



Bell

EST 1955

PRE-COURSE INFORMATION

English courses for young learners

www.bellenglish.com/young-learners



Preparing to travel

To do now:

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.

Free transfers for arrival and departure days are available from the Eurostar station (St Pancras) and most London airports.

Forms are available online: bellenglish.com/travel

Arranging travel

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

If you encounter any problems with booking a flight for your child or need to make any changes to arrival arrangements please advise us within two weeks of arrival. Failure to receive correct information in a timely manner means we may not be able to guarantee the service.

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. This service incurs an additional cost.

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. Please note that a £50 refundable damage/key deposit will be taken from the student upon arrival at the centre. Parents should take this into account when deciding how much money to give their child.

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!
- Don't forget to pack a towel

For more information, see 'What to Bring' section and visit:
<https://bellenglish.com/help-centre/category/your-course/>



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).



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

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 activities and academics 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
- comfortable shoes for walking
- bedroom slippers or similar
- 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
- swimwear (except for Bell The Leys and Bell St Albans)
- reusable water bottle (ideally with student's name written on it)
- travel adapter (UK plug socket is type G, BS 1363)
- **towels** and toiletries (soap, shampoo and hairdryer if needed)

For more information, visit: <https://bellenglish.com/help-centre/category/your-course/>

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 (rackets are provided if the students cannot bring their own).

Horse-Riding Academy

Tight fitting trousers or jeans or jodhpurs, suitable outdoor footwear preferably wellington boots or riding boots and waterproof jacket.

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. Therefore, please ensure that your child has enough underwear for at least 10 days. 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. 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 an authorisation document 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 yl.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:

<https://bellenglish.com/help-centre/category/your-booking/>

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.

Students will travel to the airport by coach or taxi with our Bell representative. The Bell Team 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 security checkpoint. Your child will then make their own way to the Departure Lounge 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.

Students are not permitted to travel independently on departure day. All students must either use the Bell-provided transport service or be collected directly from the school by a parent or guardian.



Transfers

Free shuttles will be available for flights and trains that arrive and depart between 7am and 7pm, depending on student travel requirements.

Any students travelling as an Unaccompanied Minor are subject to an additional £65 fee (per single journey).

Important:

Arrival details for each student must be sent to Bell at least 14 working days before the start of course to guarantee an airport transfer. Please also notify us of any changes to your departure date as soon as possible.

Please speak to us for transfer prices if your flights fall outside these windows/airports.

Bell St Albans

- | | |
|-------------------|------|
| • London Heathrow | 47km |
| • London Stansted | 60km |
| • St Pancras | 32km |

Bell The Leys

- | | |
|-------------------|-------|
| • London Heathrow | 121km |
| • London Stansted | 48km |

Bell Tudor Hall

- | | |
|-------------------|-------|
| • London Heathrow | 109km |
| • London Stansted | 188km |
| • St Pancras | 127km |

Bell Badminton School

- | | |
|-------------------|-------|
| • Bristol | 16km |
| • London Heathrow | 167km |

Bell RMS

- | | |
|-------------------|------|
| • London Heathrow | 24km |
| • London Stansted | 79km |
| • St Pancras | 39km |



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 video call, text message or email. Please note that there is a wifi curfew at all our schools at 23:00 GMT.

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 cannot 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: customersupport@bellenglish.com

Room requests

We encourage a mix of nationalities in student houses. Whilst we will always try to accommodate any rooming requests please make sure they are communicated early. Although they cannot be guaranteed, the sooner they are communicated the more likely it is that we can accommodate them.

Supervision

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

Our on-site staff to student ratio is at least 1 to 6 and on our Junior Explorer the ratio is 1 to 5.

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 7-12 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, an inhaler and insulin 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 and Drink

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.

Bell is committed to doing everything we can to limit our impact on the environment. To reduce our consumption of single-use plastic bottles of drinking water on the study tours and excursions, we encourage all students to pack a reuseable water bottle which can be refilled in the accommodation areas and at water stations located in various locations around each of the schools. Reuseable water bottles will also be available to purchase 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 <https://bellenglish.com/help-centre/category/student-welfare/> or contact customersupport@bellenglish.com



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



Get permission

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



Stay together

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



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'



No weapons

Students must not bring any items that could be dangerous to others or themselves or purchase these items once in the UK.

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, only when directed by a teacher or staff.

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.

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



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:

<https://bellenglish.com/help-centre/category/your-course/>

**Please note that a £50 refundable damage/key deposit will be taken from the student upon arrival at the centre. Parents should take this into account when deciding how much money to give their child.*

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.

Students who bring pocket money in cash are advised to deposit this money into the 'Bell Bank' upon registration. Bell is not liable for any money or other high cost valuables which are not handed in for safekeeping at the start of the course.

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

Centre Manager: +44 (0) 7824 709 050

Emergency Travel Contact: +44 (0)7522551397

Email Address: CM.Stalbans@bellenglish.com



Bell The Leys

The Fen Causeway, Cambridge, CB2 7AD

Centre Manager: +44 (0) 75225 56615

Emergency Travel Contact: +44 (0)7522551397

Email Address: CM.theleys@bellenglish.com



Bell Tudor Hall

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

Centre Manager: +44 (0) 7522 556570

Emergency Travel Contact: +44 (0)7522551397

Email Address: CM.Tudorhall@bellenglish.com



Bell Badminton School

Bell Badminton School, Westbury Road, Westbury-On-Trym, Bristol , BS9 3BA

Centre Manager: +44 (0) 7743942297

Emergency Travel Contact: +44 (0)7522551397

Email Address: CM.Badminton@bellenglish.com



Bell RMS

RMS for Girls, Rickmansworth Park, Rickmansworth, WD3 4HF

Centre Manager: +44 (0) 07743943510

Emergency Travel Contact: +44 (0)7522551397

Email Address: CM.RMS@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

- <https://bellenglish.com/help-centre/category/your-course/>
- <https://bellenglish.com/help-centre/category/your-booking/>
- <https://bellenglish.com/help-centre/category/pricing-and-payments/>
- <https://bellenglish.com/help-centre/category/student-welfare/>
- <https://bellenglish.com/help-centre/category/accommodation/>

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.