General Conditions

These General Conditions set out the agreement between ISE Language Limited, "ISE Hove" (Registration No. 06032220, Registered Office: Panorama House, 2 The Drive, Hove, BN3 3JA, UK), and Students enrolled on any course at ISE Hove. For any questions or clarifications about these terms, please contact us via the website here: https://www.isehove.com/en/contactus.php

These General Conditions relate to all individual Student bookings.

Alternative General Conditions relating to group programmes will be shared prior to booking.

Adult English Language courses are open to Students aged 16 and over.

Young ISE courses are open to Students 12 – 17 years old.

Looked After Children and **Pre-School** courses are open to children 12 – 16 years old.

English for Children and **Parent and Child** courses are open to Students aged 8 – 12 years old.

These General Conditions were last updated on the 9th November, 2026.

Definitions

Admissions - The team that manages applications and enrolments pre-arrival.

Agent - The person or organisation that the Parent or Student has entered into a contract with directly (and separately) for the provision of services relating to educational services.

Arrival Date - The date on which the Student arrives in ISE Hove accommodation/private accommodation or starts a course, whichever is sooner.

Code of Conduct - A document that lists the behaviours that are acceptable when studying at ISE Hove.

Enrolment - Confirmation that a Student has been registered at ISE Hove.

Financial Guarantee Letter (FGL) – A letter from a government or embassy stating that they will cover the cost of tuition for a specific period of time.

Minor – For the purposes of the General Conditions, a minor Student is defined as a person who is 16 or 17 years old.

Parent/Guardian - All natural parents, or any person who, although not a natural parent, has parental responsibility for a child or young person. The term Parent is deemed to include the role of 'Guardian' (a person who has been appointed by a judge to take care of a minor child personally and/or manage that person's affairs). The Parent is deemed to be the person responsible for the payment of fees.

Parental Consent Form - The Parental Consent Form allows a parent or other legal guardian to give consent for their child to participate in activities, attend events, or for ISE Hove to use information related to the child for a specific purpose.

Personal Data - Personal data as defined in the Data Protection Legislation.

Sponsored Student - A Student who has a financial guarantee letter from their government or embassy.

Student - The person who is studying at ISE Hove.

Student Representative – The Agent, or other third party, that is acting on behalf of the Student.

Young Learner - For the purposes of the General Conditions, a Young Learner Student is defined as a person who is aged 15 or under.

1. Personal Information

a. ISE Hove needs to see and copy the Student's passport (and visa if appropriate) and to maintain up-to-date Personal Information.
b. It is the Student's responsibility to provide this information and update ISE Hove if anything changes.
c. ISE Hove reserves the right not to accept any student suffering from any physical or mental issue that may affect their education at the school that is not disclosed at time of booking or on the initial enrolment form.
d. Please refer to ISE Hove's privacy policy for details of how we store personal information. Please find a copy of the policy at https://www.isehove.com/en/page.php?id=1041

2. ETAs and Visas

a. Students are fully responsible for complying with all requirements of the UK immigration authorities both before and during their stay: ETA and Visa requirements are subject to change, and it is the responsibility of the Student to arrange all applicable travel permits, ETAs or visas and to have a valid passport and leave to remain for the whole period of study. All Students who require visa documentation must pay 100% of their tuition fees in full before any visa invitation documentation referred to below can be issued. For Students under the age of 18, completed documentation from a parent or guardian will be required before any visa invitation letter can be issued.
b. If an adult Student's application is successful, we will provide them with an offer letter for an Adult Short-Term Visitor (Student) visa (up to 6 months) or an Adult Short-Term Visitor – Extended (Student) visa (up to 11 months). See the following website for further details: https://www.gov.uk/browse/visas-immigration Please note all visas can only be used for the course and school on the initial visa application. The Student cannot transfer to another provider during their stay in the UK.
c. If a minor or Young Learner Student's application is successful, we will provide them with an offer letter for a Child Short-Term Visitor (Student) visa (up to 6 months). See the following website for further details: https://www.gov.uk/browse/visas-immigration Please note all visas can only be used for the course and school on the initial visa application.
d. Students from the EU and certain countries will need to apply for an ETA before travelling. Full details about the ETA can be found here: https://www.isehove.com/en/page.php?id=154

e. ISE Hove is not authorised to advise Students on visa processes and regulations. Students can refer to any registered immigration adviser by searching the database at: https://portal.immigrationadviceauthority.gov.uk/s/adviser-finder
f. If ISE Hove believes that the Student is not able to or does not intend to follow the course, it may not allow the Student to enrol on the course.
g. To determine if you require an ETA or a visa please visit: https://www.gov.uk/guidance/check-when-you-can-get-an-electronic-travel-authorisation-eta

3. Payments

a. To reserve a place on a course the Student must pay the tuition, registration and any additional fees before they start.
b. A £200.00 non-refundable deposit is required at the time of application for all full-time courses.
c. Students from outside the EU must pay 100% of their tuition fees and a minimum of the first 4 weeks of accommodation fees (if applicable) at the time of application.
d. Full payment of fees must be received at least 14 days prior to the course start date.
e. All Students who require visa documentation must pay 100% of their tuition fees in full before any visa invitation documentation is issued.
f. Students are responsible for any bank fees incurred during the payment process.
g. Tuition fees cannot be transferred to another Student. Tuition fees do not cover the cost of other materials and services that may be required, including, for example, examination fees, bank charges, insurance, etc.
h. Course and accommodation are only secured for the period that has been paid for in full.
i. Where a Student has paid a local Agent and received visa documentation, ISE Hove will request payment from the Agent within 14 days of the Student's arrival. If for any reason the Agent does not pay the required school fees, ISE Hove will inform UK Visas and Immigration (UKVI) that payment has not been received and will suspend the Student's studies until payment has been received in full.

4. Sponsored Students

a. Sponsored Students will not be allowed to start their course without either a Financial Guarantee Letter (FGL) or tuition fees paid in full.

b. Any fees paid directly to ISE Hove will be refunded to the fee payer upon receipt of the FGL.

5. Refunds and Cancellations

a. All cancellations or course withdrawals must be made in writing to ISE Hove via email: hello@isehove.com
b. The following fees are non-refundable: deposit, registration, courier, accommodation placement, bank charges, or credit card fee(s).
c. A refund will not be provided in any circumstances where the Student has supplied fraudulent, forged or deliberately misleading documentation.
d. No refund will be issued to students that have been issued with visa invitation documentation without production of the original visa refusal letter or email from UKVI.

5.1 Tuition and Accommodation Refunds before Arrival

a. In order to get a full refund, the Student or Student Representative needs to notify ISE Hove of the cancellation, in writing, 14 days or more before the course start date.
b. If the Student or Student Representative cancels their course less than 14 days before the start date, the Student will be charged 50% of their tuition and accommodation fees.
c. If the Student or Student Representative cancels their course less than 7 days before the start date, no tuition fees can be refunded and 50% of their accommodation fees will be refunded.

5.2 Tuition Refunds after Arrival

a. No refunds for tuition will be granted once the arrival date has passed.
b. If a Student is expelled, no refunds will be issued for any unused tuition or accommodation.

5.3 Cancellation Due to Visa or Study Permit Refusal

a. If a visa or ETA application is refused, ISE Hove will refund all fees, less the £200 deposit, provided that the Student presents the original visa refusal document from the relevant Immigration Authority.
b. ISE Hove does not refund if the visa or ETA application refusal is the fault of the Student (missing documents, wrong documents, wrong intention); however, ISE Hove will refund if the refusal is the fault of ISE Hove.
c. If an ETA or visa is refused, Students can postpone and re-apply for the visa or ETA; however, depending on the cancellation date, some fees might be incurred.

d. Refunds may take up to 4 weeks to process once ISE Hove receives the refusal document. All refunds will be made using the same method of the payment received.
e. No refund will be issued if the Student is expelled from the country of study by the local Immigration Authority.

6. Administration of Courses

a. Requests to change the time or date of classes or courses must be made at least two weeks in advance of the start date. All changes are subject to availability and at ISE Hove's discretion.
b. The duration of the course or the time allotted to complete the course will not be extended by unauthorised absences or uncertified illnesses.
c. ISE Hove reserves the right to change teachers, lesson times, and rooms and to combine classes for different courses at its discretion.
d. ISE Hove reserves the right to change the details of its services, including courses, facilities, accommodation, and course dates, where circumstances beyond its control necessitate such changes or where the number of enrolments is not enough to operate a course viably.
e. ISE Hove reserves the right to change a Student's schedule during their course.
f. Students must take ISE Hove's online or face to face placement test before the start of their course to determine their level of study.
g. If a Student does not have the minimum language level required to study on a specific course, ISE Hove reserves the right to move the Student to an appropriate course for their level.
h. All classes are either 2 hours or 3 hours duration, including breaks, unless otherwise stated.
i. In the event of strikes (e.g. to transport) alternative arrangements will be made to offer your classes online where possible. For events that are out of ISE Hove’s control we will not be held liable to deliver hours lost.

7. Attendance

a. All ISE Hove Students should be on time and attend all their classes every day. Students must arrive at classes before the start time and return promptly after the break. Students

who arrive more than 15 minutes late, or miss more than 15 minutes of class, will be marked absent and may be refused entry to the class.

b. If a Student is persistently late, they may be excluded from the course.
c. If Students cannot come to school, they must report their absence in advance or on the day by calling +44 (0)1273 749 244 or via WhatsApp on +44 7939 980 005 or emailing hello@isehove.com
d. Students must provide a doctor's note for absences of longer than 2 days.
e. Students should attend 100% of their course but are required to maintain a minimum of 80% attendance on the programme in order to receive a certificate at the end of their programme.
f. If a Student's attendance falls below 80%, ISE Hove will follow the advertised Attendance Policy. If attendance does not improve, it could result in the Student's expulsion.

8. Holiday & Course Breaks

a. Public Bank Holidays - On public bank holidays classes are normally not held and the school will be closed on these days. All published programme start dates fall on a Monday. If the Monday is a public bank holiday, the start date will fall on a Tuesday. Compensation will not be made for classes not offered on public bank holidays. All UK public bank holidays are published by the UK Government here: https://www.gov.uk/bank-holidays
b. ISE Hove school will be closed for two weeks over Christmas; Students on courses that straddle these periods will automatically get a course break inserted and their end date will reflect this.
c. Students wishing to go on a holiday during their course must submit their holiday request at least 2 weeks before their holiday.
d. Students must receive written approval before being absent. Otherwise, absences will be recorded.
e. The maximum length of their course break depends on how many weeks the Student has enrolled in their course at ISE Hove:
    i. 12 to 23 weeks: 2 weeks
    ii. 24 to 35 weeks: 4 weeks
    iii. 36 or more: 6 weeks
f. All holidays start on a Monday and end on a Friday, and they are a minimum of 1 week.
g. Students who are away for 6 weeks or more may be asked to retake a level placement test.

h. Students must ensure that they are still legal to study when they return from holiday. They must be able to finish their studies while following the rules and conditions of their visa.

9. Accommodation

a. ISE Hove can arrange accommodation for Students, subject to availability.
b. ISE Hove acts as an intermediary between accommodation providers and Students.
c. When a Student's first choice of accommodation is not available, they will be given the opportunity to select an alternative type or cancel their accommodation request.
d. We aim to release accommodation details 7 – 14 days prior to the arrival date, subject to receipt of full payment.
e. Accommodation bookings are charged on a weekly basis. Sunday to Saturday, Sunday to Sunday, or Saturday to Saturday would all be calculated as ‘one week’. If a Student wishes to arrive earlier or depart after a week, they will be charged per night on a pro rata basis. All accommodation bookings are subject to availability.
f. Any request to change accommodation after arrival will be dealt with at ISE Hove's discretion and subject to availability.
g. Students must give a minimum of 2 weeks' notice before leaving a homestay. If a Student leaves a homestay with less than 2 weeks' notice, 4 weeks of accommodation fees will be forfeited.
h. There is no obligation for the homestay host to spend a specific amount of time with the Student.
i. We have a zero tolerance to illegal substances or law-breaking; Students found breaking any national laws will be expelled, and the Student may be reported to the relevant authorities. We will not be responsible for any associated costs.
j. Students will be charged to cover any damage or breakages caused to the accommodation as a result of the Student's actions.

10. Airport Transfers

a. ISE Hove can arrange airport transfers on arrival or departure.
b. This service is subject to availability and to payment in advance.
c. Additional charges may apply for excess waiting times incurred.

d. Students are responsible for supplying full and correct information on travel requirements and for updating this information as and when necessary. This includes arrival airport, flight number, mobile phone number and city of origin.
e. In case of flight detail changes or a cancellation request, ISE Hove must receive new flight information or written cancellation at least 48 hours before the flight, in order for the Student to avoid full fees. ISE Hove will only refund airport transfer charges if cancelled more than 48 hours before the transfer date.
f. If a Student misses a flight or if the flight is delayed, it is their responsibility to contact the emergency line indicated on their homestay or transfer confirmation. If the Student fails to do so, they will be charged for another transfer.

11. ISE Hove Code of Conduct and Dismissal

a. ISE Hove is committed to a safe, educational and nurturing environment for all Students and staff. ISE Hove fully supports and complies with all the Law of England and Wales.
b. Students are expected to adhere to the following:
c. Comply with all ISE Hove facility rules, policies and regulations. Treat others with dignity and respect.
d. Participate in classes at all times.
e. Treat all ISE Hove facilities, resources, and equipment with care and respect.
f. Refrain from misuse of alcohol, tobacco, and controlled or restricted substances.
g. Abide by the terms of their study permits and visas, if applicable.
h. Abide by all laws, statutes, and policies of England and Wales.
i. For the avoidance of doubt, ISE Hove views unacceptable behaviour as including, but not limited to, causing damage to property, causing disturbance or nuisance, abusive or disrespectful conduct, failing to observe fire and safety rules, smoking in unauthorised areas and selling or consuming alcohol or illegal drugs on ISE Hove's premises.
j. Any Student who intentionally or negligently causes damage to Centre property will be expected to pay the full cost of repairing or replacing such property.
k. In general, the following steps will be taken for violation of this ISE Hove Code of Conduct.
    I. 1st Offence: The Student will be reminded of the rule that was broken and given a verbal warning. If the Student is a minor, the Student’s parent or guardian will be informed of the violation. This warning will be dated and placed in the Student database.

II. 2nd Offence: The Student will be given a written warning which will be dated and signed by the Student and the ISE Hove staff member. The Student's sponsoring agency or agent will be notified, as will the Student's parent or guardian if the Student is a minor. A copy of the written warning will be included in the Student database.

III. 3rd Offence: The Student will be expelled from the programme and will be given an expulsion Letter, which will instruct the Student to immediately return to his/her home country. Expelled Students cannot continue their studies at ISE Hove school. The Student's sponsoring agency or agent will be notified, as will the Student's parent or guardian if the Student is a minor or Young Learner. A copy of the Expulsion Letter will be included in the Student database.

l. If a refund is due to a Student, the refund will be processed in accordance with these General Conditions.

m. If the Student owes tuition or other fees to ISE Hove, ISE Hove may undertake collection proceedings for the amount owed.

n. ISE Hove reserves the right to immediately bypass the normal disciplinary process in cases of extreme violations or serious misconduct.

o. ISE Hove is committed to ensuring that its learning environment promotes the respectful and fair treatment of all Students.

p. While on ISE Hove premises, accommodation, or during activities or events hosted by ISE Hove, the following activities are prohibited:

I. Bullying, violence, threatening language, racial harassment or any other form of harassment or discrimination.

II. If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity: Students should report the situation in person or in writing to their teacher, activity leader, reception or any member of ISE Hove staff, who will take immediate action to prevent further problems.

III. Individuals found responsible for these actions resulting in disruption or negative impact on the school environment will be subject to disciplinary action that could include suspension or dismissal from ISE Hove.

12. Photography & Video

a. ISE Hove regularly takes photographs or video footage of Students participating in activities and collects written or video Student testimonials for promotional purposes, both printed and online.

b. Any Student who does not wish to participate may advise ISE Hove at the time of booking or at the time of media collection.
c. Students will be informed when videos or photos are being taken and may choose not to participate.
d. Students who are invited to provide testimonials or to have individual or small group photos taken will be informed of their intended or anticipated use.
e. Students may choose to opt out of Media inclusion at any time by emailing hello@isehove.com

13. Force Majeure

a. ISE Hove will not be liable or responsible for any failure to perform or delay in the performance of, any of its obligations in relation to providing a course or accommodation that is caused by events outside its reasonable control (Force Majeure Event).
b. A Force Majeure Event includes any event beyond ISE Hove's reasonable control and includes (without limitation), the following: fire, flood, natural disaster, acts of government, acts of terror, failure of suppliers or subcontractors, industrial action, epidemics, pandemics, or other reasons which are outside ISE Hove's control.
c. ISE Hove's obligations in relation to courses or accommodation are suspended for the period that the Force Majeure Event continues.

14. Liability

a. ISE Hove shall not be liable for any loss or damage which arises out of or in connection with or as a consequence of a Student's use of ISE Hove's premises, accommodation, or organised activities.
b. ISE Hove is not responsible for the safekeeping and delivery of any personal property or post sent to Students at ISE Hove.
c. Students must pay for any damages caused by them to school property or to the accommodation booked via ISE Hove.
d. ISE Hove shall not be liable in the case of poor or non-performance of services provided by a third party that it has mediated.

15. Insurance

a. ISE Hove recommends that all Students obtain travel insurance coverage, which includes medical, repatriation and personal liability as a minimum.
b. Students are solely responsible for ensuring they have appropriate insurance in place to cover their travel, possessions, and attendance at ISE Hove.

16. Data Protection

a. In order to deliver education and protect Students' welfare, ISE Hove will collect and process personal data, including sensitive and special category personal data (as defined in the Data Protection Act 2018 and GDPR respectively) that relates to the Student and their circumstances.
b. Full details of the personal data collected and processed by ISE Hove, the purposes for which it is collected, and the legal basis for doing so are contained in the ISE Hove Privacy Policy, which can be accessed on the school website at https://www.isehove.com/en/page.php?id=1041

17. Minor Students

a. Minor Students, who are 16 years old or above, study alongside adult Students with minimal supervision outside class times.
b. Parents and Guardians of minor Students should read our Parental Consent Form and are required to send us the completed and signed form before the Student's arrival date. The Parental Consent Form details the levels of supervision that ISE Hove will provide for minor Students. The Consent Form outlines the specific policies minors must follow, including but not limited to the homestay, attendance, and safety policies.
c. Minor Students who wish to withdraw from the course will need to provide written confirmation of this in advance from a parent or guardian. The written consent should confirm the finish date of the course when the Student will leave the country, and the travel details.
d. Minor Students may need to carry a letter of consent to travel alone and present it, if requested, on arrival in the country.

e. Minor Student attendance should be 100%; written and detailed parental authorisation must be sent to the school for any planned absence at least 2 days in advance. Minor Students must inform the school immediately in case of illness or late arrival by calling +44 (0)1273 749 244 or via WhatsApp on +44 7939 980 005 or emailing hello@isehove.com
f. Minor students that do not arrive at school on time will initiate an immediate investigation by reception staff.
g. Minor students may be required to sign in on arrival to the school.
h. Minor students may be required to await collection in the school by a parent or guardian.

18. Young Learner Students

a. Young Learner Students are accepted on the following courses:
    i. **Adult English Language courses** are open to Students aged 16 and over.
    ii. **Young ISE** courses are open to Students 12 – 17 years old.
    iii. **Looked After Children** and **Pre-School** courses are open to children 12 – 16 years old.
    iv. **English for Children** and **Parent and Child** courses are open to Students aged 8 – 12 years old.
b. Parents and Guardians of Young Learner Students should read our Parental Consent Form and are required to send us the completed and signed form before the Student's arrival date. The Parental Consent Form details the levels of supervision that ISE Hove will provide for Young Learner Students. The Consent Form outlines the specific policies Young Learner Students must follow, including but not limited to the homestay, attendance, and safety policies.
c. Young Learner Students who wish to withdraw from the course will need to provide written confirmation of this in advance from a parent or guardian. The written consent should confirm the finish date of the course when the Student will leave the country, and the travel details.
d. Young Learner Students will need to carry a letter of consent to travel alone and present it, if requested, on arrival in the country. Please check airline rules before booking tickets for Young Learners as each airline has different rules and processes.
e. Young Learner attendance should be 100%; written and detailed parental authorisation must be sent to the school for any planned absence. Young Learner students must inform the school immediately in case of illness or late arrival by calling +44 (0)1273 749 244 or via WhatsApp on +44 7939 980 005 or emailing hello@isehove.com

f. Young Learner students that do not arrive at school on time will initiate an immediate investigation by reception staff.
g. Young Learner students may be required to sign in on arrival to the school.
h. Young Learner students may be required to await collection in the school by a parent or guardian.

19. Agreement

a. The current ISE Hove General Conditions supersede any previous Terms and Conditions that were applicable at the time of the Student's booking.
b. By either submitting an application or paying either a deposit or full fees, the Student, or their parent or guardian, warrants that they have read, understood, and agree to the above conditions.
c. All courses and accommodation offered are subject to availability.
d. ISE Hove reserves the right to cancel or make changes to course or accommodation arrangements without liability if obliged to by circumstances beyond its control or due to low demand or where the Student's preferred accommodation is unavailable. In such circumstances, ISE Hove will offer the best alternative arrangements, dates, or venues available.

20. Complaints and Disputes

a. Students should bring any problems to our attention immediately in order for us to help.
b. All complaints must be in writing. Please email any complaint to hello@isehove.com or otherwise to welfare@ise.uk.com.
c. Alternative Dispute Resolution is provided by the Office of the Independent Adjudicator. Students who are not satisfied that their complaint has been handled correctly may complain to the OIA via their website: https://www.oiahe.org.uk/students/