



Terms and Conditions for the Acceptance of Individual Enrolments on Online Courses

The following terms and conditions apply to individuals and groups enrolling on the College's summer online courses.

Payment

1. Full payment is due at time of booking and at least two weeks prior to course start date.
2. Hilderstone College students with existing credits can use their credits (or part thereof) on Online courses.

Cancellations

3. If you wish to cancel your enrolment, before or during a course, **two weeks'** notice is required for refunds on tuition fees. A course cancellation fee of £50 is charged.
4. The College registration fee is non-refundable.
5. Refunds are only made for full weeks' tuition. No refunds are made for periods shorter than one week.
6. A cancellation request can only be accepted in written form. The calculation for possible refunds will be taken from the date of receipt of the written request.
7. Refunds will be paid within 4 (four) weeks of the date Hilderstone College receives the cancellation request and bank details.

Courses and Attendance

8. After your enrolment has been accepted, you will be issued with a "@hilderstone.net" email address. All future academic correspondence will be through this address. It will be the student's responsibility to check their email correspondence regularly.
9. Changes in course are possible, but the College reserves the right to charge an administration fee of £25 for each change.
10. If the minimum number is not met to run the course, Hilderstone College reserves the right to postpone the course, or a full refund will be made.
11. All times will be based on UK times between 08.00 – 18.00.
12. Participants are expected to attend all lessons in the course. No refund will be made for missed lessons.
13. Where classes are missed due to Hilderstone College technical failure, the lesson (or missing part) will be rescheduled.
14. No lessons take place on UK National Holidays.
15. The teacher reserves the right to record part of the lesson for academic and linguistic purposes. The teacher will inform the participants when they will be recorded and why. No one outside the class will view the recording and the recording will be destroyed as soon as possible after it has been used.

General

16. Students are expected to abide by all [the College's policies and procedures](#), which are published on our website. The College reserves the right to ultimately exclude a student in the case of serious misconduct. No refund will be offered where a student has been dismissed for misconduct. Students have a full right of appeal through English UK and the British Council if dissatisfied.
17. All data provided by the Organisation will be processed in compliance with the General Data Protection Regulation and (UK) Data Protection Act 2018. Please see the College's [Privacy Policy](#) for details.
18. Hilderstone College will ask for the consent of students applying to study before disclosing part or all of their data held by the College to appropriate bodies, such as UK government bodies and inspection bodies, as required by the Data Protection Act.
19. The College sometimes takes photos or makes videos for promotional use, through its brochure, website and social media feeds. These images have no contractual value. The College will ask you for your consent in writing before using any images in this way. If you have given such consent, you can withdraw it at any time by telling us, writing to the College, or by [email](#).
20. A replacement certificate can be produced on payment of an administration charge of £20. Due to GDPR, data is only kept for 5 (five) years. A request for a certificate beyond five years cannot be guaranteed.
21. The language of any dispute will be based on the English language, whether it is the website, a policy document, personal communication or any other official document, and not any translation – whether official or not.
22. The website is the most up-to-date information and can vary from the brochure as courses develop.
23. The College reserves the right to amend its terms and conditions. The revision date is always noted at the end of the document. The most up-to-date Terms and Conditions for the Acceptance of Individual Enrolments are available [here](#).

Last revised: April 2020