



Bell

EST 1955

PRE-COURSE INFORMATION

English courses for young learners

www.bellenglish.com/young-learners



Preparing to travel

To do now:

Arranging travel

Once you receive confirmation of your course booking, it is time to book your flights!

If you are unable to book a flight for your child in time for their course start date or would like to make changes to your flight, please contact us by phone or [email](#).

Registering your child

If your child is under the age of 15, we recommend they are registered as an 'Unaccompanied Minor' on both their arrival and departure flights.

This ensures your child is cared for during the flight and escorted to our Bell representatives on arrival. This service is not available on all airlines, please check availability and book with your airline.

Note: Please notify Bell once you register an Unaccompanied Minor, so we can ensure a special transfer is booked for your child.

Complete our online travel form

Our online form ensures that we are informed of your arrival and departure times and locations, and can guarantee a transfer. These need to be completed, at least, one month before arrival.

Forms are available online: bellenglish.com/travel

Apply for a visa (if required)

A letter of acceptance will be sent to you with your booking confirmation, to help your application.

Course Countdown:



Payment of course fee balance

Please complete your booking by paying the remaining balance of your course fees, as per our terms & conditions.



Transfer confirmation

You will now have received a transfer confirmation by email. If not, please check your spam folder. If you still have not received a confirmation, please contact us by phone or email.



Pocket money for your child

We suggest your child is provided with about £150-£200 per week. We recommend students bring a pre-paid card from their home country which can be used to make contactless payments in the UK or, if necessary, withdraw cash from ATMs.

Start packing!

When you are packing, there are a few things you need to remember:

- Label clothing with your child's name. This makes it easier for the weekly laundry service to return their clean clothes
- Keep valuables safe. If you wish to bring valuables, it will be at your own risk. We do not accept liability for lost or stolen items.
- Don't pack too much. Check the weight restrictions on luggage for outward and return flights. Don't forget to attach your luggage labels!

For more information, see 'What to Bring' section and visit:

www.bellenglish.com/young-learners/faqs



On the day of travel

Contact Bell if there are any delays to your journey on:

+44 (0) 7522551397

Please only call this number for travel-related emergencies. If you would like to check if your child has safely arrived (or other general enquiries) please contact the relevant Bell school office (contact details on back page).



Transfers

Free shuttles will be available for arrivals and departures between 10am and 5pm, depending on student travel requirements.

Any students travelling as an Unaccompanied Minor are subject to an additional £60 fee (per single journey).

Important:

Arrival details for each student must be sent to Bell at least 10 working days before the start of course to guarantee an airport transfer. Please also notify us at least 7 working days if there are any changes to your departure date.

Bell St Albans

- London Heathrow 45km
- London Stansted 60km
- St Pancras 29km

Bell Tudor Hall

- London Heathrow 109km
- London Stansted 188km

Bell The Leys

- London Heathrow 121km
- London Stansted 48km

BELL ST ALBANS	10AM - 5PM	OUT-OF-HOURS
London Heathrow	Free	£95
London Stansted	Free	£160
St Pancras*	Free	£160

BELL THE LEYS	10AM - 5PM	OUT-OF-HOURS
London Heathrow	Free	£205
London Stansted	Free	£105

BELL TUDOR HALL	10AM - 5PM	OUT-OF-HOURS
London Heathrow	Free	£220
London Stansted	Free	£250

* based on advised train times



What to bring?



Useful documents

Flight or train tickets

A valid passport

(including a visa, if required)

Bell booking confirmation

Including proof of payment, if required

Letter of authorisation to travel

Completed and signed by a parent or guardian

Bell travel confirmation

Including your arrival and departure procedures checklist

Emergency number

Save the following number on your contact details in case of an emergency during travel:

Bell +44 (0)7522551397

For more information visit:
www.bellenglish.com/young-learners/travel-information

Clothing

Your child does not need a lot of clothing, but please remember that it can sometimes be cold and wet in Britain.

A number of electives and academies will take place outside, so they are likely to get a little dirty or wet depending on the weather conditions. We recommend:

- casual clothes for everyday wear
- warm sweaters
- something to wear at a party or disco
- walking shoes
- a warm coat or jacket (preferably waterproof)
- sweatshirt and jogging pants
- sportswear and sports shoes - non-marking shoes must be worn in all indoor sports halls
- towels and toiletries (soap, shampoo, hairdryer and adapter if needed)

For more information, visit: bellenglish.com/young-learners/faqs

Winter Explorer

If your child is joining us for Winter Explorer, we recommend they bring the following extra clothing to keep them warm and dry:

- a warm waterproof coat/jacket,
- old trainers,
- hat, scarf and gloves

Tennis Academy

Multi-surface trainers, tennis racket

Laundry

A free laundry service is provided each week to cover essential items such as underwear and socks. Please ensure all clothes are machine washable up to 40°C and can be tumble-dried. Bell cannot accept liability for damage to clothing.

Laundering normally takes 2 to 3 days, and your child may wait up to 7 days before the first laundry service. House parents will advise of laundry days and instruct your child where to leave and pick up their clothing.

On arrival in the UK

Immigration and Customs

Go through immigration and collect luggage from the baggage hall. Go through Customs

Stand out from the crowd

Wear a Bell student luggage label so that our Bell representatives can see you easily

Meet our Bell representatives

Go to the Arrivals Hall where our Bell representative will be waiting with a Bell sign, Bell ID card and/or wearing a Bell uniform. If you can not see our Bell representative:

- Wait up to 15 mins at the barrier in the Arrivals hall
- Go to the information desk nearby and ask: 'Please can you ask the Bell representative to come to the information desk?' Wait at the desk until a Bell representative arrives.

If there is a problem, contact Bell on the emergency line saved on your phone: +44 (0)7522551397

If your child has been registered as an unaccompanied minor with your airline, their staff will take them to meet our Bell representative, who will have a letter with the student's name to show airline staff.

Important: your child should only leave the airport with a Bell representative or pre-approved taxi service (they will be holding up a Bell sign).

Bringing your child to Bell

To bring your child directly to the school (see *school addresses* on back), please email Bell to arrange an appropriate time and date.

If you would like to arrange for a family or friend to pick up your child, please complete an authorisation form - request your form from vi.travel@bellenglish.com

The person collecting your child must be over 18, and have ID or their Passport as proof of identity.

For further information visit:
www.bellenglish.com/young-learners/travel-information

Flying home

Flight tickets and passports are kept safe during your child's time at school. These will be returned at the end of their course.

They will travel to the airport by coach or taxi with our Bell representative. They will also escort your child to check in with the airline, where they are given the departure gate number.

We will take your child to the entrance of the Departure Lounge. Your child will then make their own way to the Departure Gate and wait to board the plane.

Note: Bell representatives are not allowed to go through into the Departure Lounge.

If your child has been registered as an unaccompanied minor with your airline, a Bell representative will take them to meet the airline staff, who will then take care of them during the flight.



Student welfare

Contacting your child

We will encourage your child to contact home to let you know that they have arrived safely at their Bell school

For safety reasons, we recommend that your child brings with them a mobile phone, that they can use to stay in touch with you.

Each school has Wi-Fi in the communal areas, as well as designated computer time, so we can support your child in contacting home via Zoom or email.

You can contact the school and arrange a suitable time to speak to your child (see *Contact Information*). Please offer a few alternative times in case you can no speak to them immediately.

Any messages are passed to the student and they are asked to return the call. If you have problems contacting your child, please call the school directly.

Course visits

Family members can visit students. We encourage visits to be made during your child's free time, so they do not miss any lessons or electives.

If your child is to be accompanied off-site for the day or weekend, written arrangements must be made in advance.

To arrange a visit or to send a written authorisation letter, please contact the centre manager or email: y.travel@bellenglish.com

Room requests

We encourage a mix of nationalities in student houses and will try to accommodate any rooming requests made at the point of booking. Any room requests made close to or after arrival will still be considered but cannot be guaranteed.

Supervision

Your child will be cared for by our dedicated support teams, including house parents, teachers and activity leaders, on-site 24 hours a day, 7 days a week.

There is at least a 1:6 staff to student ratio, and on our Junior Explorer course there is a 1:5 staff to student ratio.

On study tours, children over 13 years of age can enjoy small periods of free time (up to one hour only) with small groups of friends.

A member of the Bell team will advise the students on an agreed meeting place, and will be there waiting for them. Students aged 7-13 will be accompanied by staff during this time.

Medical treatment

During the Summer, morning clinics are available with the school nurse. We also have staff who can administer first aid and our welfare team can treat minor ailments such as colds, coughs and headaches. If your child needs to see a doctor, a Bell team member will accompany them to a local doctor's surgery.

Note: for the safety of all students, all medication (except for an epipen which can be carried) must be handed in at registration. This is stored safely in a locked area and the welfare team will administer medicine as per your instruction.

Please consider this when providing the correct authorisation on your child's medical booking form before arrival.

Food

Our schools offer fresh, healthy and nutritious meals. Your child will have the opportunity to enjoy local and international dishes. Food is matched with pictures of allergens – please advise your child to ask the staff if they are unsure. Students can also buy snacks on site.

Lost Property

Sometimes items are accidentally left behind. We return any identifiable items on request, but charge for postage. After 3 months, any unclaimed lost property is donated to charity.

For more information on student welfare visit bellenglish.com/student-welfare or contact customersupport@bellenglish.com



Pocket money for your child

How much does my child need?

We suggest your child is provided with about £150-£200 per week.

This is for spending on study tours and for any additional snacks or souvenirs at their Bell school. For more information, visit:

www.bellenglish.com/young-learners/faqs

The use of cash is becoming less and less popular in the UK, with almost all shops, cafes, attractions etc preferring payment by card. We think this is the safest and most convenient solution for our young learners. We recommend students bring a pre-paid card from their home country which can be used to make contactless payments in the UK or, if necessary, withdraw cash from ATMs.

If international pre-paid cards are not available in your country, please contact us and we will help with a solution.



School rules

We ask all students to adhere to our school rules so we can ensure they are safe and get the best experience while with Bell.

Please take time to read through these rules with your child. We will also remind them of these rules on their first day.



Attend all sessions

Students must go to all their lessons, activities and study tours



Be kind to others

Rude or bullying behaviour is strictly not tolerated



Keep things safe

Students must give in their travel tickets and passports when they arrive so that we can keep them safe



Deposit your pocket money

Students must give in their money and credit cards and take it out from the 'Bell Bank'



Hand in your medicine

Students must give medicine to our Bell team and ask for these when they are needed



Keep valuables safe

Please lock valuables away in their dedicated space or give them in at the Course Office



Respect the property

Respect the school building and equipment



Stay together

Stay in groups of at least 3 people when they have free time on study tours



Get permission

Do not leave the school without the permission of the centre manager



Stay in authorised spaces

Students are not allowed to go into the boys' house if they are a girl, or go into the girls' house if they are a boy



Respect procedures

Do not activate the fire alarms or use fire exits unless there is a real emergency



Keep computers clear

Do not download anything onto Bell computers



No smoking

Do not smoke or have cigarettes, electronic cigarettes or lighters



No alcohol or illegal substances

Do not consume or have alcohol or illegal drugs at any time



Be considerate

Keep quiet after 'lights out'

Positive use of mobile phones

At Bell, we encourage the use of mobile phones and other technologies for effective and engaging learning.

In lessons students may use their phones to access content related to the topic.

Mobile phones can be used in a variety of activities such as photography and film-making.

When not being used, we always encourage students to leave their phones and other mobile devices safely locked away.

Our internet has content restrictions to ensure student safety and we advise students how to be SMART online.

Some of our centres have computer rooms where students can communicate with home via Zoom and other online platforms.

Students can purchase an International SIM card from all our centres.

If you experience difficulties in contacting a student, please call the school directly.

Zero tolerance policy

Students found to break any of our school rules, commit illegal activity according to English Law, or persist in serious anti-social behaviour will be disciplined and may be sent home early with no refund of fees.

If a student is expelled from the course, parents or guardians will be responsible for departure travel arrangements.

Bell staff will arrange the transfer to the departure point and transfer charges will apply.

For more information, please visit our terms & conditions online:

www.bellenglish.com/useful-information/terms-conditions





Key contact information



Bell St Albans

Shenley Ln, London Colney, St Albans
AL2 1AF

Course Office: +44 (0) 7824 709 050

Emergency Contact: +44 (0)7522551397

Email: cm.stalbans@bellenglish.com



Bell The Leys

The Fen Causeway, Cambridge
CB2 7AD

Course Office: +44 (0) 75225 56615

Emergency Contact: +44 (0)7522551397

Email: cm.leys@bellenglish.com



Bell Tudor Hall

Tudor Hall, Wykham Park, Banbury, Oxfordshire
OX16 9UR

Course Office: +44 (0) 7522 556570

Emergency Contact: 44 (0)7522551397

Email: cm.tudorhall@bellenglish.com

Bell (Head office)

For updates on:

- travel arrangements
- registration of Unaccompanied Minors
- transit booking forms
- bringing your child to Bell
- arranging for a family member to visit students

 +44 (0)1223 275598

 yl.travel@bellenglish.com

For all other enquiries:

 +44 (0)1223 275500

 customersupport@bellenglish.com

Emergency contact During travel

If there are delays or any other emergencies during travel, please contact us on:

 +44 (0)7522551397

Useful links

- bellenglish.com/young-learners/faqs
- bellenglish.com/travel
- bellenglish.com/student-welfare
- bellenglish.com/young-learners/travel-information

Stay in touch

Get an inside look at what happens at Bell and follow our our social media channels:

 [/bellenglishstudents](https://www.facebook.com/bellenglishstudents)

 [bell_english](https://www.instagram.com/bell_english)

 [bellinternational](https://www.youtube.com/bellinternational)

You can also [sign up to our mailing list](#) to find out about new opportunities to study at Bell.