



Personal details:

Student Enrolment Form

Family name: First name:

Home address:

Home phone: Work phone:

Mobile phone: Fax:

Email:

Sex: male female Date of birth:

Nationality: Marital status:

Children: Ages:

Profession: Company:

If under the age of 18 (emergency use only): Name of parent, guardian or next of kin:

Phone: Mobile: Email:

How did you hear about International Language Homestays?

Have you studied with International Language Homestays before? yes no

Hobbies and interests:

Allergies / special medical or dietary requirements:

Details of any medication you are currently taking:

Do you smoke? yes no If 'yes' how many per day:

Arrival date: Departure date:

Do you require an arrival transfer? yes no Do you require a departure transfer? yes no

Course details:

Language: Destination country:

Preferred region or city:

Second or third choice region or city if applicable:

Number of hours' tuition per week: 15 20 25 30

Type of course (e.g. Standard, Executive Plus, etc.):

Accommodation:

Standard or Private Bathroom

If booking a shared programme with a friend / relative please choose the type of room required:

Single Room or Shared Room

Language level:

Beginner Elementary Low Intermediate
 Intermediate High Intermediate Advanced

Are you learning for: your work travel a hobby an examination

If you are preparing for an examination, please specify the name of the examination and when you intend to take it:

Do you need a student visa?

Do you need a visa to study in the country you are going to? Yes No

If 'Yes', please attach a copy of your passport, including the photograph page, so that we can send you a letter of invitation. For an ILH course, please note you will need either a Student Visitor Visa (18 years and over) or a Child Visitor Visa (under 18 years). Once the visa has been issued, you will need to send us a copy of the visa by email or fax. Please sign, or if a minor ask your guardian to sign, to confirm that a copy of the visa will be sent to us as soon as it is issued:

Declaration

I have read and accept the terms and conditions.

Name of student:

Signature:

Name of parent or guardian (if the student is a minor):

Date:

Complaints

Any complaint received will be given our full attention and will be thoroughly investigated. If you are not satisfied with our response or resolution you may contact ABLS Accreditation and access their complaints mechanism (www.ablsaccreditation.co.uk). Your complaint to ABLS Accreditation must be received in writing in English and signed by you. You should record whether action has already been taken by ILH and state whether you are happy for the complaint to be copied to ILH.

Payment of deposit and registration fee

Please check list of destination countries and fees for the appropriate currency. To confirm your booking we require a deposit of £200, €300 or \$300. The deposit is part payment of the fees. If this is your first course with International Language Homestays please add the registration fee of £40, €60 or \$60. The balance of fees should be paid 4 weeks before the course begins or within 2 working days of when the invoice is issued for late bookings.

FOR PREVIOUS ILH CLIENTS:

- I enclose a copy of bank transfer for:
- £200 for courses in the UK, Australia, Japan, New Zealand, Russia and South Africa.
 - €300 for courses in the Euro zone, Malta and the Czech Republic.
 - \$300 for courses in the USA, Canada and Brazil.

There will not be a registration fee if you have already taken a course with International Language Homestays.

FOR NEW ILH CLIENTS:

- I enclose a copy of bank transfer for:
- £240 for courses in the UK, Australia, Japan, New Zealand, Russia and South Africa.
 - €360 for courses in the Euro zone, Malta and the Czech Republic.
 - \$360 for courses in the USA, Canada and Brazil.

Payment by credit card

Please visit our website to make a secure credit card payment: <https://www.ilh.com/payment>

Payment by bank transfer

All payments in favour of: International Language Homestays Ltd
Payment by SWIFT should be made to: Natwest Bank Plc,

Account name:

SWIFT BIC:

IBAN numbers:

13 Cecil Square, Margate, Kent, CT9 1XY

International Language Homestays Ltd

NWBKGB2L

Pounds sterling (£):

Euro (€):

US Dollar (\$):

GB34NWBK 6014 0552 2142 49

GB45NWBK 6072 0455 0092 55

GB23NWBK 6073 0155 0092 63

All cheques should be made payable to International Language Homestays and sent, with the Enrolment Form, to: Student Reservations Office, The Towers, 38 Hawley Square, Margate, Kent, CT9 1PH, England.

Terms of payment

- Full fees must be received at least four weeks before the start date of the course.
- Payment to be made in the relevant currency by bank transfer to: International Language Homestays Ltd, HSBC Bank PLC, Guernsey – see Enrolment Form for full account details. Payment of the deposit and registration fee may be paid by credit card at no extra charge.
- Bank charges are the student's responsibility. The amount invoiced must be received in full. Any underpayment must be settled before the course starts.
- Cancellations or postponements can only be accepted by email or fax and it is the student's responsibility to ensure that notification has been received. There is a cancellation fee of £240, €360 or \$360 and a postponement fee of £100, €150 or \$150, depending on the currency invoiced. If you cancel before your arrival date we will make a full refund less the cancellation fee, except where the cancellation is within forty eight hours of your arrival, in which case we will make a full refund less the first week's fee. No refund of fees will be made once the course has started.

Insurance

- Insurance against cancellation, accident, illness, loss of property, theft or any accidental damage the student may cause to the property of others is the responsibility of the student and personal insurance is strongly recommended. International Language Homestays Ltd will not accept any responsibility for the injury or damage caused to persons or property during the stay. Please note that students of 16 years and under must bring an authorization for hospital surgery in case of emergency signed by their parents. All EU students travelling to an EU destination are advised to obtain the European Health Insurance Card.

General

- International Language Homestays Ltd considers the choice of family to be more important than a specific town and reserves the right to change the area if there is no compatible family in the area chosen. International Language Homestays Ltd reserves the right to place a student with more than one host teacher on a given course and also reserves the right to change the allocated teacher before or during the course.
- International Language Homestays Ltd reserves the right at its absolute discretion to expel (without refund of fees) any student, in the case of theft, any other criminal offence or persistent anti-social or unacceptable behaviour and to have him returned home at his own expense.
- No problems can be considered or rectified unless reported to International Language Homestays Ltd before the end of the course and it is the responsibility of the student to contact the Local Organiser at once if there is a problem. No retrospective claims by the student against International Language Homestays Ltd are acceptable unless we are advised at the time of the stay.
- Enrolments are accepted on the understanding that the student has no illness or infirmity which might adversely affect the success of the stay, and that any transmissible disease suffered by the student must be declared at the time of booking. We reserve the right to terminate the course without refund of fees if this condition is breached.
- Class hours missed because of student illness or absence during the course are forfeited and any recuperation of missed class time is at the sole discretion of the host teacher. Class hours not given because of host teacher illness or unforeseen absence will be refunded on a pro rata basis.
- Arrivals at the host teacher's home should normally be between 12:00 and 22:00 and must be no later than 23:00. Departure transfers before 07:00 will normally require a taxi and will not be undertaken by the host teacher. Departure on the last day must be no later than the student's original arrival time on the first day.
- In the case of non-EEA visa students who are booked for the UK, any non-arrival at the designated host teacher's home on the booked day without prior notification of delay, postponement or cancellation will be reported to the UK Border Agency within ten working days. Similarly, such students must leave the UK on their booked departure day from their host teacher's home; any evidence of non-departure from the UK will be reported to the UK Border Agency within ten working days. If such students leave their course prematurely, or miss class and are absent from the host teacher's home without explanation or justification, and cannot be contacted, such absence will be reported to the UK Border Agency within ten working days.
- Clients must request permission from their host teacher before taking photographs in their home and request permission from their host teacher if they would like to post any photos of the teacher family members and their home on any social networking website or on any other website.

Observations

- We recommend that students allow a minimum of £60 per week (or the equivalent currency) for pocket money expenses during their stay.
- Once details of the host teacher have been received, the level assessment test included with these details should be done and emailed or posted direct to the host teacher. If the student's level is intermediate or above he may like to phone the host teacher before arrival.
- If an arrival transfer is requested, we must receive travel details as soon as possible (with an absolute minimum of one week before arrival) so that an arrival transfer can be arranged. When an arrival transfer has been requested we will automatically pass on details of the student's arrival time to the host teacher. If the student is making his own way to the host teacher's home, it is very important that he informs us in advance of details of his arrival (name of airport and flight arrival time) so that we can pass this on to his host teacher. Host teachers are not obliged to wait at home all day if they have not been told of an approximate arrival time. The Student Reservations Office will be pleased to help with travel directions.