



Babel Fish Ltd.  
11043311  
Trenance Heritage  
Cottages, Newquay, Cornwall, UK, TR7 2HW

[babelfishlanguageschool.com](http://babelfishlanguageschool.com)

## **Terms and Conditions**

### **Registration**

In order to register for a course at Babel Fish, it is necessary to provide full information, as specified on either the Group Registration Form or the Independent Student Registration Form.

### **Prices**

Independent Students: Prices are shown on our website - [babelfishlanguageschool.com](http://babelfishlanguageschool.com)

Students coming to Babel Fish as part of a group: your group organiser will inform you of prices.

Prices for all students include all teaching materials.

### **Payment of Fees**

Independent students:

Once Babel Fish has confirmed a booking, please:

Pay a deposit of £200 to guarantee a place at the school (full bank details are on the Independent Student Registration Form) Pay the remaining balance of your course fees at least two weeks before the course start date Payment should be made in pounds sterling, by bank transfer.

When transferring money from your bank, please note that you are responsible for bank charges of both the sending and receiving bank.

Students coming to Babel Fish as part of a group:

Your group organiser will tell you what the payment conditions are for your course.

### **Cancellations**

Independent students:

Please notify Babel Fish as soon as possible of any change to a booking. It may be possible to postpone a course (depending on course availability).

For cancellations made between twenty eight days and fourteen days prior to the course start date, deposits will be retained.

50% of fees may be retained for cancellations made between fourteen days and four days prior to the course start date.

Full fees may be retained for cancellations in the four days prior to the course start date.

Students coming to Babel Fish as part of a group:

Please refer to the conditions stated by your group organiser.

### **Health, Personal Property and Travel Insurance**

All students, whether travelling independently or with a group, must ensure that they have full health, property, personal liability and travel insurance before their course begins. Babel Fish cannot be held responsible for any personal loss or injury.

### **Visas**

For students requiring a visa to study at Babel Fish:

Once we have received your booking and your deposit, we will hold a place on the course you have selected and send all relevant visa documentation including a Visa Support Letter. Please let us know as soon as your visa is granted or refused. You are liable to pay the cost of courier delivery. Babel Fish will support visa applications for students travelling as part of a group and for independent students.

If a visa is refused, please send us a copy of the refusal letter. On receipt of that letter, we will arrange a refund, minus any bank charges incurred, according to our normal cancellation conditions.

### **Courses for Young People:**

Babel Fish makes every effort to provide a nationality mix in classes and on activities. There may, however, be times when this is not possible.

Babel Fish reserves the right to merge, split, cancel or otherwise alter the composition of a class. If a student's English level is not suitable for the course they have booked, Babel Fish reserves the right to move them to a different level.

### **School Premises**

The main school building is based at Trenance Heritage Cottages. This is the location of our office and primary classroom. When necessary, we use the functions rooms that are a part of the Heritage Cottages. During peak times, we also use classrooms at Cornwall Collage's Newquay premises, 5 minutes walk from the school.

The school is part of a unique and beautiful area of Newquay, and we ask that students respect this at all times.

## **Public Holidays**

Babel Fish is open on all public holidays except for those which fall during the Christmas period. Classes and activities are run as normal and all offices are open and fully staffed.

## **Behaviour**

If your work, attendance or conduct is unsatisfactory, you will be subject to Babel Fish's disciplinary procedures. These procedures may lead ultimately to expulsion. In the event of expulsion fees are not refunded. Travel and other costs incurred as a result of expulsion must be met by the student or by the student's parent or guardian. Attendance at school is compulsory for all students and is a condition of a UK visa. Non-attendance of visa nationals is reported to the relevant UK government bodies.

A student can be sent home from Babel Fish for any of the following:

Using alcohol (if under 18), illegal drugs or 'legal highs' (at any age). Bullying another student. Violent behaviour. Stealing from a shop, host family, the school or another person. Any activity that is illegal in the United Kingdom

## **Accommodation**

It is vital that students or group organisers inform us at the time of booking of any special requests, dietary needs, allergies, health conditions or any other considerations they believe to be important in the selection of their accommodation. If a change of accommodation is requested when a student is at Babel Fish because a student has a dietary need, allergy, health condition or other special requirement that we have not been informed of prior to arrival, they may be charged a cancellation fee for the accommodation they are requesting to leave.

Babel Fish reserves the right to cancel accommodation booked if there are concerns about a student's behaviour. No refunds are made in these circumstances.

Babel Fish is not responsible for any damage or loss of property while a student is staying in accommodation arranged by us.

If host family accommodation has been booked, Babel Fish will provide the student or group organiser with details prior to arrival.

## **Liability**

Babel Fish, its directors, employees, representatives, agents, host families and sub-contractors will not be liable for any sickness, injury or death of a student, any damage caused to a third party by a student or repatriation costs.

## **Parental Consent**

It is understood that by making a booking for your child or ward directly with Babel Fish or through a third party e.g. educational travel operator or school you implicitly accept these Terms and Conditions and permission is given for your child/ward:

to live and travel independently while studying at Babel Fish Language School, to participate in on- and off-site activities and excursions arranged by Babel Fish: a course will typically include activities such as sports and excursions to other towns and attractions, to be administered first aid and to be given appropriate non-prescription medication in an emergency, to be administered medication and treatment as instructed by medical authorities present including emergency dental, medical or surgical treatment , anaesthetic, blood transfusion

### **Group Organisers**

These Terms and Conditions should be read in conjunction with the group proposal sent to you by Babel Fish Language School, in which some Terms and Conditions may be varied

### **Group Leaders**

Group Leaders accompanying a group including a student or students under the age of 18 to Babel Fish, agree to act 'in loco parentis' at all times and will adequately supervise all members of their group. Where applicable, this responsibility is delegated to Babel Fish staff e.g. for activities and classes.

### **Damage**

All students/ Group Leaders and other customers of Babel Fish Language School are fully responsible for any damage they may cause at school, in their accommodation or elsewhere and should expect to pay for any replacement or repair necessitated by the damage they have caused.

### **Publicity Materials**

We occasionally take still photos or video footage for use on our website or in other publicity materials. If a student wishes NOT to appear in any such materials they should let us know in writing prior to their course.

Babel Fish may use your written feedback in promotional materials. If a student does not wish to be quoted, they should inform us.

### **Jurisdiction**

Any dispute which arises concerning contractual arrangements with Babel Fish Language School will be subject to the jurisdiction of the courts of England and Wales.

### **GRDP- Data Protection**

Here at Babel Fish we take your privacy seriously. We will only use your personal information for legitimate purposes - to contact you about our services, keep you updated with our news and provide you with information which maybe of interest to you about our offer. From time to time, we would like to contact you with details of our education courses and services. We will continue to do so, but should you not want to receive communication from Babel Fish Language School, contact us and we will delete all data pertaining. Our privacy statement is available here if you would like to read more about how we use, share, access personal data.

### **How we will use information about you:**

We retain your data in order to provide you with personalised services including language school holidays, education courses or creative writing retreats and workshops. We will use this data out of legitimate interest and will share it with members of our business. Any data that we possess will be held securely and we will not share it for marketing purposes with any third parties.

Your privacy is important to us. Our privacy statement is available here if you would like to read more about how we use, share, access personal data.

### **Your rights:**

- Your personal information is owned by you. If you have any questions or issues with the way in which we are using your data you have the following rights:
- You can ask to see what data we hold on you (right of access)
- You can ask for information to be corrected
- You can ask to receive a copy of the data we hold on you (right to portability)
- You can ask us to delete any information we have about you (right to be forgotten)
- You can object to the way in which we use your information
- You can complain to the supervisory authority

### **Retention and data storage**

When we store data, reasonable measures are taken to protect personal information from access by unauthorised persons. This information will be stored, archived and backed up as part of internal systems.

Correspondence not relating to a contract will be retained for 1 year following its creation.

Records and documents relating to contracts and insurance policies will be retained for 7 years after the end of the contract or policy.

Information and documents relating to unsuccessful job applicants will be retained for 1 year from the date of notification to the candidate.

**Data Protection Officer:** Alex Trumble, Babel Fish Ltd, Trenance Heritage Cottages, Newquay, Cornwall, TR7 2HW, [alex@bfls.co.uk](mailto:alex@bfls.co.uk)