:

Address:

Country: Post/zip code:

Email:

Mobile/cellphone (including international dialling code): 00

I give permission for my son/daughter to be registered with a doctor (General Practitioner) in the UK. Yes No

### PARENT/GUARDIAN DETAILS

Title: Family name:

First name:

Relationship to the child:

First language:

Do you speak English? Yes No

Address:

Country: Post/zip code:

Nationality:

Email:

Telephone (including international dialling code): 00

Mobile/cellphone (including international dialling code): 00

### CONSENT

I confirm that the above details are accurate and complete.

I agree to the terms and conditions available at [www.bellenglish.com/useful-information/terms-conditions](http://www.bellenglish.com/useful-information/terms-conditions)

I have discussed the agreed arrangements and rules with my son/daughter

**Signature of the parent/guardian (please sign electronically):**

I have discussed the agreed arrangements and rules with my parent/guardian.

**Signature of the parent/guardian (please sign electronically):**

### TRAVEL

I give consent for my son/daughter to travel to the UK and study at Bell.

I agree that my son/daughter can travel unaccompanied:

between the school and his/her accommodation : Yes No

### LEISURE ACTIVITIES ORGANISED BY BELL

I give permission for my son/daughter to join trips organised by Bell. Yes No

Please note that these trips usually include an element of unsupervised time, for example for shopping with friends.

I give permission for my son/daughter to take part in the weekly programme of organised activities, under supervision. Yes No

Trips and activities can be found at: [www.bellenglish.com/english-16/language-action](http://www.bellenglish.com/english-16/language-action)

If there are any trips or activities on our programme which you do not wish your son/daughter to take part in during his/her stay, please list them here.

There are certain British laws that apply to people aged under 18. As a result there may be some leisure activities that those students under 18 cannot take part in because of their age.



# Terms and conditions

## Adult courses

This is a summary of the Bell English 16+ course terms and conditions. The full terms and conditions can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions). By submitting the booking form you are agreeing to the full terms and conditions for all English 16+ courses at Bell Cambridge and Bell London. If enrolling a student under 18, you agree to the full terms and conditions on their behalf.

### PAYMENTS

- To make your booking, you must submit a booking form and pay a £385 deposit, which is part of your total fees, and the £95 registration fee, within 3 working days of submitting your form. Both payments are non-refundable.
- Full fees as quoted on your pro-forma invoice must be paid at least 6 weeks before the course start date. We cannot guarantee to hold a place on the course/ accommodation unless all fees are paid in full and on time. Students with unpaid fees will not be admitted to the course and may not be able to move into or remain in their accommodation.
- Payment can be made by bank transfer direct to Bell or through our online payment provider Flywire. In addition to a Flywire handling fee of up to £7, all card payments will be subject to a 2% fee levied by the card company. These fees are non-refundable.
- It is your responsibility to cover all bank charges and exchange rate differences for payments.

### TUITION FEES INCLUDE:

- All course tuition (plus talks by visiting speakers where applicable)
- Use of Bell study centres including complete access to audio and DVD libraries, all practice and test materials and library books
- Free on-site internet access
- Bell entry tests and end of course certificate\*
- Advice and support from Bell staff
- Activities and trips offered on UK public holidays when no classes are running
- Core Language in Action programme activities including an arrival orientation tour
- Up to one full day and one half-day/evening trip every two weeks. The number of trips will vary according to the course start date
- Use of Bell's sports and social facilities
- Transfers between UK centres, if requested at time of booking and as part of a multi-centre course booking of 12 weeks or more
- CAS fee for Tier 4 visa applicants
- Insurance.\*\*

\*The Bell End of Course Certificate is subject to 80% minimum attendance.

\*\*This excludes students who are UK residents.

Unless otherwise stated, tuition fees do not include:

- A non-refundable registration fee of £95
- Accommodation
- Classes on UK public holidays.
- High season supplement of £42 per week on all course weeks which fall between 30 June - 10 August 2019
- Any Language in Action programme trips, events and entrance fees which are not marked as "free" on the monthly programme calendar
- Lunch card credit at Bell Cambridge. Students can add money to their lunch card at the school. Any unused credit is non-refundable.
- Airport transfers
- Exam entrance fees
- Transport to and from external exam centres
- Courier fees.

### CANCELLATIONS, CHANGES TO BOOKINGS AND REFUNDS

- Cancellations before the course start date must be made in writing to Bell Head Office. Once a booking has been confirmed, the following cancellation notice periods and fees apply:
- Course cancellation fees
  - More than 2 weeks before the course start date: you must pay £385 deposit and £95 registration fee
    - Less than 2 weeks before the course start date: you must pay £385 deposit, £95 registration fee and one week's tuition fees.
  - Accommodation cancellation fees
- If you cancel your accommodation in a residence at least 4 weeks prior to your arrival you will not incur any charges. However, if you cancel 1-4 weeks prior to arrival, you will incur a charge of up to 4 weeks of accommodation fees.
- If you cancel your accommodation in a homestay at least 2 weeks prior to your arrival you will not incur any

charges. However, if you cancel 1-2 weeks prior to arrival, you will incur a charge of up to 2 weeks of accommodation fees.

- For any notice period given, a 'week' counts as Sunday to Saturday.
- If you need to postpone your course, you must tell us in writing. If we are able to change your course dates, the following fees apply:
  - Course postponements
  - More than 6 weeks before the course start date: no fee
  - Less than 6 weeks before the course start date:
    - 1 week's tuition fees.
  - Accommodation postponements
- If you postpone your accommodation in a residence at least 4 weeks prior to your arrival you will not incur any charges. However, if you postpone 1-4 weeks prior to arrival, you will incur a charge of up to 4 weeks of accommodation fees.
- If you postpone your accommodation in a homestay at least 2 weeks prior to your arrival you will not incur any charges. However, if you postpone 1-2 weeks prior to arrival, you will incur a charge of up to 2 weeks of accommodation fees.
- If you cancel or shorten your course, or change to a less expensive course on or after the course start date, we will not refund any tuition fees. It is not possible to transfer fees to another student or to premium courses such as 1 to 1 lessons.
- Students who decide to leave their Bell-arranged accommodation, or move to a different type of accommodation, before the end of the booked period must give 4 weeks' notice for accommodation in a residence and 2 weeks' notice for accommodation in a homestay. If less notice is received you will incur a charge of up to 4 weeks of accommodation fees for a residence and up to 2 weeks of accommodation fees for a homestay. If the new accommodation is more expensive, additional fees must be paid before moving.
- Any refunds must be made by the same payment method and to the same source as the original payment. Handling charges and fees levied by the card company on any card payments are non-refundable. Fees are not transferable to other students.
- We reserve the right to charge an administration fee for any changes made to the original booking.
- In the event that Bell has to cancel a course, we will do our best to move the student to an equivalent programme. If this is not possible, we will refund all fees paid to Bell, but will not refund any other payments, such as for flights.
- These cancellation conditions also apply to sponsored students.

### VISAS

- It is the responsibility of the client to check the student's visa requirements for entry into the UK, and if necessary apply for and ensure the student is granted the appropriate visa for their period of study with Bell. Information on visas can be found at: [www.gov.uk/visas-immigration](http://www.gov.uk/visas-immigration)
- If you have not received your visa 2 weeks before the course starts, you must inform us so we can work with you to make any necessary arrangements. If we receive less than 2 weeks' notice of a visa delay and you wish to postpone your course, we will charge 1 week's tuition fees and 2 weeks' accommodation fees, if accommodation has been booked. All course and accommodation postponements are subject to availability.
- If a visa application is rejected and we receive notice in writing, along with a copy of the visa refusal letter, we will refund the following:
  - More than 2 weeks before the course starts: all fees except the £95 registration fee and any courier charges
  - 2 weeks or less before the course starts: all fees except the £385 deposit, the £95 registration fee and any courier charges
  - We will only offer refunds in cases for visa refusal where he student followed UK Home Office guidelines for their visa application
  - If a student arrives at one of our centres without the correct visa, we are required by law to arrange for them to leave as soon as possible.
- All decisions on visa applications made by the UK Home Office are final.

### ARRIVALS AND DEPARTURES

- Do not book flights or make travel arrangements until you have received the booking confirmation documents from Bell.
- Students who would like to book any extra nights' accommodation before a course's official arrival date or after a course's official departure date must reserve in advance. Extra nights are subject to availability and at an additional charge.

### THE COURSE

- All Bell centres and courses have entry requirements, such as minimum age and language level. Please refer to the course details, our level chart or contact us for further information. If any information provided at the time of application is later found to be incorrect, we reserve the right to make any changes considered necessary to the enrolment at the student's own expense and, if appropriate, ask them to leave their course and accommodation without a refund of fees.
- All courses and course components are run subject to demand.
- We reserve the right to change course arrangements and prices without advance notice.

### EXAM ENTRANCE

- Examinations are held externally and are not included in the tuition fee, unless specifically mentioned in the course package. Students who would like to take external exams can register through Bell at an additional fee. Exam entrance fees include Bell's administration service and range between £120 and £180, depending on the exam. As exam places are limited, we recommend that students who wish to enter for an exam provisionally book the exam through Bell before their course starts. To confirm the booking students will need to present their passport and passport size photos to the Bell Reception.

### ACCOMMODATION

- We reserve the right to change accommodation arrangements and prices without advance notice.
- If you have booked accommodation in one of our Residences then by agreeing to these Terms and Conditions, you are also agreeing to the terms of the Licence to Occupy and the Residence Rules for your chosen Residence. A copy of the Licence to Occupy and the Residence Rules is available to download from the website and will be sent to you before arrival.
- If you have booked homestay accommodation we will carefully select the right homestay family for you. We will do our best to meet all special requests, particularly relating to health and diet, but we cannot guarantee that this will always be possible.
- A refundable £100 deposit is payable on arrival for all Cambridge residences.

### HOLIDAYS

- We encourage students to book their holiday at the time of enrolment. Students who arrange their holiday during their course must notify us at least 4 weeks' in advance, and an administration fee may be charged. The holiday period can be added to the end of the course of study, subject to availability. If the added weeks take place during the summer period, the high season supplement of £42 per week must be paid.
- It may not be possible to place students in the same class or accommodation after a holiday.
- If you wish to remain in your accommodation during the Christmas period, please contact us for availability. In case 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.

### INSURANCE

- Insurance is included as part of our course fees. A summary of the cover, which is provided by Endsleigh, will be sent to you with your booking confirmation. The policy does not cover students who are UK domicile residents and it does not cover pre-existing medical conditions.

Please email this form to: [groups@bellenglish.com](mailto:groups@bellenglish.com)

Bell, Hillscross, Red Cross Lane, Cambridge CB2 0QU, UK Tel: +44 (0) 1223 275598

Last reviewed: 04/09/2020



# Terms and conditions

## Adult courses

### MEDICAL INFORMATION

- You must inform us of any disabilities, medical, dietary or other information that may affect the student's ability to participate in the course at time of booking. If a student needs special assistance or arrangements and medical information has not been provided before the course, Bell may be unable to provide the necessary support and the student may be asked to leave the school and/or accommodation with no refund of fees.

### BELL RULES

- Bell rules apply to behaviour in School, on Bell activities and in Bell accommodation. The rules can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions). Any students breaking these rules, or English law, or persisting in serious anti-social behaviour will be disciplined and may be asked to leave the school and their Bell-arranged accommodation with no refund of fees.

### STUDENTS UNDER THE AGE OF 18

The minimum age for students joining Bell adult courses is 16. Students under the age of 18 are considered children by UK law and we require additional information and consent to be able to accept these students onto our adult courses. In addition to the above rules, the following applies to students aged 16 and 17:

- We strongly recommend that students aged 16 and 17 stay in Bell arranged accommodation.
- By choosing not to book Bell arranged accommodation you are giving permission for the student to live independently in the UK.
- If a student is not staying in Bell arranged accommodation,

we must receive full contact details of where the student is staying. We accept no responsibility for accommodation not booked through us.

- We strongly recommend that students aged 16 or 17 book the Bell taxi transfer service.
- By choosing not to book the Bell taxi transfer service, you are giving permission for them to travel to the UK independently. We cannot be held responsible for the safety of under 18s who have not booked the Bell taxi transfer service.
- Some airlines do not allow students under the age of 18 to travel without an adult. Please check the airline's guidelines before booking flights.
- Students aged 16 and 17 are able to join all social activities arranged and supervised by Bell staff.
- Students aged 16 and 17 can travel independently within the UK on day trips, providing they return to their accommodation by 23:00 hours.
- Bell must receive written permission from parents or guardians for students aged 16 and 17 who wish to:
  - be absent from lessons or leave school during lesson time
  - travel independently and be absent overnight
  - arrange a holiday during their course
  - move out of Bell accommodation
- If a student under 18 needs urgent medical attention and their parents/guardians cannot be contacted, Bell will act in loco parentis and will arrange for a doctor to give any medical treatment considered necessary, as well as authorise the administration of an anaesthetic and operation.
- We ask that consent is provided in the form of an

electronic signature which is legally binding.

### LIABILITY

- Bell will only be responsible for loss or damage suffered by a student which occurs as a foreseeable result of Bell's breach of the terms and conditions or its negligence.
- Nothing in the terms and conditions shall limit or exclude Bell's liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

### FORCE MAJEURE

- Bell is not liable for any failure or delay in providing our services that occurs as a result of any event outside our reasonable control, such as but not limited to war, disease outbreak, natural disaster or terrorist attack. In such cases, we will immediately notify you in writing and shall be excused from performing our obligations for the duration of the force majeure event.

### LEGAL ENFORCEMENT

- These terms and conditions are governed by English law. English courts will have exclusive jurisdiction to settle any disputes that may arise out of the terms and conditions.

Information is correct at time of publication but may be subject to change.



# Privacy Policy

Bell Educational Services Limited, known as 'Bell' is committed to processing your data fairly and lawfully. This privacy policy explains how we use any information we collect about you or your child when you engage with us.

Any reference to 'your data' includes any data collected on those attending our Young Learner courses, and so may be your child. It also includes Bell employees and, other individuals Bell engages with.

## WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when you book onto one of our courses or engage you in employment. Information is also collected when you submit an enquiry either through our website ([bellenglish.com](http://bellenglish.com)), directly by email, or if we meet you at an event. Website usage information is collected using cookies.

We will only collect information necessary to your relationship with Bell and will retain this data for no longer than is necessary for its intended purpose or until you request otherwise.

## HOW WILL WE USE THE INFORMATION ABOUT YOU?

We collect information about you to process your booking, manage your account throughout this process and your time at Bell. With your permission we will occasionally contact you following your time with Bell, with offers on our products and services we think may be of interest to you.

Information gathered from your usage of our website will be used for internal analytics to inform how we can improve the website for the benefit of the customer journey.

We will only share your information with third parties that are necessary during your time with Bell. Bell will never share your information for marketing purposes with companies outside Bell.

## MARKETING

We would like to occasionally send you information on our products and services which may be of interest to you. If you have consented to receive marketing, you can opt-out at any time.

If you no longer wish to be contacted for marketing purposes you can do so through the unsubscribe link on our emails, or by emailing [enquiries@bellenglish.com](mailto:enquiries@bellenglish.com). Where you do opt-out of communications from us, we will retain your information to ensure we do not contact you in the future, while still maintaining a record of your academic achievements with Bell.

## ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email [dpo@bellenglish.com](mailto:dpo@bellenglish.com) or write to us at Bell, Red Cross Lane, Cambridge, CB2 0QU, and Bell will aim to respond within 40 days. We may make a small charge for this service

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## COOKIES

Cookies are text files placed on your computer to collect standard internet log and visitor behaviour information. This information is used to track visitor use of the website and to compile internal reports on website activity.

You can set your browser to not accept cookies, however as a result some of the features on our website may not work as a result.

## OTHER WEBSITES

If our website contains links to other websites, we are not responsible for its content. This privacy policy applies to our website only, so you should ensure you read their privacy policy.

## CHANGES TO OUR PRIVACY POLICY

We will keep our privacy policy updated and under regular review and will place any updates on this webpage. This privacy policy was last updated 17 May 2018.

## HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy or information we hold on you:

- by email [dpo@bellenglish.com](mailto:dpo@bellenglish.com)
- or write to us, Bell, Red Cross Lane, Cambridge, CB2 0QU