



T&C for Payments and Charges

BOOKING YOUR PLACE

To book your course:

- You must pay 50% of the course fee when you enrol
- The rest of the fees should be paid when you arrive

We understand that sometimes payment can be difficult. You can talk to us about your situation, and we may offer a payment plan to help.

ACCOMMODATION FEES

If you need accommodation, the full accommodation fee must be paid before your arrival.

AFTER PAYMENT

When we receive your payment, we will send you a Confirmation Letter. This letter will include your course and accommodation details and proves your place is booked.

HOW YOU CAN PAY

You can pay in British Pounds (GBP) by:

- Bank transfer (you must pay all transfer fees)
- Credit or debit card (in person or by phone)
- Cash (in person only)

We do not accept payments through Western Union or MoneyGram. Payment via an American Express card may not work.

HOW TO CANCEL

- You must cancel in writing (email or letter).
- The Administration fee cannot be refunded.

REFUNDS

BEFORE YOUR COURSE STARTS

- If you cancel **2 weeks or more** before your course starts:
 - You get a full refund for your course costs minus the Administration fee.
 - You get a full refund for your Homestay accommodation minus one week's fees, the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - You get a 75% refund for your Student Accommodation minus the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - Visa Letter fees are non-refundable.
- If you cancel **less than 2 weeks** before your course starts:
 - You get a 50% refund minus the Administration fee.
 - You get a full refund for your Homestay accommodation minus one week's fees, the Homestay Placement fee, and the Airport Transfer fee (if booked).
 - You get a 50% refund for your Student Accommodation minus the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - Visa Letter fees are non-refundable.
- If you cancel **less than 24 hours** before your course starts:
 - You get a 25% refund minus the Administration fee.
 - You get a full refund for your Homestay accommodation minus two week's fees, the Homestay Placement fee, and the Airport Transfer fee (if booked).
 - You get a 25% refund for your Student Accommodation minus the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - Visa Letter fees are non-refundable.

AFTER YOUR COURSE HAS STARTED

- If you leave early, miss classes, or are asked to leave due to bad behaviour: Your fees will not be refunded.
- Refunds are only possible in serious medical cases. Please talk to the reception if this applies to you.
- Fees cannot be transferred to another person.



T&C for Accommodation

BOOKING AND PAYMENT

- You must pay all accommodation fees to Knowledge First.
- Your place will be confirmed only after full payment is received.
- Accommodation is for students only while they are studying at Knowledge First.
- If you leave your course early, you must also leave your accommodation.

LEAVING YOUR HOMESTAY EARLY

- You must give at least 1 week's notice if you want to leave your homestay.
- If you give less than 1 week's notice, you will be charged 1 extra week of fees.

HOMESTAY INFORMATION

- Homestay is usually from Saturday to Saturday or Sunday to Sunday.
- Extra nights cost extra money.
- Arrival time must be between 7:00 and 23:00.
- English is the main language in the homestay home, but hosts may be from different cultural backgrounds.

IF YOU BOOK YOUR OWN PLACE

- You must give the address and a contact phone number to Knowledge First before or on arrival.
- If you live in private accommodation and want to move into a homestay, you must give us 2 weeks' notice.

DAMAGE AND EXTRA CHARGES

Students are expected to treat their accommodation and everything inside it with care and respect. This includes furniture, appliances, walls, floors, and personal belongings of the host.

- Broken items (e.g. mirrors, furniture, lights, doors, appliances)
- Stains or damage to bedding, carpets, or walls
- Blocked drains or toilets caused by misuse
- Lost or damaged house keys (a fee of at least £10 may apply)
- Excessive mess or dirt left in the bedroom or bathroom
- Smoking indoors, if it's not allowed—this may lead to cleaning fees
- Misuse of kitchen appliances or washing machines, causing damage
- Drawing on or sticking items to the wall without permission

ANTISOCIAL OR UNACCEPTABLE BEHAVIOUR

All students must behave respectfully and safely in their accommodation. The following are not allowed and will be treated seriously:

- Loud noise that disturbs the household or neighbours
- Rudeness, aggression, or bullying
- Using alcohol or drugs inside the house
- Bringing guests without permission
- Ignoring house rules or refusing to cooperate with the host

If you behave in an antisocial way, you may be:

- Asked to leave the accommodation immediately
- Charged for any damage or disruption
- Not offered alternative accommodation

IMPORTANT NOTES

- Accommodation may change without notice due to reasons we can't control.
- Book early! Spaces are limited, especially during busy times.
- If you extend your stay, we cannot guarantee the same accommodation will be available.
- If your behaviour is unacceptable, you may be asked to leave, and we may not be able to find you a new place.



T&C for Complaints

INFORMAL COMPLAINT STAGE

If you have a problem, try to speak to the person responsible or one of the support staff listed below as soon as possible. This should help fix the issue quickly and in a friendly way. Most problems are solved like this:

- Your tutor
- Student welfare officer OR member of administration

This first step is usually just a conversation. There won't be a written record. But staff may talk about the experience to help improve things at Knowledge First. If you are still not happy with the answer, you can move to the formal complaint process.

You will be asked what you want to happen. This could be a change in the way things are done, money, or action taken against a student or staff member. Your complaint will be kept private. Only the right people at Knowledge First will be told about it.

If your complaint is also about an academic appeal, the appeal will be finished first before the complaint. If your complaint is about another student's bad behaviour, it will go to the Disciplinary Procedure. You will not be told what happens after that. If your complaint is about a staff member's behaviour, it will go to the Staff Disciplinary Procedure. You will not be told the result. If someone makes false and serious claims about staff, they may face action for harming the good name of Knowledge First.

FORMAL COMPLAINT STAGE

Sometimes, a problem cannot be fixed informally. Then you must write a formal complaint to the Operations Manager or Director of Studies. You must include:

- Your name and address
- Any documents that support your case
- Dates, places, and names of people who saw what happened
- What you want to happen
- What you already tried to solve the problem

You will get a reply within 5 working days. Most complaints will be solved in 28 working days. You will be told if it takes longer. A meeting will be arranged. You can bring someone with you (a student or staff member). The Operations Manager or Director of Studies will keep a record. You will then receive a letter explaining the decision and the reasons. If action is needed, the right people will be told quickly. If you are not happy with the result, you can appeal. In the appeal, you must explain what you disagree with and what outcome you want. If the appeal does not work, you can complain to the British Accreditation Council (BAC). They have their own complaint process.

BRITISH ACCREDITATION COUNCIL

Wax Chandlers' Hall, 6 Gresham Street, London EC2V 7AD

Phone: +443003301400

Email: info@the-bac.org

Web: www.the-bac.org

We want our students to be provided with the best quality service, therefore we encourage our students to bring forward any complaints. When raising a complaint, students must have made sure that they have behaved according to our academy regulations. We aim to handle any complaint in a way which:

- Encourages informal settlement
- Is fair to all
- Treats complaints seriously and with understanding
- Is dealt with quickly and effectively
- Helps Knowledge First learn from each experience
- Every effort will be made to make sure your complaint is dealt with immediately, and with fairness to all sides.

BEFORE A COMPLAINT IS MADE

If you are considering making a complaint, or need help with further information, you can seek help from the following people:

- Your Tutor
- Student Welfare Officer
- Member of Administration

HOW TO MAKE A COMPLAINT

- This procedure will help you understand what areas can be complained about.
- The following list gives examples of the type of complaint covered by this procedure:
- Misinformation about academic programmes
- Poor teaching or supervision
- Not enough facilities
- The behaviour of a member of staff
- The behaviour of another student



T&C: Additional Information

CANCELLATION

BY KNOWLEDGE FIRST

- In cases where Knowledge First and a student agree to course changes, an equivalent-cost course will be offered.
- Knowledge First reserves the right to cancel or amend courses without liability due to circumstances beyond its control. In such cases, alternative arrangements or dates will be offered.

Compensation will be provided if Knowledge First cancels a course:

- **Before the course starts:** Full fee refund or credit note.
- **After the course starts:** Remaining fee refund or credit note.

INSURANCE AND PERSONAL BELONGINGS

- Knowledge First is not responsible for any lost, stolen, or damaged belongings. This includes things like money, phones, laptops, or luggage.
- Students should get their own insurance to protect their personal items in case of accidents, theft, or other unexpected events.

BUSINESS HOLIDAYS

- Knowledge First is closed on Saturdays and Sundays.
- Knowledge First is closed during the Christmas and New Year holiday period.
 - During this period there will be no courses.
 - We won't accept any booking for courses starting during this period.
 - You are not permitted to stay with a Homestay during this period.
- Knowledge First will be closed during Public and Bank holidays.
 - There is a reduction in course fees for courses which include Public and Bank Holidays.
 - You can choose to reschedule classes that fall on a bank holiday.

Our Contact Information

Landline: +44 (0191) 222 0828

Mobile: +44 (0) 7949 327385 (24/7 emergency)

Email: admin@knowledge-first.co.uk

Website: www.knowledge-first.co.uk