



Booking form

Adult courses (Online)

A summary of terms and conditions for online courses are included in this document. The full terms and conditions can be found at <https://www.bellenglish.com/terms-policies/>. By submitting this booking form you are accepting and agreeing to all terms, conditions and rules for the course.

If completing the form by hand, please write clearly in BLOCK CAPITALS and use black ink. **You/the student will not be able to start the course until the form is received by us.**

DATA PROTECTION: We promise to keep this information secure and will only give it to people who are directly involved in caring for you/the student and who need to know. This may include healthcare and welfare professionals.

STUDENT INFORMATION

Family name (as on passport):

First name (as on passport):

Male Female Date of birth (day/month/year):

Nationality: First language:

Address:

City:

Country: Post/zip code:

Email:

Telephone (including international dialling code): 00

Mobile/cellphone (including international dialling code): 00

How did you hear about Bell? Educational Tour Operator Teacher
Family/friend Event Online search/Bell website Bell email
Social media Other please specify:

COURSE INFORMATION

Start date: End date:

CHOOSE YOUR ONLINE COURSE

16-hour course	20-hour course*
Effective English	Effective English
IELTS Exam Preparation	IELTS Exam Preparation
1-to-1 Coaching	
Individual	

We also welcome mini-groups to be taught online, so if you have a group already formed and would like to speak to an advisor about a course, please contact enquiries@bellenglish.com for further information.

**If you book a 20-hour course, the 4-hour Smart Skills module will automatically be included in your course.*

YOUR LANGUAGE LEVEL

Please select your language level (see www.bellenglish.com/LanguageLevel for more details):

A1 Beginner	A2 Elementary	A2+ Pre-Intermediate (If you are unsure about your level, please contact us for advice.)
B1 Intermediate	B2 Upper Intermediate	
C1 Advanced	C2 Proficient	

STUDENT WELFARE

To help us make suitable arrangements, please tell us about:

- any learning difficulties
- or any other special requirements

MAIN CONTACT INFORMATION

Educational Tour Operator (ETO) ETO Code:

Parent Other please specify:

Full name of contact:

Telephone (including international dialling code):
00

Mobile/cellphone (including international dialling code):
00

Email:

PARENT/GUARDIAN DETAILS (STUDENTS UNDER 18 ONLY)

Title: Family name:

First name:

Relationship to the child:

First language:

Do you speak English? Yes No

Address:

Country: Post/zip code:

Nationality:

Email:

Telephone (including international dialling code):
00

Mobile/cellphone (including international dialling code):
00

ATTENDANCE

Students are expected to attend all scheduled classes. If you expect to be absent from the course at any time, please contact us on customersupport@bellenglish.com.

PHOTOGRAPHS AND VIDEO CLIPS

Occasionally we take photographs, video or other multimedia of students during class and this media may be used by Bell or its partners for marketing purposes, including print, advertising and online platforms like social media and websites. Please tick here if you consent for you/the student to take part in these activities.

MAILING LIST

Bell would like to keep in touch with you by email with offers, news and useful information about Bell. We will treat your information safely and with care, and will never share it with third parties for the purposes of marketing.

Please tick the box if you consent to joining our email mailing list. You can unsubscribe at any time.

Yes, I would like to receive information about Bell's products and services

I have read and accept the privacy policy attached



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PAYMENT

Payment instructions will be sent to you once we have received your booking form.

To secure your booking, you can either pay the total fees now OR pay a £200 deposit, which is part of your total fees, and a £50 registration fee, within 3 working days of submitting your form. Both payments are non-refundable.

EDUCATIONAL TOUR OPERATORS

If you are an educational tour operator handling payment on Bell's behalf, please tick to confirm you have received all fees due:

DECLARATION

I confirm that the above details are accurate and complete.

I agree to the terms and conditions attached and available at www.bellenglish.com/useful-information/terms-conditions

Signature

INVOICE INFORMATION

The following section MUST be completed for use in case of queries with your payment. Please provide us with the contact details of the person paying for the course.

Full name:

Address:

City:

Country:

Post/zip code:

Email:

Telephone (including international dialling code):

00

AUTHORISATION

To ensure students' welfare and success at Bell, we sometimes share relevant information such as progress reports. Please indicate below which contacts you would like us to share this information with. If you do not want us to share this information with anyone please leave all boxes blank.

I give my permission for Bell to share my progress on the course with:

Parent/guardian Emergency contact Educational Tour Operator
Embassy Employer Group leader



Terms and conditions

Adult courses (Online)

The following terms and conditions apply to all bookings for online courses (excluding Delta) at Bell, regardless of whether the course is booked directly or through an Educational Tour Operator (ETO). By submitting the booking form you are agreeing to the full terms and conditions. If enrolling a student under 18, you agree to the terms and conditions on their behalf. The full terms and conditions can be found at <https://www.bellenglish.com/terms-policies>

1. PAYMENTS

- 1.1 To make your booking, you must submit a booking form and pay a £200 deposit, which is part of your total fees, and a £50 registration fee, within 3 working days of submitting your form. Both payments are non-refundable.
- 1.2 Full fees as quoted on your pro-forma invoice must be paid at least 2 weeks before the course start date. We cannot guarantee to hold a place on the course unless all fees are paid in full and on time. Students with unpaid fees will not be admitted to the course.
- 1.3 Payment can be made by bank transfer direct to Bell or through our online payment provider Flywire. In addition to a Flywire handling fee of up to £7, all card payments will be subject to a 2% fee levied by the card company. These fees are non-refundable.
- 1.4 It is your responsibility to cover all bank charges and exchange rate differences for payments.

2. TUITION FEES INCLUDE:

- All course tuition
- Digital course materials
- 24-hour access to Bell Online
- A digital certificate of achievement*

*The Bell end-of-course certificate is subject to 80% minimum attendance.

Unless otherwise stated, tuition fees do not include:

- A non-refundable registration fee of £50
- Classes on UK public holidays
- Exam entrance fees

3. CANCELLATIONS, CHANGES TO BOOKINGS AND REFUNDS

- 3.1 Cancellations before the course start date must be made in writing to Bell's Head Office. Once a booking has been confirmed, the following cancellation notice periods and fees apply:

Course cancellation fees

- More than 2 weeks before the course start date: you must pay the £200 deposit and £50 registration fee
- Less than 2 weeks before the course start date: you must pay the £200 deposit, £50 registration fee and either:
 - one week's tuition fees (for weekly enrolment courses) or
 - the remaining course fee (for courses with fixed dates)
- 3.2 If you need to postpone your course, you must tell us in writing by email at customersupport@bellenglish.com.

If we are able to change your course dates, the following fees apply:

Course postponements

- More than 2 weeks before the course start date: no fee
- Less than 2 weeks before the course start date: 1 week's tuition fees

- 3.3 If you cancel or shorten your course, or change to a less expensive course on or after the course start date, we will not refund any tuition fees. It is not possible to transfer fees to another student or to premium courses such as 1-to-1 lessons.
- 3.4 Any refunds must be made by the same payment method and to the same source as the original payment. Handling charges and fees levied by the card company on any card payments are non-refundable. Fees are not transferable to other students.
- 3.5 In the event that Bell has to cancel a course, we will do our best to move the student to an equivalent programme. If this is not possible, we will refund all fees paid to Bell.
- 3.6 In the event that Bell has to postpone a lesson due to IT issues, the lesson will be rescheduled.

- 3.7 If a student is unable to attend a lesson due to their own IT issues, or for any other reason, it is not possible to arrange a replacement lesson.

Please note these cancellation terms also apply to funded courses.

4. THE COURSE

- 4.1 All Bell courses have entry requirements, such as minimum age and language level. Please refer to the course details, our level chart or contact us for further information. If any information provided at the time of application is later found to be incorrect, we reserve the right to make any changes considered necessary to the enrolment at the student's own expense and, if appropriate, ask them to leave their course without a refund of fees.
- 4.2 All courses and course components are run subject to demand.
- 4.3 We reserve the right to change course arrangements and prices without advance notice.
- 4.4 Students will complete an online test prior to joining their class. Once the course has started, we reserve the right to move students to the class most appropriate for their language level.

5. HOLIDAYS

- 5.1 We encourage students to book their study breaks at the time of enrolment. Students who arrange their study breaks during their course must notify us at least 1 week in advance, and an administration fee may be charged. The study break period can be added to the end of the course of study, subject to availability.
- 5.2 It may not be possible to place students in the same class after a holiday.

6. BELL RULES

- 6.1 These rules are to ensure students benefit from their time at Bell and apply to all behaviour related to their online studies with Bell. Any students breaking these rules or persisting in serious offensive behaviour will be disciplined and may be asked to terminate their studies with no refund of fees.
- 6.2 All students must:
 - Attend all classes, complete assignments and homework, unless they are ill
 - Obey Bell procedures as explained at the beginning of their course
 - Behave appropriately towards students aged under 18
- 6.3 We reserve the right to ask students to leave Bell immediately and with no refund of fees for these reasons:
 - Serious anti-social behaviour (e.g. verbal abuse or rudeness)
 - Online bullying
 - Any act that brings the name of Bell into disrepute
- 6.4 The Learning and Teaching Manager, Student Services Manager or Principal may recommend that a student is not re-admitted to Bell. Reasons for this include the following:
 - Poor attendance and lack of commitment to the previous course
 - A poor disciplinary record in class
 - Behaviour which is inappropriate, disruptive or disturbing to others
 - Failure to pay fees
- 6.5 Discipline: If the problem concerns behaviour in class your teacher will speak to you. If there is no improvement, a formal warning may be given to you, and your parents/sponsor will be informed. If there is a very serious problem, you may be asked to leave the class without a refund of fees.
- 6.6 The minimum age for students joining Bell adult courses is 16.

7. COMPLAINTS PROCEDURE

- 7.1 We are committed to providing the highest level of customer care. If you are not satisfied with our service, please see the complaints procedure (below).

8. PRIVACY POLICY

- 8.1 By making a booking with Bell you are agreeing to the storage and use of the information you supply for Bell's purposes only.

9. INTELLECTUAL PROPERTY

- 9.1 All intellectual property rights in Bell's name and logo, website, promotional and marketing materials and all course and examination content and materials belong to Bell. Anyone seeking to use, publish or copy any of Bell's materials needs to seek our permission in order to do so.

10. LIABILITY

- 10.1 Bell will only be responsible for loss or damage suffered by a student which occurs as a foreseeable result of Bell's breach of the terms and conditions or its negligence.
- 10.2 Nothing in the terms and conditions shall limit or exclude Bell's liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

11. FORCE MAJEURE

- 11.1 Bell is not liable for any failure or delay in providing our services that occurs as a result of any event outside our reasonable control, such as but not limited to war, disease outbreak, natural disaster or terrorist attack. In such cases, we will immediately notify you in writing and shall be excused from performing our obligations for the duration of the force majeure event.

12. LEGAL ENFORCEMENT

- 12.1 These terms and conditions are governed by English law. English courts will have exclusive jurisdiction to settle any disputes that may arise out of the terms and conditions.

Information is correct at time of publication but may be subject to change.

These terms and conditions apply to Bell's online courses (excluding Delta) at Bell only.



Privacy policy

Bell Educational Services Limited, known as 'Bell' is committed to processing your data fairly and lawfully. This privacy policy explains how we use any information we collect about you or your child when you engage with us.

Any reference to 'your data' includes any data collected on those attending our Young Learner courses, and so may be your child. It also includes Bell employees and, other individuals Bell engages with.

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when you book onto one of our courses or engage you in employment. Information is also collected when you submit an enquiry either through our website (bellenglish.com), directly by email, or if we meet you at an event. Website usage information is collected using cookies.

We will only collect information necessary to your relationship with Bell and will retain this data for no longer than is necessary for its intended purpose or until you request otherwise.

HOW WILL WE USE THE INFORMATION ABOUT YOU?

We collect information about you to process your booking, manage your account throughout this process and your time at Bell. With your permission we will occasionally contact you following your time with Bell, with offers on our products and services we think may be of interest to you.

Information gathered from your usage of our website will be used for internal analytics to inform how we can improve the website for the benefit of the customer journey.

We will only share your information with third parties that are necessary during your time with Bell. Bell will never share your information for marketing purposes with companies outside Bell.

MARKETING

We would like to occasionally send you information on our products and services which may be of interest to you. If you have consented to receive marketing, you can opt-out at any time.

If you no longer wish to be contacted for marketing purposes you can do so through the unsubscribe link on our emails, or by emailing enquiries@bellenglish.com. Where you do opt-out of communications from us, we will retain your information to ensure we do not contact you in the future, while still maintaining a record of your academic achievements with Bell.

ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email dpo@bellenglish.com or write to us at Bell, Red Cross Lane, Cambridge, CB2 0QU, and Bell will aim to respond within 40 days. We may make a small charge for this service

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

COOKIES

Cookies are text files placed on your computer to collect standard internet log and visitor behaviour information. This information is used to track visitor use of the website and to compile internal reports on website activity.

You can set your browser to not accept cookies, however as a result some of the features on our website may not work as a result.

OTHER WEBSITES

If our website contains links to other websites, we are not responsible for its content. This privacy policy applies to our website only, so you should ensure you read their privacy policy.

CHANGES TO OUR PRIVACY POLICY

We will keep our privacy policy updated and under regular review and will place any updates on this webpage. This privacy policy was last updated 17 May 2018.

HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy or information we hold on you:

- by email dpo@bellenglish.com
- or write to us, Bell, Red Cross Lane, Cambridge, CB2 0QU