



## **Terms and conditions**



### Payments and charges

Securing a place at Knowledge First is contingent upon the receipt of full payment of the course fees. Accommodation charges must be paid in full. Upon payment receipt, Knowledge First will issue a confirmation Letter confirming course and accommodation details, serving as official confirmation of your booking.

All fees are payable in British Pounds (GBP) and can be made through the following methods:

- Bank transfers directly to our account, inclusive of all transfer charges.
- Major credit or debit cards, in person or by telephone.
- Cash payment in person.

**Note: Payments via Western Union or MoneyGram are not accepted.**

### Cancellations and Refunds

- Written notice is required for cancellations.
- A non-refundable administration fee of £10.00 applies under all circumstances.

#### Cancellation policy before course start date:

- Cancellations made 2 weeks or more before the course start date will result in a full course fee refund, minus the £10.00 admin fee.
- Cancellations made with less than 2 weeks' notice will receive a credit note equal to the paid fees.
- Credit notes are valid for 12 months from the issue date and are non-transferable.
- Accommodation fees are non-refundable.

#### Cancellation policy after start date:

- Tuition fees for early departures, absences, and misconduct post-course commencement are non-refundable. **(except for medical circumstances)**.
- Fees are non-transferable.

#### 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.

### **Accommodation**

- All accommodation payments must be made through Knowledge First.
- Accommodation bookings will be confirmed only when full payment is received.
- Accommodation is arranged for students only while they are studying at Knowledge First.
- If the student has to leave Knowledge First early for any reason, they will be asked to leave their accommodation.
- Students must always give at least 1 week notice if they want to leave their homestay accommodation. If the student gives notice within less than 1 week, a cancellation fee equivalent to 1 week of accommodation fee will be charged.
- Knowledge First reserves the right to change the accommodation details without prior notice due to circumstances beyond its control.
- Accommodation will remain subject to change and availability. Early booking is advisable.
- If accommodation is booked for part of the stay and the student decides to extend the accommodation, we cannot guarantee that there will be accommodation available, especially during busy periods. The student might not be able to stay in the same accommodation.
- Any student who behaves in an unacceptable manner will be asked to leave their accommodation. We cannot guarantee that we will be able to find alternative accommodation.
- If the students book their own accommodation, they must give the accommodation address and a contact telephone number to Knowledge First before or upon arrival.
- If the student is in private accommodation and would like to move to Knowledge First accommodation, we require 2 weeks' notice to find a suitable accommodation.

### **Homestay:**

- Typically booked from Saturday to Saturday or Sunday to Sunday, extra nights require additional payment.
- Arrival time must be between 7:00 and 23:00.
- Extra nights incur daily charges.
- English is the primary language spoken in homestay accommodation, reflecting the diverse ethnic backgrounds of British hosts.

### **Insurance and liability**

- Students and their belongings are not insured by Knowledge First. We hold no liability for accidents, loss, or damage to belongings.
- Students are advised to obtain personal insurance for unforeseen circumstances.



### **Personal Information - Data protection policy**

- Data protection complies with the Data Protection Act 1998.
- Information is stored electronically and in hard copy.
- Certain information may be shared with accommodation providers or airport services.
- UK law mandates information disclosure to the UK Home Office if required.
- To fulfil obligations, we require a copy of the student's passport (and visa if applicable) and contact details.
- Students should disclose medical information before enrolment.

### **About Knowledge First**

- Knowledge First opens from Monday to Friday from 9.00 to 16:00.
- Knowledge First will be closed on Saturdays and Sundays.
- Knowledge First will be closed one week during Easter holidays and 10 days during Christmas holidays. During these periods there will be no courses. We won't accept any booking for courses starting during these periods.
- Knowledge First will be closed during Public and Bank holidays. There is no reduction in course fees for courses which include Public and Bank Holidays.