



# Booking form

## Teacher development courses

PLEASE NOTE: THIS FORM IS FOR PARTICIPANTS WHO ARE NOT APPLYING FOR ERASMUS+ FUNDING.

By submitting this booking form you are accepting and agreeing to all terms, conditions and rules for the course.

Terms and conditions can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions).

If completing the form by hand, please write clearly in **BLOCK CAPITALS** and use black ink.

### PERSONAL INFORMATION

Family name (as on passport): .....

First name (as on passport): .....

Male      Female .....

Date of birth (day/month/year): .....

Nationality: ..... First language: .....

Country of study: .....

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 (ETO)

Teacher      Family/friend      Exhibition      British Council

Bell website      Other website      Social media (eg. Facebook, Twitter)

Other      please specify: .....

### COURSE INFORMATION

Please note that all courses are run subject to demand.

Course name: .....

Start date: ..... End date: .....

Course type:      Online      Face-to-face .....

### YOUR LANGUAGE LEVEL

All courses have a minimum language level requirement. You must make sure your language level is suitable for the chosen course. If, on arrival, your language level is assessed as being too low, you may be moved to an Effective English course at Bell Cambridge with no refund of fees.  
If you are unsure about your level, please contact us for further advice.

Please select your language level: (for language level details, please visit [www.bellenglish.com/LanguageLevel](http://www.bellenglish.com/LanguageLevel))

A1 Beginner      A2 Elementary      A2+ Pre-Intermediate

B1 Intermediate      B2 Upper Intermediate

C1 Advanced      C2 Proficient

What type of teacher are you? .....

Primary/Young Learner      Secondary      Higher Education/Adult

Other (please specify) .....

### ACCOMMODATION (FOR FACE-TO-FACE COURSES ONLY)

Single room, private bathroom, self catered .....

### ETO INFORMATION (IF APPLICABLE)

ETO (Educational Tour Operator) Code: .....

Contact name: .....

Telephone (including international dialling code): .....

00 .....

Email: .....

### EMERGENCY CONTACT INFORMATION

The following section **MUST** be completed. Please note that emergency telephone numbers should be available for contact 24 hours a day.

Emergency contact name: .....

Telephone (including international dialling code): .....

00 .....

Mobile/cellphone (including international dialling code): .....

00 .....

Email: .....

Relationship to student: Parent      Guardian      Other

please specify: .....

Do you speak English? Yes      No .....

### VISA INFORMATION (FOR FACE-TO-FACE COURSES ONLY)

Information on visas can be found on the UK Home Office website: [www.gov.uk/visas-immigration](http://www.gov.uk/visas-immigration)

Type of visa required for entry to the UK: .....

None      Short-term Student

Other      please specify: .....

If you require a visa, please send us a copy of your passport.

### ARRIVAL AND DEPARTURE TAXI TRANSFERS

I would like Bell to arrange the following taxi transfers: .....

I require an arrival transfer. Please specify airport name: .....

I require a departure transfer. Please specify airport name: .....

I do not require transfers .....



# Booking form

## Teacher development courses

### STUDENT WELFARE

Here at Bell we have many years of experience helping students with a wide variety of difficulties. Our high levels of personal care for students is one of things that makes us different. If the person enrolling requires any special support, please tell us about this now. We need to know this information pre-arrival so that we can prepare to assist the person enrolling fully and ensure they are given the best possible care by our team. To help us make suitable arrangements, **please tell us about:**

- mental health issues
- physical health issues or disabilities
- learning difficulties
- high levels of anxiety or nervousness
- previous cases of severe homesickness
- previous incidents that may affect well-being
- any religious or dietary requirements
- any allergies (for example to cats or dogs)
- or any other special requirements

### 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 non-refundable £385 deposit**. Full fees must be paid at least six weeks before the course start date.

### MAILING LIST

We, Bell Educational Services Ltd, would love to keep in touch with you by post, email or phone with offers, news and information on Bell's products and services. We will treat your information safely and with care, and will never share it with third parties for the purposes of marketing. The only way in which we can contact you is with your explicit consent, so to join our mailing list, please tick the box below. You can unsubscribe at any time by emailing [enquiries@bellenglish.com](mailto:enquiries@bellenglish.com).

Yes, I'd like to receive information about Bell's products and services by:  
Email  Post  Phone   
I have read and accept the privacy policy attached.

### PHOTOGRAPHS AND VIDEO CLIPS

Occasionally we take photographs, video or other multimedia of students during class or leisure activities 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/your child to take part in these activities.

### 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

### 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/Company name: .....

Address: .....

City: .....

Country: .....

Post/zip code: .....

Email: .....

Telephone (including international dialling code): .....

00 .....

Mobile/cellphone (including international dialling code): .....

00 .....

### 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:



# Terms and conditions

## Teacher development courses

The following terms and conditions apply to all applications for teacher development courses, regardless whether the course is booked directly or through an Educational Tour Operator (ETO). By submitting the application form you are agreeing to the full terms and conditions available at [www.bellenglish.com](http://www.bellenglish.com).

### BOOKING PROCEDURES AND PAYMENT FOR PARTICIPANTS NOT APPLYING FOR FUNDING

- For participants not applying for funding, the following terms apply.
- To make a booking, all participants must send a completed booking form. Booking for face-to-face courses must pay a £385 deposit which is part of the total fees, within 3 working days of submitting the form. The deposit is non-refundable. For online course bookings, no deposit is required, but payment must be made in full to secure the booking.
- Full fees as quoted on the pro-forma invoice must be paid in GBP at least 6 weeks before the course start date. We cannot guarantee to hold places on the course/ accommodation unless all fees are paid in full and on time.
- 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.
- It is the participant's responsibility to cover all bank charges and exchange rate differences for payments.

### PRICES

*Prices are correct at time of going to print and are subject to change without notice. We reserve the right to change course arrangements and prices if necessary. Please note that all courses are run subject to demand. Please note that VAT will be charged at the current rate where applicable.*

What's included with face-to-face Bell Teacher Academy courses:

- Course tuition (plus talks by visiting speakers where applicable)
- Core programme of social and cultural events including a day excursion to London
- Accommodation and catering as chosen
- Plenaries and culture talks by celebrated ELT professionals
- Bell end-of-course certificate
- Advice and support from Bell staff
- Travel insurance (except UK residents)
- A weekend day trip to London
- Additional excursions\*
- 20% discount for all books from the Cambridge University Press bookshop

\* Additional excursions will be offered on a pay-as-you-go basis.

### VISAS

- It is the responsibility of the participant to check their visa requirements for entry into the UK, and if necessary apply for and ensure they are granted the appropriate visa for their period of study with Bell. Information can be found on the UK Home Office website
- Bell will only issue visa support documentation once all registration requirements are met and all fees due have been paid.
- If you have not received your visa 2 weeks before the course starts, you must inform us so we can work with you to make the necessary arrangements.
- If a visa application is rejected and we receive notice in writing, along with a copy of the visa refusal letter, we will refund the following:
  - More than 2 weeks before the course starts: all fees except a £95 administration fee and any courier charges
  - 2 weeks or less before the course starts: all fees except

- the £385 deposit and any courier charges
- We will only offer refunds in cases for visa refusal where the participant followed UK Home Office guidelines for their visa application.
- If a participant arrives at one of our centres without the correct visa, we are required by law to arrange for them to leave as soon as possible.
- All decisions on visa applications made by the UK Home Office are final.

### CHANGES TO CONFIRMED BOOKINGS

- All changes to confirmed bookings are subject to a £95 administration fee (or Euro equivalent for funded participants), with the exception of extensions to the course, or booking additional courses.
- All changes are subject to availability and authorisation from the Senior Academic Team.
- Changes for funded participants must be approved by their institution. It is the responsibility of the participant to ensure that Bell receives authorisation from the Institution in writing.

### CANCELLATION TERMS FOR PARTICIPANTS NOT APPLYING FOR FUNDING

For participants not applying for funding, the following terms apply:

- Notice of cancellation for confirmed bookings must be made in writing. Failure to provide written notification will result in charges being incurred.
- If you need to cancel your online course for any reason, you may move your course to an alternative date of your choosing (subject to availability). You may choose the same course again, a different course of the same value, or a different course of a different value. If the new course is of a higher value, you will need to pay the difference.
- If a course is cancelled more than 4 weeks before arrival, we will retain the £385 deposit
- If a course is cancelled between 4 weeks and 1 week before the arrival, we will retain 60% of the course and accommodation fees
- If a course is cancelled less than 1 week before arrival no refund of fees and accommodation is made
- If a course is cancelled or curtailed after the course start date no refund of fees is made.

### REFUNDS

- Any refunds must be made in the same way 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

### TRAVEL ARRANGEMENTS

- We recommend that participants do not book flights or make travel arrangements until their booking is confirmed.
- Participants who want to book a Bell arrival or departure taxi transfer must submit their travel details as early as possible.
- If travel details are received less than 1 week before arrival, we reserve the right to charge an administration fee.
- Participants who cancel their taxi transfer less than 1 week in advance will not be entitled to a refund.
- Participants are responsible for any additional taxi waiting time charges, if their flight is significantly delayed.

### EXAM ENTRANCE

- Course fees do not include exam entrance fees. Participants wishing to enter for exams must bring valid passports for exam entry and must register and pay for the exam by the deadline set on the course

### INSURANCE

- Travel insurance is included in the course fees\* and a summary of cover will be included in the booking confirmation

\*Please note: This excludes UK domicile residents.

### COMPLAINTS PROCEDURE

- 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.

### PRIVACY POLICY

- By making a booking with Bell you are agreeing to the storage and use of the information you supply for Bell's purposes only.
- We will not pass any personal details on to any other organisation or third party.
- We reserve the right to take photographs of participants at the beginning of the course for identification cards.
- Bell may take photographs of social events, lessons and activities which may be used in promotional materials or social networking sites such as Facebook. Please indicate on the registration form if you are not happy for your photographs to be used for these purposes.
- Please see our full website cookies and online privacy policy.
- Intellectual property
- 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

### LIABILITY

- 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.
- 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.

### FORCE MAJEURE

- 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.

### LEGAL ENFORCEMENT

- 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.*



# Privacy Policy

## 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](http://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](mailto: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](mailto: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](mailto:dpo@bellenglish.com)
- or write to us, Bell, Red Cross Lane, Cambridge, CB2 0QU