



# Booking form

## Young learner courses

A summary of terms and conditions for all Bell Young Learner courses are included in this document. The full terms and conditions can be found at [www.bellenglish.com/terms-policies/](http://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.

### 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: .....

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

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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:

Please select your course and location.

#### BELL THE LEYS

- Summer Explorer
- Business Leadership Programme

#### Academies

If you would like to choose an academie option while you study at Bell, please select it below.

#### Summer Academies

- Tennis - Bell The Leys
- Intensive Academic English - Bell Tudor Hall
- Horse-riding - Bell The Leys

#### BELL ST ALBANS

- Spring Explorer
- Summer Explorer
- Autumn Explorer

#### BELL TUDOR HALL

- Summer Explorer
- Junior Explorer

#### BELL RMS

- Summer Explorer

#### BELL BADMINTON SCHOOL

- Summer Explorer

#### BELL BADMINTON SCHOOL & BELL ST ALBANS

- Explore More

#### BELL LONDON

- London Explorer - (16-17 year olds)

### VISA INFORMATION

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 (Child)      Other please specify: .....

If you require a visa, please enter your passport details below.

Passport number: .....

Expiry date: .....

### 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): .....

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

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Email: .....

Relationship to student: Parent      Guardian      Other  
please specify: .....

Do you speak English? Yes      No

First language: .....

### 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 web-sites. Please tick here if you consent for your child to take part in these activities.

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



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To help us provide the best possible care for your child and to make suitable arrangements for their stay in the UK, please answer the following questions, giving full details. We must have this information before your child arrives on the course.

### MEDICAL

Please tell us about any problems. If we are not told in advance about a physical or mental condition, we reserve the right to terminate the student's course.

Does your son/daughter have:

Asthma or bronchitis	Yes	No
Heart condition	Yes	No
Fits, fainting or blackouts	Yes	No
Severe headaches	Yes	No
Diabetes	Yes	No
Allergies to known medicines	Yes	No
Other allergies e.g. materials, food, plasters	Yes	No
Travel sickness	Yes	No
Bed-wetting/incontinence	Yes	No
Any mental health problems (including eating disorders, hyperactivity)?	Yes	No

Does your son/daughter require regular hospital treatment? Yes No

Is there anything else we should know about? Yes No

If the answer to any of the questions above is YES, please give details:

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In case of minor pain or illness such as headache, mild cold or sore throat, do you agree to your son/daughter being given non-prescription medication such as paracetamol, cough medicine, throat pastilles, antihistamine or travel sickness tablets? Yes No

In case of an emergency do you give permission for a responsible person at Bell or in their accommodation to arrange medical treatment? Yes No  
Every effort will be made to contact you, the child's parents/guardians, as quickly as possible.

When did your son/daughter last have a tetanus injection? Date:

### MEDICINES

Will your child be bringing any medicine? Yes No

If so, please give details, including dosage:

Name of medicine(s):

What is the medicine for?

Dosage:

How many times a day should it be taken?

At what time(s) of day should it be taken?

Please note that for the safety of ALL students, all medications must be handed to the course staff on arrival.

### STUDENT WELFARE

Does your child have any dietary requirements? Yes No

If so, please give details: Yes No

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Does your child have any learning difficulty or bodily impairment that would affect or restrict their full participation in the course? Yes No

If so, please give details below and complete the additional support section.

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.....  
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### ADDITIONAL SUPPORT

Here at Bell we have many years of experience helping students with a wide variety of difficulties. Our high levels of personal care or 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. We especially need to know about: mental health issues, physical health issues, disabilities, learning difficulties, high levels of anxiety or nervousness, previous cases of severe homesickness and previous incidents that may affect well-being.

Does your child need additional support with understanding and communication? Yes No

Please let us know if they have a visual or hearing impairment, a communication aid, have difficulty focusing on a task for more than 10 minutes or need any special support in the classroom.

Does your child need additional support with social interaction? Yes No

Please let us know if they find it difficult to make friends, talk about how they feel and why or have ever tried to run away.

Does your child need additional support with mobility and self care? Yes No

Please let us know if they have a mobility aid e.g. wheelchair or need assistance moving from place to place, if they require special aids or assistance with self-care and if there are any occasions when they require one-to-one supervision.

Any other comments.

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## Young learner courses

### ATTENDANCE

Students are expected to attend all scheduled classes. If you wish your child to be absent from the course at any time, please contact us on [enquiries@bellenglish.com](mailto:enquiries@bellenglish.com) before they arrive.

### UNSUPERVISED TIME (13 TO 17 YEAR OLDS ONLY)

I understand that my son/daughter will have up to an hour of unsupervised free time for shopping on study tours arranged by Bell. This will be within a specified area and in groups of three

**Signature of the parent/guardian (please sign electronically):**

### TRAVEL

I give consent to my son/daughter to travel to the UK to study and attend activities and excursions at Bell.

### 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](http://www.bellenglish.com/useful-information/terms-conditions)

**Signature of the parent/guardian (please sign electronically):**

### 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 £480 which includes a non-refundable £95 booking fee AND a non-refundable £385 deposit. Full fees must be paid at least six weeks before the course start date.

### 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:

### 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.

Name:

Address:

City:

Country:

Post/zip code:

Email:

Telephone (including international dialling code): 00

Mobile/cellphone (including international dialling code): 00

Relationship to the child: Parent      Guardian      ETO

Other      please specify:



# Booking form

## Young learner courses

The following terms and conditions apply to all Bell Young Learner course bookings, regardless whether the course is booked directly or through an Educational Tour Operator (ETO). By enrolling a student under 18, you agree to the terms and conditions on their behalf.

### 1. Payments

1.1 To make your booking, you must submit a registration form and pay a £385 deposit, which is part of your total fees, and the £95 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 6 weeks before the course start date. We cannot guarantee to hold the student's 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.

1.5 On arrival, all students need to pay a refundable damage/key deposit of £50, which can be deducted from their pocket money (see section 8).

### 2. Course package prices include:

- Full supervision by qualified and experienced staff
- At least 15 hours a week of lessons/programmed activities
- Accommodation and all meals including packed lunches
- Laundry service
- At least one full-day study tour per week, including entrance fees, and a full programme of social events. (For full programme descriptions please see the individual course details).

• All learning materials, Bell language course portfolio and end of course certificate

• Transfers on scheduled arrival and departure days from and to designated airports/Eurostar train stations only

• Package prices do not include: Transfers that are not on scheduled arrival and departure days, or not from and to the designated airports/Eurostar train stations within designated times provided.

• Occasional optional activities such as trips to amusement parks or the theatre.

For Explorer courses, any optional Academies will be subject to an additional charge

### 3. Cancellations, changes to bookings and refunds

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

• More than 6 weeks before the course start date: you must pay £385 deposit and £95 registration fee

• 1-6 weeks before the course start date: you must pay 60% of course fees and £95 registration fee

• Less than 1 week before the course start date, non-arrival or early departure from the course: No refund will be made

• For any notice period given, a 'week' counts as Sunday to Saturday

3.2 Any refunds must be made by the same payment method and to the same source as the original payment. Fees are not transferable to other students.

3.3 We reserve the right to charge an administration fee of £50 for any changes made to the original booking.

3.4 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, but will not refund any other payments, such as for flights.

### 4. Visas

4.1 It is the responsibility of the client to check the student's visa requirements for entry into the UK, and if necessary apply for and ensure the student is granted the appropriate visa for their period of study with Bell. Information on visas can be found on the UK Home Office website.

4.2 Bell will only issue visa support documentation once all booking requirements are met and all fees due have been paid.

4.3 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 any necessary arrangements.

4.4 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 the £95 registration fee and any courier charges

• 2 weeks or less before the course starts: all fees except the £385 deposit, the £95 registration fee and any courier charges

• We will only offer refunds in cases for visa refusal where the student followed UK Home Office guidelines for their visa application.

4.5 If a student 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.

4.6 All decisions on visa applications made by the UK Home Office are final.

### 5. Arrivals and departures

5.1 Unless otherwise stated by Bell, all students arriving and departing between 07.00 and 19.00 on official arrival and departure days are entitled to free transfers from/to the following airports/ Eurostar terminal:

• Leys School, Cambridge: London Heathrow, London Stansted

• St Albans: London Heathrow, London Stansted, London St Pancras

• Tudor Hall, Banbury: London Heathrow, Stansted, London St Pancras

• Bell Badminton School: Bristol, London Heathrow

• Bell RMS: London Heathrow, London Stansted, London St Pancras

5.2 Do not book flights or make travel arrangements until you have received the booking confirmation documents from Bell. If you cannot book flights for the official arrival and departure dates, you must check with Bell before booking flights for another date.

5.3 If you choose to make your own travel arrangements and arrive at the centre directly, please inform us of your intended arrival time. We cannot give any refunds for students not using the Bell transfer service.

### 6. Insurance

6.1 Insurance is included as part of our course fees\* and covers the following, amongst others:

Cancellation and curtailment: Up to £3,000

Emergency medical & other expenses: £2,000,000

Personal money, passport & documents: £100 (currency, notes and coins), £100 (other personal money & documents), £500 (passport or visa)

Personal liability: £1,000,000

A summary of the cover, which is provided by Endsleigh, will be sent to you with your booking confirmation.

\*This policy does not cover students who are UK residents.

6.2 Pre-existing medical conditions are not covered by the insurance.

### 7. Medical information

7.1 You must inform us of any medical, dietary or other details which may affect the student's ability to participate in the course before the course starts. Any student arriving with a serious medical condition not previously reported, which requires regular staff supervision, may be sent home with no refund of fees.

7.2 Students must hand in any medication they bring with them to course staff on arrival. Medicines will be administered under supervision by course staff.

7.3 In case of a medical emergency, if the student's parents/guardians cannot be contacted, Bell will act with a duty of care and will arrange for a doctor to give any medical treatment considered necessary, as well as authorise the administration of an anaesthetic and operation.

### 8. Pocket money

8.1 We recommend that students bring £100-£150 pocket money per week. This is for spending on study tours and for any additional snacks or souvenirs at their Bell school. Pocket money can be sent in advance by bank transfer only. Payments can take up to 2 weeks to process so please allow plenty of time to make payments. Credit and debit cards are not accepted. On all pocket money payments, make sure you quote your child's full name and student ID (which is found on the booking

confirmation), and send us a copy of the banking papers. If your child is studying in two Bell schools, pocket money will be split equally between the schools. Note: Bell does not cover bank charges and exchange rate differences.

8.2 Your child will also be required to pay a £50 refundable deposit. This will be returned if no property loss or damage is incurred. This should be brought in cash in a sealed envelope with the student's name on.

### 9. Emergency contact details

9.1 It is your responsibility to inform Bell of an emergency contact telephone number where a parent/guardian/agent can be contacted 24 hours a day, including the student's arrival and departure days.

### 10. The course

10.1 All courses and course components are run subject to demand.

10.2 We reserve the right to change course arrangements and prices without advance notice.

10.3 On the first day of the course, students will complete a placement test and will be placed in a class appropriate to their language level, maturity and age. Once the course has started, we reserve the right to move students to the class most appropriate for their language level.

10.4 We offer a wide range of activities on our courses. All activities are supervised by qualified staff and all necessary sports and safety equipment is provided. By agreeing to these terms and conditions you are giving permission for your child to participate in all activities.

10.5 Certain Young Learner courses and academies have a minimum language level. Please refer to the course/academy details, our level chart or contact us for further details. If the language level provided at 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.

### 11. Bell rules

The following rules apply to behaviour on our courses, including during study tours and in all accommodation.

• Students may not leave the school or be absent from meals without permission from the Principal.

• Students must attend all lessons, activities and study tours.

• Students must observe the rules relating to IT software.

• Students must observe bedtimes, and silence must be maintained in bedrooms after lights out at night.

• Students are not allowed into the bedrooms occupied by students of the opposite sex.

• We will not tolerate any bullying. In serious cases students may be sent home.

• Students must not misuse centre facilities including the activation of alarms without due cause. Fire escapes are for emergency use only.

• Mobile phone, iPods and other electronic devices must be switched off during lessons, activities and after lights out.

• No smoking is allowed on any Bell young learner course at any time. Electronic cigarettes are not permitted.

• School swimming pool rules must be strictly observed. No student may enter the pool if there is no lifeguard present.

• Students must hand in their airline tickets, passports, pocket money and credit cards for safekeeping.

• Students should keep all other valuables safely locked away, or hand them in to their houseparent for safekeeping.

• Students found to possess, use or supply alcohol or illegal drugs will be sent home with no refund of fees.

Any students breaking these rules, or English law, or persisting 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/guardians will be responsible for departure travel arrangements. Bell staff will arrange the transfer to the departure point and transfer charges will apply

### 12. Complaints procedure

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

Please email this form to: [enquiries@bellenglish.com](mailto:enquiries@bellenglish.com)

Bell, 1 Red Cross Lane, Cambridge CB2 0QU, UK Tel: +44 (0) 1223 275598

Last reviewed: 20/12/2023



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### 13. Privacy policy

13.1 By making a booking with Bell you are agreeing to the storage and use of the personal information you supply about the student and yourself for Bell's purposes only, which may include issuing confirmation documents, processing payments, managing course arrangements and helping students in need of medical attention.

13.2 We will not pass any personal details on to any other organisation or third party.

13.3 We will take photographs of students at the beginning of the course for identification cards.

13.4 Bell may take photographs and video of social events, lessons and activities which may be used in promotional materials, such as brochures, social media and the website. We will not use any images/footage of your child unless you give consent first. You can check the consent box on our booking form, or we may contact you ahead of time to ask for your permission.

13.5 Please see our full website cookies and online privacy policy.

### 14. Intellectual property

14.1 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.

### 15. Liability

15.1 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.

15.2 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.

### 16. Force majeure

16.1 Bell are 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.

### 17. Legal enforcement

17.1 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.

**These terms and conditions apply to Bell's young learner courses only.**



# Booking form

## Young learner courses

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