



# Booking form

## Young Learner Groups - Students

The terms and conditions and rules for all Bell Young Learner courses can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions).

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):  
00 .....

The student's phone number will be used for arrivals only, in cases where we cannot see the student at the airport or train station and need to get in touch.

### COURSE INFORMATION

Course name: ..... Location: .....

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

### 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: .....

### 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):** .....

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

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.

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 offers, news and information about Bell's products and services by: Email    Post    Phone

I have read and accept the privacy policy attached.

### GROUP NAME (if applicable)

### 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: .....

### 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

### 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):** .....

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# Booking form

## Young Learner Groups - Students

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:

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:

Does your child have any learning difficulty or bodily impairment that would affect or restrict their full participation in the course?

If so, please give details below and complete the additional support section. Yes No

### ADDITIONAL SUPPORT

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.



# Terms & conditions

## Young learner courses

This is a summary of terms and conditions relating to Bell young learner courses. The full terms and conditions can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions). By submitting a booking form you are agreeing to the full terms and conditions. By enrolling a student under 18, you agree to the full terms and conditions on their behalf.

### PAYMENTS

- To make your booking, you must submit a booking 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.
- 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.
- 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 your responsibility to cover all bank charges and exchange rate differences for payments.
- On arrival, all students need to pay a refundable damage/key deposit of £50, which can be deducted from their pocket money.

### 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.

### COURSE 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
- Occasional optional activities such as trips to amusement parks or the theatre
- For Summer Explorer courses: academy options, which can be booked at an additional charge of £360 per 2-week course (horse-riding or e-Sports) and £180 per 2-week course (art and design, tennis, football or performing arts).

### CANCELLATIONS, CHANGES TO BOOKINGS AND REFUNDS

- Cancellations 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.

- 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.
- We reserve the right to charge an administration fee for any changes made to the original booking.
- 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.

- Additional charges for academy options on Summer Explorer courses are non-refundable after the course start date.

### VISAS

- 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 [www.gov.uk/visas-immigration](http://www.gov.uk/visas-immigration)

- 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.
- 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.

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

### ARRIVALS AND DEPARTURES

- All students arriving and departing between 10.00 and 18.00 on official arrival and departure days are entitled to free transfers from/to designated airports/Eurostar terminals on set arrival and departure days only. Please refer to [www.bellenglish.com/young-learners/travel-information](http://www.bellenglish.com/young-learners/travel-information) for details of the transfers.
- 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.
- 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.

### INSURANCE

- Insurance is included as part of our course fees. A summary of the cover, which is provided by Endsleigh, will be sent to you with your booking confirmation. The policy does not cover students who are UK residents and it does not cover pre-existing medical conditions.

### MEDICAL INFORMATION

- You must inform us of any disabilities, medical, dietary or other information that 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.
- Students must hand in any medication they bring with them to course staff on arrival. Medicines will be administered under supervision by course staff.
- 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.

### POCKET MONEY

- We recommend that students bring £100 pocket money per week. To avoid students having to carry large amounts of cash, we offer a free pocket money transfer service. Pocket money can be sent as a Sterling cheque made payable to Bell Educational Services or by bank transfer. Instructions will be sent to you in your pre-arrival information. You are responsible for all bank charges. We are unable to accept any online or credit card payments for pocket money.

### EMERGENCY CONTACT DETAILS

- 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.

### THE COURSE

- All courses and course components are run subject to demand.
- We reserve the right to change course arrangements and prices without advance notice.
- 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.
- 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.

### BELL RULES

- Bell rules apply to behaviour on our courses, including during study tours and in all accommodation. The rules can be found at [www.bellenglish.com/termsconditions](http://www.bellenglish.com/termsconditions). 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.

### LIABILITY

- Bell will only be responsible for loss or damage suffered by a student which occurs as a foreseeable 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 are not liable for any failure or delay in providing our services that occur 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

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