



ISE - Intensive School of English Language Limited

ISE HOVE: 2 The Drive, Hove, East Sussex, BN3 3JA, UK

Tel: +44 (0) 1273 74 9244 / +44 (0) 1273 357224

E-mail: hovereception@ise.uk.com Web: www.isehove.com

Facebook: @ISE Hove / Instagram: @ise_hove / Twitter: @EFLteacherISE

ISE Fees, Cancellations and Refunds Policy

ISE has stated Fee Payment, Cancellation and Refund Policy available in the General Conditions document available on the ISE website. The relevant terms are reproduced here:

Fee Payment

Payment may be made in pounds on-line at our website payment service via: <http://www.ise.uk.com/en/payment.php> Please indicate your pro-forma invoice number if applicable.

Payment may be made in the school reception where cash, cheques and most debit and credit cards are accepted via our online payment portal.

- Payment may also be made in £ sterling (GBP) or € euros (EUR) by telegraphic transfer direct to the school’s bank account quoting the following information:

	<u>Sterling (£) account</u>		<u>Euro (€) account</u>
Account Name	ISE Language Ltd	Account Name	ISE Language Ltd
Account Address	HSBC 125 Church Road Hove BN3 2AN	Account Address	HSBC 125 Church Road Hove BN3 2AN
Sort code	40 25 03	Sort code	40 12 76
Account N°	71501852	Account N°	69622673
IBAN	GB76 HBUK 402503 71501852	IBAN	GB63 HBUK 401276 69622673
Swift Code	HBUKGB4112R	BIC8	HBUKGB4B

Cancellation and Refunds

- If notification of cancellation is received by ISE more than 14 days before the start of the course, ISE will retain the deposit. If notification of cancellation is received less than 14 days before the start of the course, ISE will charge 50% of the fees. In the event of cancellation after the commencement or before the end of the course, no fees can be reimbursed.





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- No refund of fees can be made to any student who has been issued with a GSV, ESVV or CAS letter of invitation for immigration purposes unless an **official letter of refusal**, issued by either UKBA or The British Embassy is produced. Students who have been issued with a GSV, ESVV or CAS letter of invitation who then decide not to apply to travel to the UK, or who travel to the UK and do not attend will not be entitled to any refund of fees in any circumstances. ISE maintain strict records of applicants and any non-travelling, non-arriving or non-attending students will be reported to the appropriate authorities.
- Any refund of fees will be made via the same method of original payment, to the same originator of funds. ISE cannot refund fees to any third party in any circumstances.
- Any refund of fees will be sent net of bank or exchange rate charges as applied by HSBC.

ISE require that 100% of tuition fees be paid in advance for all private students before any visa invitation documentation is issued.

Further conditions

- ISE only acts as an intermediary between its students and travel organisations on the one hand and host family on the other. Under no circumstances can it be held liable for any delay or accident during a excursion, activity or journey, nor can it be held liable for any accident that may happen during the student's stay.
- ISE reserves the right not to allow on any course a student suffering from any mental or physical disability that has not been disclosed on the Registration Form. Please see the ISE Equal Opportunities Policy for further information.
- The ISE Hove website at www.isehove.com gives the only information that can be referred to in the event of a disagreement between the student and ISE.
- ISE reserves the right to alter the advertised class timetable, including to suspend, amalgamate or cancel courses without liability if obliged to by circumstances beyond its' control including through low demand. In such cases ISE will offer an alternative venue, date or time or offer a full / partial refund of fees as appropriate to the situation at the discretion of the Managing Director.
- ISE reserve the right to make further enquiries about any application received from outside the EU and not to accept any student application from outside the EU, for any reason whatsoever.



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The official version of this document will be maintained on-line. Before referring to any printed copies please ensure that they are up to date.



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ESOL Examinations

Authorised Centre for Skills for Life
& ESOL for Work