

## Courses for students aged 16+

(all prices in GBP)

### General English Classes

- ✓ maximum 15 students per group
- ✓ Start any Monday - please see holiday dates below
- ✓ Course book included for students who book and pay for a course of at least 12 weeks

Number of weeks	Part-time 5 x 60 minutes per week	Basic 10 x 60 minutes per week	Standard 15 x 60 minutes per week	Intensive 21 x 60 minutes per week	Super Intensive 25 x 60 minutes per week
1 - 7	£60.00	£120.00	£180.00	£220.00	£260.00
8 +	£55.00	£110.00	£165.00	£205.00	£240.00
<b>Peak Season Supplement (June to August incl.) add £10.00 / week (all courses above)</b>					

### IELTS Preparation Classes

- ✓ Maximum 15 students per group
- ✓ Start any Monday - please see holiday dates below
- ✓ Introduction to IELTS presentation, including exam description and study advice
- ✓ Free access to the IHM after-school "IELTS Club" (up to 4 sessions per week)
- ✓ Free access to the IHM after-school "Spelling Course" (runs several times though the year)
- ✓ 1:1 tutorial session once a month, including practice speaking test
- ✓ Additional writing homework set and corrected by experienced IELTS professionals
- ✓ An IELTS course book course book (for courses of 12 weeks and over)
- ✓ One exam IELTS exam fee included for courses of 12 weeks and over (subject to availability)

Number of weeks	Intensive 21 x 60 minutes per week	Super Intensive 25 x 60 minutes per week
1 - 7	£255.00	£295.00
8 and over	£235.00	£275.00
<b>Peak Season Supplement (June to August incl.) add £10.00 / week (all courses above)</b>		

### Individual (1:1) Lessons

- ✓ 1:1 classes can be taken in addition to group classes, or on their own
- ✓ Times of classes can be agreed to suit each student
- ✓ Free access to the IHM after school "IELTS Club (one hour per week)
- ✓ Classes are tailored to students requirements - e.g. Business English, Medical English - please enquire

<b>1:1 lessons</b>	£40.00 per 60 minutes
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**Extras - can be added to a General English Course**

<b>IELTS Club</b>	<i>£3.00 per session or £10.00 per week</i>
<b>Spelling Course</b>	<i>£30.00 per course</i>

**Combination Programmes (group lessons + individual lessons)**

<b>Name of course</b>	<b>Number of hours of group lessons / week</b>	<b>Number of hours of individual lessons / week</b>	<b>Course fees</b>
<b>GE 15 + 15</b>	<i>15</i>	<i>15</i>	<i>£780.00</i>
<b>GE 15 + 5</b>	<i>15</i>	<i>5</i>	<i>£380.00</i>
<b>GE 20 + 5</b>	<i>20</i>	<i>5</i>	<i>£420.00</i>

**Small Closed groups - Business English, Medical English, Aviation English, Teaching Methodology, Culture (or tailored)**

- ✓ *Perfect for a group of friends who want a tailored course*
- ✓ *Ideal for business colleagues with a specific learning goal*

<b>3 - 6 students per group</b>	<i>£84.00 per 60 minutes</i>
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**GE21 Summer Package (June - August 2019)**

- ✓ *Please see website or brochure for details of what is included in this price*
- ✓ *Prices do not include any diet supplement - these are charged as extra*

<i>1 week £625.00</i>	<i>2 weeks £1240.00</i>	<i>3 weeks £1845.00</i>	<i>4 weeks £2440.00</i>
<i>5 weeks £3025.00</i>	<i>6 weeks 3595.00</i>	<i>7 weeks £4165.00</i>	<i>8 weeks £4740.00</i>
<i>9 weeks £5310.00</i>	<i>10 weeks £5825.00</i>	<i>11 weeks £6285.00</i>	<i>12 weeks £6825.00</i>

**GE25 Summer Package (June - August 2019)**

- ✓ *Please see website or brochure for details of what is included in this price*
- ✓ *Prices do not include any diet supplement - these are charged as extra*

<i>1 week £655.00</i>	<i>2 weeks £1295.00</i>	<i>3 weeks £1935.00</i>	<i>4 weeks £2560.00</i>
<i>5 weeks £3175.00</i>	<i>6 weeks £3780.00</i>	<i>7 weeks £4375.00</i>	<i>8 weeks £4965.00</i>
<i>9 weeks £5575.00</i>	<i>10 weeks £5995.00</i>	<i>11 weeks £6465.00</i>	<i>12 weeks £7045.00</i>



**Accommodation fees**

<b>Accommodation arrangement fee</b>	£40.00
<b>Standard homestay</b> <i>half board Mon to Fri, full board at the weekend</i>	Age 18+      £145.00 / week
	Age 16 & 17      £155.00 / week
<b>Standard homestay peak season (June to August incl.)</b> <i>half board Mon to Fri, full board at the weekend</i>	Age 18+      £165.00 / week
	Age 16 & 17      £175.00 / week
<b>Executive homestay - age 18+ only</b> <i>student has bath/shower room for their sole use)</i>	£200.00 / week
<b>Executive homestay peak season (June to August incl.)</b>	£220.00 / week
<b>Diet Supplement at homestay (vegetarian, halal etc)</b>	£20.00 per week
<b>Student Residence - Salford Tramways</b> <i>Self-catering with en suite shower room</i>	<i>from £105.00 / week</i> <i>(+ £100.00 refundable deposit required)</i>
	£60.00 £40.00 + £8.00 delivery fee if purchased without bedding pack
<b>Student Residence - Riverside House</b> <i>Self-catering with en suite shower room</i> <i>kitchen and bedding equipment provided by residence</i>	<i>from £157.50 / week</i> <i>+ £160.00 admin fee</i> <i>(+ £250.00 refundable deposit)</i>

**Airport transfers**

Private taxi	GBP £
Manchester International Airport	Age 16 /17 £65.00 per journey includes MEET AND GREET on arrival and ASSISTED CHECK IN on departure
	Age 18+ - £45.00 per journey

**Extra fees**

Registration fee	£40.00
Visa letter Courier Fee	£75.00

**Please note - any changes made to a booking, once documents have been sent, may incur an additional fee of £40 per change.**

## International Football Academy Programmes

### Football Academy + BTEC Level 3 in Sport Performance or English language

Package price – please see programme information for details of what is included -

Programme Duration	GBP £ 16 or 17 years	GBP £ 18 years +
22 week	£14,995	£14,695
15 weeks	£10,560	£10,360
12 weeks	£8,280	£7,995
6 weeks	£4,032	£3,832
4 weeks	£2,784	£2,605
1-3 week courses – per week	£732	£702

### Football Only Courses (age 16 years and over)

Package price – please see programme information for details of what is included -

Programme Duration	GBP £ 16 or 17 years	GBP £ 18 years +
22 Weeks	£9,696	£9,396
15 weeks	£6,660	£6,360
12 weeks	£5,400	£5,200
6 weeks	£2,892	£2,692
4 weeks	£1,968	£1,868
1-3 week courses - per week	£505	£485

#### On all football programmes:

- There is a supplement of £20 per week if a student requests a single bedroom at the host home
- There is a supplement of £20 per week if a student requests a special diet (eg halal, vegetarian etc)
- There is a supplement for residential accommodation, please enquire for exact prices. Residential accommodation is subject to availability.



## **Holiday dates**

*School is also closed on the following days for UK national holidays:*

### **Christmas & New Year Holidays 2018:**

*School closes end of day of Friday 21 December 2018 and re-opens on Wednesday 2 January 2019*

**Monday 22 April 2019**

**Monday 6 May 2019**

**Monday 27 May 2019**

**Monday 26 August 2019**

### **Christmas & New Year Holidays 2019:**

*School closes end of day of Friday 20 December 2019 and re-opens on Thursday 2 January 2020*

## **Terms & Conditions of Sale**

### **Course fees**

If there are any changes to the UK VAT laws, International House Manchester reserve the right to pass on those charges to the client / their parents / agent.

### **Deposit and Payment**

A deposit of 15% of the total course fees must be paid when you book your course. The total course fees must be paid 14 days before the first day of your course. If a course is booked less than 14 days before the first day, all fees must be paid immediately.

There is an extra charge for late payments, unless agreed. If you pay late you must pay extra (interest is added at 5% above the Lloyds TSB bank base in force at the time). We can cancel a course that has not been paid for. You can pay either in Pounds Sterling (£GBP) to our GBP account with Lloyds TSB bank or in Euro to our AIB Euro account. The prices in our price list are fixed in £GBP. Please ensure that you cover all the costs of money exchange, bank transfer, etc. and that you make payment into the correct ij tours limited bank account (the details are on the invoice).

### **Confirmation**

If you do not pay or if you pay late, we can cancel your course. If you book a group course, but we do not have a class at your level, we will give you 75% of the number of lessons as individual lessons instead.

### **Refunds**

If your visa application is refused and you have a "visa refusal letter" from the UK Visas & Immigration, then you can apply for a refund of the fees paid (minus our bank charges and any courier fees). Other applications for refunds will be considered individually and will only be accepted in exceptional circumstances. Please see "Cancellation" below for a list of cancellation fees payable. We cannot give refunds for late arrival, early departure, absence during a course or change of programme.

We cannot give refunds for days when the school is closed during bank holidays.



If you decide to shorten your course and leave your course early, the fees that you have paid for unused weeks can be neither transferred nor refunded.

Refunds of course fees will be made directly to the bank account or to the individual who made the fee payment.

### **Cancellation**

If you decide to cancel your course we will charge a fee:

- If you cancel up to 21 days before the course begins, you will lose any deposit that you have paid
- If you cancel from 21 days to 15 days, you will lose 33% of the total fees
- If you cancel from 14 days to 8 days, you will lose 66% of the total fees
- If you cancel from 7 days to 3 days, you will lose 75% of the total fees
- If you cancel 2 days or less before your course starts, you will 100% of the total fees

### **Activities and Excursions**

Activities and excursions are voluntary and are not normally included in the course fee. However, some courses do include activities, but this will be made clear when you book. Please note; International House Manchester can accept no responsibility for loss of any of your things or for any personal injury to you while participating in these activities.

### **Insurance**

Students are strongly advised to arrange travel/ health insurance for their stay in the UK. They can either ask IH Manchester to arrange this for them, or they must buy their own insurance. The school cannot accept responsibility for any losses during your time at the school.

### **Unacceptable Behaviour**

None of our staff, home stay providers or students should ever be subject to abusive, offensive or unacceptable behaviour. If a student does this, we can decide to permanently exclude him or her or cancel their course. There will be no refund or reimbursement in this situation.

### **Internet Use in Host Family and in School**

Many families allow students to use their internet connection / WiFi. Students must not download adult/sexual content and illegal and/or damaging software or web content while using their host's or the school's internet connection.

### **Force Majeure**

If the school has to close and/or students have to return home early for reasons of natural disaster such as fire/flooding/infectious diseases or war/terrorism etc, which are beyond the reasonable control of the school, no refunds will be made. But, students may be able to claim compensation under their insurance policy. We will try hard to keep the school open, but this may mean making some classes larger or changing the timetable to allow staff to cover all scheduled lessons.

### **Data Protection**

Any information you have provided to us at the school, or will provide in the future, will be processed by the school. This will be in compliance with the provisions of the Data Protection Act 1998. Under data protection legislation you can ask for a copy of certain personal records held about you.

### **Homestay**

IJ Tours Ltd take care to make sure that homestays are suitable for students. However, IJ Tours Ltd cannot accept responsibility for any accident / incident which occurs in the homestay.

### **Students aged 16 - 17**



Accredited by the  
**BRITISH  
COUNCIL**  
for the teaching  
of English

**ENGLISHUK**

**edexcel**  
Approved Centre





Students aged under 18 must follow the under 18 rules at all times. This includes obeying the curfew and IJ Tours Ltd reserves the right to permanently exclude students who disobey the rules, without reimbursement of fees or travel costs.

### **If you are not happy – Making a complaint**

We hope that you will be very happy with us at International House Manchester. We always want to hear your ideas and feedback so that we can continue to improve what we do. However, if you are not happy with anything, please follow the procedure below:

### **Complaints Procedure**

Immediately speak to one of our staff: your teacher, the Director of Studies, the Principal or the Welfare & Accommodation Manager as soon as possible, telling them exactly what the problem is. They will then record everything and inform you of any action they may feel necessary to resolve the problem. Director, Peter HAYES will then receive notification of your complaint.

If, after this, you are still not satisfied or happy, please contact Director, Peter HAYES directly by post or by email, and include the details of your complaint. : Peter HAYES, Director of International House Manchester, 8 Oxstalls Lane Longlevens, Gloucester GL2 9HT

Email: [peter@ihmanchester.com](mailto:peter@ihmanchester.com)

If, after this, you are still not satisfied or happy, please contact Director, Michael BRENNAN directly by post or by email, and include the details of your complaint. : Michael BRENNAN, Director of International House Manchester, Brook House, 64-72 Spring Gardens, Manchester M2 2BQ

Email: [michael@ihmanchester.com](mailto:michael@ihmanchester.com)

### **Making a complaint through English UK**

If you are not satisfied with the response from your accredited centre, you can contact English UK for further advice. The way we will handle your complaint will depend on the course provider you're studying with.

For private schools and language centres, English UK will attempt to mediate. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school.

If you feel you have a complaint against the school where you are studying, please first arrange a discussion with the Principal or an appropriate member of staff (for example, the Director of Studies, Accommodation Officer, or Student Counsellor).

If the reply you get from the school does not satisfy you, please write in English to English UK for the attention of the Chief Executive or e-mail [sarah@englishuk.com](mailto:sarah@englishuk.com)

We cannot accept complaints over the telephone because we need a record of the complaint in case it has to be referred to the Ombudsman. We can only deal with complaints from international students on an English language course at a member school.

We cannot accept complaints:

- from teachers or other staff, agents or host families about problems with schools;
- from people unwilling to give their names;
- about courses such as computing or business studies, or work experience placements, even if these are at member schools; OR,
- about schools which are not full members of English UK.

Unless there are exceptional reasons, we will not normally consider complaints about a course that has ended more than 6 months ago.

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We can accept complaints made on behalf of a student by a close family member (parents, brother/sister, uncle or aunt). We can also accept complaints by a representative if the student has given written authorisation for the representative to pursue the complaint.

In outlining your complaint, keep to the facts and include a copy of any relevant documents (enrolment form, invoice, letters) which support your case. Pay particular attention to the school's terms and conditions, which you accepted when enrolling. Say what you have done to try to resolve the complaint directly with the school. When English UK receives your complaint, we will write to you to let you know that we have received it, and at the same time we will write to the Principal of the school concerned to ask for a response within two weeks. We will reply to you in a letter based on this response.

If you are still not satisfied, we will write to the school with your further views and ask them to reconsider. We will reply to you with their response. If the school's second response still does not satisfy you, we will refer the complaint to the independent Ombudsman. We will send him all the letters on the case, and he can ask to see any other documents that he thinks may be helpful. He can also ask questions of the school or the complainant, or anyone else, in order to come to a view on the case. He will prepare a report in writing giving a decision. This report will be sent to you and the school. His judgment is binding on the school: it must do what he says. The Ombudsman normally takes between 4 and 6 weeks to come to a decision. There is no cost to you, and going to the Ombudsman does not affect your right to take legal action subsequently if you wish to do so. The Ombudsman process is intended to be a relatively fast and cost free way for students to have a complaint considered.

Once the Ombudsman has given his judgment and it has been carried out, the English UK complaints process is at an end. The Ombudsman will not engage in subsequent correspondence with either the school or the student, and English UK itself will regard the Ombudsman's judgment as final. If you decide at any point in the process to start legal proceedings against the school, English

UK will suspend its consideration of your complaint until the legal proceedings are complete so that no comment by us should prove prejudicial to the legal proceedings.

