



Course Quotation

About Hilderstone College

- Hilderstone College was founded in 1970 and has developed an international reputation for quality and individual attention to every student's needs
- The College has a charitable status and is a non-profit, non-funded state further education college
- Hilderstone College is accredited by the British Council and is a member of English UK and IALC
- The College welcomes students from the age of sixteen in its adult classes. We offer group courses for students aged 16+ and in 2017 we introduced closed group courses for teenagers aged 11 – 16 years (taught separate to our adult students and separate terms and conditions apply)
- We welcome an average of 1000 students a year, from about 30 different countries, and have a maximum capacity of approximately 100 students at one time
- The College has welcomed groups from: universities, colleges, high schools, Ministries of Education, the British Council, local government, multinational businesses and Educational Tour Operators
- Our courses include: Intensive English, exam preparation for FCE, CAE, IELTS, English for Academic Purposes, Teacher Development, English + Sightseeing, English + Action, English for Business.
- We normally provide courses from elementary to advanced level (we may be able to arrange a proficiency-level course with prior agreement).

Quality assurance

- British Council accredited
- Centre of Excellence, as named by the EL Gazette since 2010
- English UK member
- IALC member

Our facilities

- 15 well-equipped classrooms, all network connected and with multimedia projectors, some with interactive whiteboard technology
- multimedia Learning Centre with computers, a digital listening centre and lending library
- student study lounge
- free Wi-Fi
- access to Hilderstone.net our online information and study port
- access to Google Apps for Education
- a cafeteria serving hot and cold food and drinks
- an on-site theatre
- garden
- pool table and table tennis.

Accommodation

- The vast majority of students at Hilderstone College choose to stay in homestay accommodation, which offers excellent value for money and allows students to practise their English and discover more about life in Britain
- All of our homestay hosts are caring and treat students as a member of the family. We do our best to place students with a homestay that matches individual needs and requirements
- Homestay accommodation is inclusive of: a private bedroom or twin-rooms, a place to study, a weekly laundry service, breakfast and dinner on weekdays, breakfast lunch and dinner at weekends
- Students over the age of 18 from the same group may stay together if requested, but there will otherwise be no student of the same mother tongue in the homestay
- Students under the age of 18 are placed together, within the same group, wherever possible for safeguarding purposes. This may be in twin-bedded rooms. Throughout the year, homestays are provided within easy walking distance of the College (30 minute's maximum). We recommend that students walk to and from their accommodation with a housemate. Please be aware that a walk of 20-30 minutes is not uncommon. On courses at busy periods, e.g. July, students may be placed in homestay requiring transport, which will be arranged at no extra cost by the College.

Sample programme (subject to restrictions at time of course)

	09.00 – 12.30	14.00 – 16.00	20.00 – 21.30
Sunday	Arrival		
Monday	National holiday in the UK Morning classes if possible (if not, an activity)	Broadstairs town trail and beach	
Tuesday	Morning classes: English language development	Afternoon classes	Folk dance or another style of traditional dancing
Wednesday	Morning classes: English language development	Afternoon classes	An evening talk on the History and Geography of London
Thursday	Morning classes: English language development	Afternoon classes	Drumming workshop
Friday	Morning classes: English language development	Excursion to Canterbury	Dance performance Followed by a farewell disco
Saturday	Full-day Saturday excursion to London		

Price and package

The **net** fee for your one-week Intensive English and Cultural Activity course for 12 participants for dates 5 – 12 May 2024 will be **£575 GBP** net per person:

Homestay accommodation: £195 GBP

Return airport transfers: £75 GBP

Course and social activity programme: £305 GBP

Students to be aged 16 years + for this course. Dates and fees are subject to availability at the time of booking. The price and package includes:

- tuition (21 hours per week) and all learning materials. Your students will be taught in 1 closed class, focusing on the academic needs of the group. Some students may be mixed into our international classes if lower or higher than the rest of the group.
- pre-course test
- access to Hilderstone College Google account
- use of the multimedia learning centre for self-access study after class
- homestay accommodation from Sunday to Sunday (half-board during the week, full-board at weekends). It is highly likely your students aged under 18 years will be required to share homestay within the group, usually two (maximum of four) per homestay for safeguarding purposes. Shared room (twin-beds) is highly likely in busy times (see accommodation page 3).
- return transfers to and from a London airport, provided that the group travel together
- End-of-Course College Certificate
- tour of College and orientation of local area
- use of all College facilities (see page 1)
- college registration fee
- a programme of cultural and social activities and excursions (please see page 3 for an example). Activities/excursions are subject to restrictions and availability at the time of the course.
- complimentary homestay and course (if a suitable course is available) for one leader for every 10 – 15 students. If private accommodation is preferred, we will contribute £195 per week per leader towards the cost of their private accommodation.

Optional Extras - Some optional extras will incur an additional cost. Please contact the College for prices:

- additional excursions (other than those included in our sample programme (page 3))
- travel insurance for participants currently at £6.33 per week
- luncheon vouchers
- additional nights' homestay accommodation if available (at £40 per night)

We quote in pounds sterling (GBP).

All students must be aged 16 years and above for this course

If participant numbers change, it may be necessary to amend the quotation. Please contact us.

Terms and Conditions for the Acceptance of Group Bookings

The following terms and conditions apply to group courses.

Payment

1. Prices quoted are net fees unless otherwise requested (the net fee is the price to be paid to Hilderstone College). If the Educational Tour Operator or Group Organiser has any additional expenses/fees, these must be added to the net price.
2. Total payment must be completed at least 4 weeks before the arrival date of the group. Failure to do so may result in the College being unable to accept the group. We reserve the right to request a deposit from first time groups.
3. Our Group Terms and Conditions, [Student Handbook guidelines](#), [Teen Handbook guidelines](#), [College policies](#) and our [Feedback and Complaints Procedure](#) will apply to all students. The Educational Tour Operator or Group Organiser must read and accept our Group Leader Guidance and Information (which will be issued at the time of booking), and provide all information requested in these documents. This information must also be passed on to the group leader

(where appropriate). Failure to return requested documentation may result in the College being unable to accept the group, or meet all group requirements.

Homestay

4. Placements are dependent upon information disclosed on the Participant and Leader Details form. In order to place participants as appropriately as possible, we require full and complete student/leader details ideally 6 weeks prior to arrival, and no later than 4 weeks prior to arrival. These details include dietary requirements, allergies, pet preferences and medical conditions. We will do our best to meet any sharing requests but it cannot be guaranteed. The confirmed placements will be issued 2 weeks prior to arrival. Any changes after this period due to non or late disclosure (including on or after arrival) may be subject to compensation or an administration fee of up to £100. We ask for your understanding that changing one placement may necessitate further alterations in homestay arrangements for other students.
5. Unforeseen circumstances may arise (homestay illness, for example) when we (Hilderstone College) may be obliged to make changes at a later stage. We do our best to avoid this as far as possible but we ask for your understanding that it is sometimes unavoidable.
6. For sharing arrangements, please see the table below:

	Share homestay	Share bedroom
18 and older	Yes, if requested	Yes, with another 18+ of the same group if requested
16 - 17	Yes, <u>usually</u> with a student from the same group	Only with a student from the same group. Sharing is likely at busy times (twin beds)
Under 16	Yes, with another student from the same group	Yes, twin beds highly likely (possibly bunk beds if under 14 years)

Please note, over 18s are not permitted to share a bedroom with under 18s, and over 18s are not permitted to share a homestay with under 16s.

7. Homestays are provided within easy walking distance of the College (30 minutes maximum). We recommend that students aged under 18 years walk to and from their accommodation with a housemate. Please be aware that a walk of 20-30 minutes is not uncommon. At busy periods, e.g. July, students may be placed in homestay requiring transport, which will be arranged at no extra cost by the College.
8. Arrival at homestay accommodation should be on a Sunday between late afternoon and early evening, and departure on a Saturday or Sunday before midday (but not earlier than 06.30). Other times must be agreed with Hilderstone College in advance and before finalising any travel arrangements. There may be an additional airport transfer cost if a stop on route is required. There is a charge of £25 per person for arrivals between 22.30 and midnight. Homestay are unable to welcome arrivals after midnight. If homestay is shared within the group, the charge will only be applied once per homestay.
9. We would suggest a flight arrival time no later than 18.30 to avoid the above (allowing for immigration and luggage collection and the journey from the London airport to Broadstairs). For departure, we would suggest a flight time (from a London airport) no earlier than 12.30 to allow time for travel to the airport and check-in. Departures from homestay must not be earlier than 06.30 and no later than 12.00 midday. It is highly likely that your group will be taken to the airport, or to an airport hotel (own expense) the evening before if an early morning flight is booked without agreement with Hilderstone College in advance.
10. Please note on the participant details form, which we will send upon confirmation, any medical condition, allergy or dietary requirement. Although we take into consideration these requirements, we cannot guarantee the availability of homestay accommodation to meet all requests. When homestay hosts are able to meet special requests, but at additional cost and preparation time to themselves, we reserve the right to make a supplementary charge of £30 per week to cover the costs of special dietary requirements, for example lactose intolerant, gluten-free, vegetarian and vegan diets.
11. Although homestay hosts can provide for a non-pork diet, they do not usually provide for Halal diets. Non-pork and/or other diets may also incur a supplementary charge of £30 per week.
12. If group participant has a medical condition for which they require a prescription, or specialised treatment if taken ill, please bring a letter from the doctor, translated into English. Without this you will not be prescribed medicine in the UK.

13. The group quotation and package assumes that all students will participate in the activities provided in the programme. If students have special needs or require individual attention, this can be considered, but may incur additional cost. Please provide full details as early as possible.
14. If a student under the age of 16 years becomes ill and is unable to travel home with the group, it may be necessary for the group/school organiser to arrange accompanied travel home, depending on: the age of the student, airline rules, parent/guardian wishes, Hilderstone College guidance according to the situation. We strongly recommend adequate insurance is in place should this eventuality arise.
15. Extra homestay accommodation (in addition to the original booking) is charged at £40 per night for a maximum of 2 nights. Any longer and the full weekly homestay rate will apply.

Visa

16. Students needing a visa can only enrol at the College with a suitable UK visa for study. Please contact your nearest British embassy or consulate for further information. We advise students to allow plenty of time for the visa application to be processed. It is the student's responsibility to have the correct visa, if applicable.

Courses and Attendance

17. We do not accept complete beginners unless pre-arranged with the College. The minimum age on our open enrolment courses is 16 years (except for the Teacher Development open enrolment courses where the minimum age is 18 years. Depending on the size of the group and student levels, it may be possible to mix the group, or some of the students within the group, into our open enrolment classes according to level. This is not always possible and cannot be guaranteed. Our Teenage School group courses for students aged under 16 years, are always taught in closed classes.
18. Student attendance is monitored daily by the College and absences reported to group leaders, and if necessary, to others such as parents, school, educational institutions, work companies.

Insurance

19. The College strongly recommends that all group participants/students take out travel/health insurance cover before travelling to the UK. The College is not liable for any expenses incurred when it provides the assistance it deems necessary to ensure the student's well-being. Such expenses will be receipted and charged to enable students to make a claim from their insurer. The College can arrange insurance for students upon request, the policy details and what it covers can be viewed on our website [here](#)

Cancellations

20. Group cancellations – the following points apply to groups:
 - a. Cancellation of the group made four weeks or more prior to the course start date will not be charged
 - b. Cancellations made less than four weeks and more than one week before the course start date will be fully refunded less the cost of one week's homestay per person and an administration fee of £100.
 - c. Cancellations made less than 1 week before the course start date will not be refunded.
21. Individual cancellations within a group – the following points apply to groups in place of our cancellation policy in our general terms and conditions for individual enrolments:
 - a. Cancellation of individuals from a group made two weeks or more before the course start date will not be charged as long as the minimum number of participants is met.
 - b. Individual cancellation made between one and two weeks before the course start date will be fully refunded less the cost of one week's homestay accommodation, unless a replacement student is found
 - c. Individual cancellations under less than one week's notice will be fully charged.
22. We advise to purchase adequate insurance for cancellation costs not covered by the College refunds policy.
23. We are not responsible for flight/travel costs. We strongly recommend adequate insurance cover is put in place before travel.

Welfare for Students under the Age of 18

24. Parents/guardians must complete and sign the College's Consent to Study and Travel form, and ensure that it is returned to the College before the student travels to the UK. If, for any reason, the College does not receive this form, it will be assumed that the general rules and conditions outlined in the form have not been accepted by the parent/guardian of the student.

General

25. Students are expected to abide by all the [College's policies and procedures](#), which are published on our website. The College reserves the right to ultimately exclude a student in the case of serious misconduct. No refund will be offered where a student has been dismissed for misconduct. Students have a full right of appeal through English UK and the British Council if dissatisfied.
26. Students must bring their passport and travel boarding card to the College on their first day.
27. All data provided by the Organisation will be processed in compliance with the General Data Protection Regulation and (UK) Data Protection Act 2018. Please see the College's Privacy Policy for details. The College sometimes takes photos or makes videos for promotional use, through its brochure, website and social media feeds. These images have no contractual value. The College will ask you for your (or parental) consent in writing before using any images in this way. If consent is given, it can be withdrawn at any time by telling us, writing to the College, or by email. The language of any dispute will be based on the English language, whether it is the website, a policy document, personal communication or any other official document, and not any translation – whether official or not. The College reserves the right to amend its terms and conditions.
28. The College is not liable for any failure to fulfil its duties in the case of Force Majeure. As such, where the College fails to perform its obligations as a result of Acts of God (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disaster that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, the College cannot be held liable or accountable. Hilderstone College will take reasonable steps to minimise delay or damages caused by foreseeable events and will notify the other party (group organiser, ETO) as soon as possible of the likelihood or actual occurrence of the event.
29. In the event of an outbreak of infectious disease, all students and/or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the College. Please see our [Policy on International Epidemic of an Infectious Disease](#).

Last updated: July 2023

Accredited by the
 BRITISH
COUNCIL
for the teaching
of English in the UK



We prepare for
 Cambridge
English Qualifications™

