

LOXDALE ENGLISH CENTRE

TERMS AND CONDITIONS 2026

Loxdale English Centre - Swedish Folk High School (The)

Locks Hill, Portslade By Sea, Brighton, BN41 2LA, United Kingdom

Tel: +44 (0) 1273 414 973 **Email:** office@loxdale.com • info@loxdale.com **Website:**
www.loxdale.com

Registered Charity • British Council Accredited • Member of English UK

Last Updated: January 2026

1. TO BOOK YOUR COURSE

1.1 To book a course at Loxdale English Centre, you must complete and sign a booking form which must be accompanied by the booking fee of £95, or proof of the payment.

1.2 The £95 booking fee is non-refundable and non-deductible from the total course cost in all circumstances.

1.3 By submitting a booking form, you confirm that you have read, understood, and agree to these Terms and Conditions.

1.4 A booking is only confirmed once we have received your booking form and booking fee payment.

1.5 We reserve the right to refuse any booking at our discretion.

2. PAYMENT TERMS

2.1 Booking Fee: £95 must be paid with the booking form submission.

2.2 Deposit: A deposit of 20% of the total course cost may be required to confirm your booking.

2.3 Balance Payment: Full payment of the balance must be received at least 14 days (2 weeks) before your course start date. For online courses, payment must be received at least 1 week before the start date.

2.4 Late Payment: If full payment is not received by the due date, we reserve the right to cancel your booking and retain the £95 booking fee.

2.5 Payment Methods: We accept bank transfer, credit card, and debit card payments. Cash payments can be made in person only.

2.6 Currency: All prices are quoted in British Pounds Sterling (GBP £). If paying from abroad, you are responsible for any bank charges or currency conversion fees.

2.7 Price Increases: Prices are confirmed at the time of booking. We reserve the right to increase prices for future bookings but will not increase prices for confirmed bookings.

3. INSURANCE

3.1 Compulsory Insurance: All students must have adequate medical and travel insurance covering their entire period of study.

3.2 Loxdale Insurance: We offer comprehensive insurance at £7.65 per week (out of summer period) or £7.74 per week (summer period) which covers Covid-related issues, cancellation, curtailment, medical expenses, belongings, personal injury, and liability.

3.3 Own Insurance: If you arrange your own insurance, you must provide proof of cover before arrival, including policy number and 24-hour emergency contact number.

3.4 Age Limit: Insurance through Loxdale is not available for students over 66 years of age. Students over 66 must arrange their own insurance.

4. COURSE MATERIALS

4.1 Out of Summer: Course materials cost £35 per 10 weeks and must be paid before the course starts.

4.2 Summer Period: Course materials cost £10 total and must be paid before the course starts.

4.3 Course materials include textbooks, workbooks, and online learning resources as appropriate for your course level.

5. CANCELLATION & CURTAILMENTS

5.1 Cancellation by Student:

If you need to cancel your course, please notify us in writing (email is acceptable) as soon as possible. Cancellation charges are as follows:

- More than 28 days before course start: £95 booking fee only
- 15-28 days before course start: £95 booking fee + 50% of total course and accommodation fees
- 10-14 days before course start: £95 booking fee + 75% of total course and accommodation fees
- 1-9 days before course start: £95 booking fee + 20% of course fee + 1 week's accommodation
- Non-appearance / No show: 100% of £95 booking fee + full course fee + 1 week's accommodation

5.2 The £95 booking fee is non-refundable in all circumstances.

5.3 If you have purchased insurance through Loxdale and your cancellation is covered by the policy, you may be able to reclaim some costs. Contact our insurance provider directly.

5.4 Curtailment by Student:

If you leave your course early: No refund will be given for tuition or accommodation already paid. If you have insurance, you may be able to claim for unused weeks if the reason for early departure is covered by your policy.

5.5 Cancellation by Loxdale:

We reserve the right to cancel courses if minimum student numbers are not reached or circumstances beyond our control make it impossible to deliver the course.

If we cancel your course: We will give you as much notice as possible. You will receive a full refund of all fees paid (including the £95 booking fee). We are not liable for any other costs you may have incurred (flights, visas, etc.).

6. CHANGES TO BOOKINGS

6.1 Changes by Student: You may request changes to your booking (dates, course type, accommodation) up to 14 days before your course start date. A fee of £50 will apply for each change request.

6.2 Changes requested less than 14 days before the course start date may not be possible and will be subject to availability.

6.3 Changes by Loxdale: We reserve the right to make changes to courses, timetables, accommodation, or facilities if necessary. We will notify you of any significant changes as soon as possible.

7. ACCOMMODATION

7.1 Booking: Accommodation must be booked in advance. We cannot guarantee same-day accommodation arrangements.

7.2 Homestay: All homestay families are carefully selected, vetted, and visited regularly. We cannot guarantee specific locations but aim to place students within 30 minutes of the school.

7.3 Residential: On-site residential accommodation is self-catering and is not available during July.

7.4 Minimum Stay: Adult homestay accommodation requires a minimum 2-week booking (out of summer period).

7.5 Special Diets: Vegetarian and allergy-related dietary requirements: No extra charge. Special diets (vegan, gluten-free, lactose-free, halal, kosher): £20 per week additional charge.

7.6 Accommodation Rules: Students must respect house rules, be considerate of host families, and maintain cleanliness and order.

7.7 Damage: Students are liable for any damage to accommodation caused by them. Repair or replacement costs will be charged.

8. TRANSFERS

8.1 Airport Transfers: We offer airport transfer services (one-way): Gatwick £115, Heathrow £180, Stansted £255. Return transfers cost twice the one-way price.

8.2 Booking Deadline: Transfers must be booked at least 7 days before arrival.

8.3 Flight Changes: If your flight details change, notify us immediately. Changes made less than 48 hours before arrival may incur a £30 administration fee.

8.4 Unaccompanied Minors: Service for students travelling as unaccompanied minors costs an additional £65 each direction.

8.5 Outside Hours: Transfers requested outside reasonable hours (before 07:30 or after 20:30) incur an additional £15 charge each direction.

9. STUDENT CONDUCT & BEHAVIOUR

9.1 Students must:

- Attend all lessons and activities as scheduled
- Respect staff, other students, host families, and local residents
- Follow UK law and school rules at all times
- Not consume alcohol if under 18 years of age
- Not use illegal substances
- Not smoke or vape on school premises or in homestay accommodation

9.2 Disciplinary Action: Serious breaches of conduct may result in: written warning, temporary suspension from activities, or permanent exclusion from the school with no refund.

9.3 Young Learners: Additional conduct rules apply to students under 18. Parents/guardians will be notified of any serious conduct issues immediately.

9.4 Students who are expelled for misconduct will be responsible for all costs of returning home.

10. ACADEMIC MATTERS

10.1 Placement Test: All students take a placement test on their first day to determine their appropriate level.

10.2 Class Sizes: Maximum 14 students per class (adults), maximum 16 students per class (young learners).

10.3 Progress: Teachers monitor progress regularly. Students may be moved to a different level if appropriate.

10.4 Attendance: Regular attendance is required. Students with attendance below 80% will not receive an end-of-course certificate.

10.5 Holidays/Absences: No refunds or credits are given for absences, including public holidays when the school is closed.

10.6 Certificates: End-of-course certificates are provided to students with 80%+ attendance.

11. PUBLIC HOLIDAYS 2026

The school is closed on UK public holidays. No lessons are provided and no refunds are given for public holidays.

2026 Public Holidays:

- 1 January - New Year's Day
- 18 April - Good Friday
- 21 April - Easter Monday
- 5 May - Early May Bank Holiday
- 26 May - Spring Bank Holiday
- 31 August - Summer Bank Holiday
- 25 December - Christmas Day
- 26 December - Boxing Day

Christmas Closure: The school typically closes from approximately 20 December to 3 January (dates to be confirmed annually).

12. SAFEGUARDING (YOUNG LEARNERS)

12.1 Loxdale English Centre is committed to safeguarding and promoting the welfare of children and young people.

12.2 All staff are DBS-checked (Enhanced Disclosure) and trained in safeguarding procedures.

12.3 We are members of Sussex Safeguarding Children Forum and comply with UK Prevent duty.

12.4 Designated Safeguarding Officers: Anna Thatcher (Principal): +44 7775 928 235, Jodie Morden (Accommodation & Welfare Officer)

12.5 24-Hour Emergency Contact: +44 7493 106 051

12.6 Parents/guardians will be notified immediately of any safeguarding concerns or incidents.

13. HEALTH & MEDICAL

13.1 Students must inform us of any medical conditions, allergies, or medications at the time of booking.

13.2 The school maintains first aid facilities and trained first aiders on site.

13.3 For serious medical issues, students will be taken to local NHS services or private medical facilities.

13.4 Medical Costs: Students are responsible for all medical costs not covered by their insurance.

13.5 COVID-19: Current health and safety measures will be communicated before arrival and must be followed.

14. VISAS

14.1 Students are responsible for obtaining the correct visa for their course.

14.2 We can provide visa support letters upon request after booking confirmation.

14.3 Visa Refusal: If your visa is refused, notify us immediately with proof of refusal. A refund of fees paid (excluding the £95 booking fee) will be given. This must be claimed within 6 months of the original course start date.

14.4 We are not responsible for visa application costs or other expenses incurred.

15. DATA PROTECTION & PRIVACY

15.1 Your personal information will be processed in accordance with UK GDPR and Data Protection Act 2018.

15.2 We collect personal information only for: course administration and delivery, accommodation arrangements, emergency contact, and legal/regulatory compliance.

15.3 We will not share your information with third parties except where necessary for your course (accommodation providers, emergency services) or where required by law.

15.4 Photography/Video: We may use photographs and videos of students for marketing purposes. You can opt out by notifying us in writing.

15.5 For our full Privacy Policy, visit: www.loxdale.com/privacy

16. COMPLAINTS PROCEDURE

16.1 If you have a complaint, please: (1) Speak to your teacher or Director of Studies initially, (2) If unresolved, submit written complaint to the Principal, (3) We

will acknowledge within 3 working days, (4) We will investigate and respond within 10 working days.

16.2 If you are not satisfied with our response, you may contact English UK (www.englishuk.com) or British Council (www.britishcouncil.org).

17. LIABILITY & INSURANCE

17.1 Loxdale English Centre has public liability insurance and professional indemnity insurance.

17.2 We are not liable for: loss, theft, or damage to personal property; injury or illness except where caused by our negligence; failure to obtain visa; or costs arising from events beyond our control.

17.3 Students are advised to have personal property insurance.

18. FORCE MAJEURE

18.1 We are not liable for failure to perform our obligations due to events beyond our reasonable control including: natural disasters, war/terrorism, pandemic/epidemic, government restrictions, or strike/industrial action.

18.2 In such circumstances, we will endeavour to provide alternative arrangements or refunds where possible.

19. GENERAL

19.1 Entire Agreement: These Terms and Conditions, together with your booking form, constitute the entire agreement.

19.2 Amendments: We reserve the right to amend these Terms and Conditions. Updated terms will be published on our website.

19.3 Severability: If any provision is found invalid or unenforceable, remaining provisions continue in full force.

19.4 Governing Law: These Terms are governed by English law and subject to exclusive jurisdiction of English courts.

19.5 Language: These Terms are provided in English. Any translation is for convenience only. In case of dispute, the English version prevails.

20. CONTACT INFORMATION

Loxdale English Centre

Locks Hill, Portslade By Sea, Brighton, BN41 2LA, United Kingdom

General Enquiries: Tel: +44 (0) 1273 414 973 • Email: office@loxdale.com / info@loxdale.com

Principal - Anna Thatcher: Email: annathatcher@loxdale.com • Tel: +44 7775 928 235

24-Hour Emergency: Tel: +44 7493 106 051

Website: www.loxdale.com

ACKNOWLEDGEMENT

By submitting a booking form and paying the booking fee, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.

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