

Booking Form: City Football Language School 2018

Thank you for choosing the City Football Language School. Please complete this form in BLOCK CAPITALS and return it to info@cityfootball-language.com

By completing this form you agree to the [Terms and Conditions](#) outlined below.

CHILD DETAILS																																		
First name:																																		
Surname:																																		
Date of birth (dd/mm/yyyy):																																		
Nationality:																																		
Passport number:																																		
Mobile phone number (including country code):																																		
COURSE DETAILS																																		
Select a program (2018 start dates):	<p>Manchester, UK</p> <table border="1"> <tr> <td>SPRING (BOYS, 12-17)</td> <td>25-31 March 15-21 April</td> <td>1-7 April 22-28 April</td> <td colspan="2">8-14 April</td> </tr> <tr> <td>BOYS (12-17)</td> <td>1-14 July</td> <td>15-28 July</td> <td colspan="2">29 July - 11 August</td> </tr> <tr> <td>GIRLS (12-17)</td> <td colspan="4">15-28 July</td> </tr> <tr> <td>JUNIORS (9-11)</td> <td>1-14 July</td> <td colspan="3">29 July - 11 August</td> </tr> </table> <p>New York, USA</p> <table border="1"> <tr> <td>BOYS (12-17)</td> <td>1-14 July</td> <td>15-28 July</td> <td colspan="2">29 July - 11 August</td> </tr> <tr> <td>GIRLS (12-17)</td> <td>1-14 July</td> <td>15-28 July</td> <td colspan="2">29 July - 11 August</td> </tr> </table>				SPRING (BOYS, 12-17)	25-31 March 15-21 April	1-7 April 22-28 April	8-14 April		BOYS (12-17)	1-14 July	15-28 July	29 July - 11 August		GIRLS (12-17)	15-28 July				JUNIORS (9-11)	1-14 July	29 July - 11 August			BOYS (12-17)	1-14 July	15-28 July	29 July - 11 August		GIRLS (12-17)	1-14 July	15-28 July	29 July - 11 August	
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Are you combining the City Football Language School with the 1-week City Football Performance Program (CFPP)?	Yes	No	If yes, please provide your CFPP dates here:																															
Would you like to book any extra nights? (see price list for cost) <small>Please note, extra nights are subject to availability and limited to 1 night either side of your stay.</small>	Yes	No	If yes, when would you like to book?	1 extra night before the course 1 extra night after the course																														
PARENT/GUARDIAN DETAILS																																		
Title:	Mr	Mrs	Miss	Dr Other																														
First name:																																		
Surname:																																		
Full address (including country):																																		
Postal code/zip code:																																		
Home telephone number (including country code):																																		
Mobile telephone number (including country code):																																		
Email address:																																		
Relationship to child:																																		
SECOND EMERGENCY CONTACT (different from parent/guardian)																																		
Title:	Mr	Mrs	Miss	Dr Other																														
First name:																																		
Surname:																																		
Full address (including country):																																		
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Home telephone number (including country code):																																		
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Email address:																																		
Relationship to child:																																		

ARRIVAL AND DEPARTURE DETAILS				
All players should arrive on a Sunday by 16:00, ready to start the program on Sunday evening. There is an extra charge for any player or group arriving outside the hours of 09:00 and 16:00 on arrival day, and departing outside the hours of 10:00 and 19:00 on departure day.				
Transfer on arrival (please see appendix for transfer prices):	Yes	No	If 'no', please give transport details here:	
Flight arrival number (can be provided at a later date):			Flight arrival time:	
Arrival airport (can be provided at a later date):				
Transfer on departure (please see appendix for transfer prices):	Yes	No	If 'no', please give transport details here:	
Flight departure number (can be provided at a later date):			Flight departure time:	
Departure airport (can be provided at a later date):				
Unaccompanied minor service (see price list for cost):	Yes	No		
CONFIDENTIAL MEDICAL DETAILS				
Is your child receiving any medical treatment?	Yes	No	If yes, please provide details:	
Does your child have any medical conditions?	Yes	No	If yes, please provide details:	
If you have answered yes to the above questions, please detail the symptoms of your child's condition and the symptoms in the event of an episode:				
If you have answered yes to the above questions, is your child aware of his/her condition and the action that needs to be taken in the event of an episode?	Yes	No		
Is your child taking any medicine?	Yes	No	If yes, please provide details:	
If your child is taking medicine, are they able to administer their own medication?	Yes	No		
Does your child suffer from any allergies?	Yes	No	If yes, please provide details:	
Does your child have any particular dietary requirements?	Yes	No	If yes, please provide details:	
KIT DETAILS (please refer to appendix for size guide)				
Height (m):				
T-shirt (please select one):	Youth: XS	S	M	L XL
	Adult: XS	S	M	L XL
Shorts (please select one):	Youth: XS	S	M	L XL
	Adult: XS	S	M	L XL
Socks (please select one):	XS	S	M	L XL
Please note exact kit size is subject to availability; we will do our best to accommodate your child's size.				
GENERAL INFORMATION				
Does your child have permission to use the free Wi-Fi at our accommodation/facilities?	Yes	No		
Insurance policy number (insurance is not included):				
Name of school your child currently attends (optional):				
Name of football team(s) your child plays for (optional):				
Your child's preferred playing position (optional):	Goalkeeper	Defender	Midfielder	Forward

FURTHER INFORMATION

Please use this space to provide any further information (e.g. insurance policy number, disabilities, special requirements):

Where did you hear about us?	Returner	Friend or relative	Agency	School
	Email	British Study Centres newsletter	Man City newsletter	Other newsletter
	Website	mancity.com	british-study.com	cityfootball-performance.com
	Football club/tournament	Google	Advertising/TV at a football match	CFS Abu Dhabi
	Social media	Facebook	Instagram	YouTube
	Other (please specify)			

By submitting this form you agree to comply with the terms and conditions, and parent/guardian disclaimer. You also agree to provide your child with a £40 (Manchester)/ \$50 (New York) returnable damage deposit to be handed to the relevant staff member on arrival day.

Please tick here to confirm you have read and agree with the terms and conditions at the back of this document.

Please tick here to confirm you have read and agree with the damage deposit clause above.

Please tick here to confirm you have read and agree with the Parent/Guardian Disclaimer on the next page.

Date of confirmation (dd/mm/yyyy):

Please note, we cannot proceed with your booking until you have read and ticked the boxes above. Once complete, please send your completed form to info@cityfootball-language.com. Please keep a copy of this completed form for your information.

Parent/Guardian Disclaimer

Please note that by registering your child / children on the City Football Language School program, you and your child confirm and agree to the following disclaimers:

1. **FITNESS:** My child is physically fit and able to participate in the sporting activities taking place during the program and accepts all risks resulting from his/her participation in these activities. I agree that City Football Schools and British Study Centres are not responsible for any injury, death or loss of property to any person suffered while participating or in any way involved in the program, save on the part of their negligence.
2. **MEDICAL ATTENTION:** In the event that my child needs medical attention during the program I allow him/her to be treated by a qualified emergency first aid staff member. I agree that City Football Schools and British Study Centres are not responsible for any medical emergencies arising from non-disclosure of relevant medical information.
3. **BEHAVIOUR:** My child will conduct him/herself in an appropriate manner at all times during the program and will not act improperly, violently or impolitely towards any other person or property.

I confirm that my child understands that each country has its own laws about under-age drinking of alcohol and it is strictly forbidden for students under the age of 18 to buy or drink alcohol in the UK, or under the age of 21 in the USA.

I confirm that my child will comply with the City Football Schools and British Study Centres regulations, and the laws of the country. Please note that City Football Schools and British Study Centres accept no responsibility for the safety and welfare of students who do not comply with City Football Language School regulations and the laws of the country.

I understand that City Football Schools and British Study Centres have the right to withdraw my child from the program in the event of serious misconduct i.e. infringement of City Football Language School rules regarding curfews, under-age drinking and smoking or breaking the law.

Please note that there is a dedicated Centre Manager and Welfare Officer available to all the students on arrival and throughout their stay.

4. **CONFIDENTIALITY:** My child will keep confidential all aspects of Manchester City (including information about Manchester City personnel and players) that he/she learns during the program, whether such information has been learned incidentally, intentionally or otherwise.
5. **RECORDINGS:** I confirm that my child will not bring to or use at the program any video or other filming or recording equipment nor will they record or attempt to record (whether permanently or transiently), or transmit for their own or any other person's purposes, moving images or voices of any Manchester City personnel at any time during the program.
6. **USE OF IMAGERY AND VIDEO:** By agreeing to these terms and conditions below I acknowledge that British Study Centres, Manchester City, our partner companies and the BSC Group may use any photos, images or videos that we, or someone on our behalf, have taken of you. We may also use any comments you make during or in connection with the program for promotional or marketing purposes (e.g. brochure, website, social media) without obtaining your further specific permission or making any payment to you. Such use may include mentioning your first name, age and country of residence.
7. **ACTIVITIES AND COURSE:** I allow my child to attend all City Football Language School activities and excursions (e.g. to the swimming pool/beach/theme parks/fun fair). I also allow my child to attend the course booked and agree that they will follow the set syllabus.
8. **PERSONAL BELONGINGS:** Please note that City Football Schools and British Study Centres accept no responsibility for personal belongings or pocket money which have not been given to City Football Schools or British Study Centres staff for safekeeping.

Appendix

1. Kit Size Guide

SHIRTS			
Youth/Adult	Size	Chest size (inches)	Approximate age
Youth	XS (extra small)	22/24	6 years
Youth	S (small)	25/27	7-8 years
Youth	M (medium)	28/30	9-10 years
Youth	L (large)	21/33	11 years
Youth	XL (extra large)	34/36	12 years
Adult	S (small)	36/38	13 years
Adult	M (medium)	38/40	14-15 years
Adult	L (large)	41/43	16+ years
Adult	XL (extra large)	44/46	16+ years
SHORTS			
Youth/Adult	Size	Waist size (inches)	Approximate age
Youth	XS (extra small)	20/21	6 years
Youth	S (small)	22/23	7-8 years
Youth	M (medium)	24/25	9-10 years
Youth	L (large)	26/27	11 years
Youth	XL (extra large)	28/29	12 years
Adult	S (small)	28/29	13 years
Adult	M (medium)	30/32	14-15 years
Adult	L (large)	33/35	16+ years
Adult	XL (extra large)	36/38	16+ years
SOCKS			
Youth/Adult	Size	Shoe size (inches)	Approximate age
All	XS (extra small)	12-2	6-8 years
All	S (small)	2-5	9-11 years
All	M (medium)	5.5-7.5	12-14 years
All	L (large)	8-11	15+ years
All	XL (extra large)	11-14.5	15+ years

2. Airport Transfer

Manchester

Airport transfer from and to Manchester Airport is £95 return and essential for any players traveling alone by plane. Reduced prices are available for groups, please contact us for a quote.

We offer an Unaccompanied Minor service for children under the age of 18, where a member of staff will meet your child at the airport on arrival and wait at the airport until your child's departing flight leaves the ground. If you would like us to provide this service for your child, please tick the relevant box under 'Flight Details'. If your child is under the age of 15, it may be a mandatory requirement for you to register your child as an Unaccompanied Minor. It is your responsibility to check this with the airline and pay any relevant costs to the airline as well as the £65 Unaccompanied Minor fee to British Study Centres.

New York

Airport transfer is available from and to all major New York airports. A return airport transfer is essential for any players traveling alone by plane. Reduced prices are available for groups, please contact us for a quote.

Return prices per person:

La Guardia: \$190, JFK: \$240, Newark: \$270

We offer an Unaccompanied Minor service for children under the age of 18, where a member of staff will meet your child at the airport on arrival and wait at the airport until your child's departing flight leaves the ground. If you would like us to provide this service for your child, please tick the relevant box under 'Flight Details'. If your child is under the age of 15, it may be a mandatory requirement for you to register your child as an Unaccompanied Minor. It is your responsibility to check this with the airline and pay any relevant costs to the airline as well as the \$90 Unaccompanied Minor fee to British Study Centres.

Terms and Conditions

1. CONDITIONS

Please read these booking conditions carefully. The term 'player' or 'you' refers to the player.

2. YOUR CONTRACT

Your contract is with British Study Centres School of English Limited, a company registered in England (No. 4331708). British Study Centres School of English Limited is part of the BSC Group.

If you are under 18 years old, a parent or guardian must make the booking on your behalf and accept these booking conditions.

When the completed application form has been received and the total amount (deposit or full payment) has been paid, British Study Centres will send a confirmation of booking, invoice and, if required, a visa support letter. British Study Centres will also provide an information pack relating to the course. The pack will contain vital information concerning what to bring, airport transfer details and pocket money information.

A contract will exist once we issue your invoice. This contract is made on the terms of these booking conditions. This contract, and any other claim or dispute arising from or related to this contract, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it.

3. CONDITIONS OF ENROLMENT

We will confirm courses on the basis of receiving a 30% deposit of the course and registration fee. You can pay by cash, bank transfer, cheque or credit card. Please do not send cash in the post. Bank details for bank transfers and details for whom to make cheques payable can be provided at the time of booking.

We reserve the right to cancel a booking without refund or compensation if payments are not made when due.

All players must pay in advance of their course start date. Full booking fees are due and must be paid at least 28 days prior to the arrival date.

If you require the services of a courier to deliver your documentation, the cost incurred will be paid by you. All payments are to be made in Pounds Sterling. In some cases these rules do not apply to wholesale partners whose payment terms are outlined in the wholesale agreement made between the two parties.

4. WHAT YOU PAY

All prices we advertise are accurate at the date published. We reserve the right to change any of those prices from time to time. You will be advised of the current price of the course before your contract is confirmed.

5. IF YOU MAKE A CHANGE TO YOUR BOOKING

If you wish to make a change to your booking, you must let us know at least 8 weeks before your arrival date. An administration fee of £25 will apply for players wishing to change their course in any way.

6. IF YOU CANCEL YOUR COURSE

If you wish to cancel a booking for any reason, the person who made the booking must put such request to cancel in writing to us. If you wish to cancel a booking due to a visa refusal, we will refund any booking fees which have been paid by you, less the registration fee and any other charges we may incur as a result of your cancellation, provided that:

- Notice of your visa refusal is sent to us a minimum of one week before your course commences; &
- Official written confirmation of the visa refusal from the Home Office or British Consulate/ Embassy is sent to us before the course was due to commence. If you wish to cancel a booking for any reason

other than visa refusal, booking refunds for such cancellations depend on the amount of notice given and are as specified below:

- More than 56 days before the booking start date or the arrival date, whichever is earlier: refund of total booking fees, less registration fee and any other charges we may incur as a result of your cancellation.
- Between 28 days and 56 days (inclusive) before the booking start date or the arrival date, whichever is earlier: refund of 70% of total course fees, less registration fee and any charges incurred as a result of your cancellation.
- 28 days or less before the booking start date or the arrival date, whichever is earlier: no refund will be given. In the event that British Study Centres cancels a program or session, all monies paid for such shall be refunded in whole.

7. IF WE CHANGE OR CANCEL YOUR BOOKING

All information provided by BSC is the responsibility of British Study Centres School of English. We reserve the right to alter any particulars such as fees at the discretion of the company. We reserve the right to cancel any course or close any centre for whatever reason. Should this be necessary, we shall offer either a full refund or an alternative course for the same value.

We will not be responsible to pay any compensation following a change or a cancellation by us and we will not be liable to reimburse you for any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts.

8. ACCOMMODATION

British Study Centres reserves the right to charge a supplement for any player or group arriving outside the hours of 09:00 and 16:00 on arrival day, and departing outside the hours of 10:00 and 19:00 on departure day. The supplement for out-of-hours transfers would be £25 one way, £50 return.

9. ARRIVAL / DEPARTURE DATES

All players should arrive on a Sunday by 16:00, ready to start the program on Sunday evening. There will be no compensation due for late arrivals and/or missed lessons, activities and excursions missed as a result of not arriving on a scheduled arrival date.

10. ATTENDANCE AND ABSENCES

Full attendance is required. Absence from lessons is not compensated.

11. CERTIFICATE

You will be issued with a certificate at the end of your course, providing you have 100% attendance.

12. POLICIES ON HOLIDAYS

Holidays from your course are not permitted.

13. TRANSFERS

Where a coach or private taxi transfer has been booked through the Company, flight details should be sent to British Study Centres no later than 20 days prior to arrival. The Company reserves the right to levy a charge of £15 per person should these details not be received within the 20 days. Please see the 'Fees & Dates sheet' for the transfer prices.

Transfer fees will not be refunded if you fail to inform the school of any changes in your itinerary or if you miss your connections.

14. HEALTH & SAFETY

We operate a rigorous Health & Safety policy. Staff undergo a period of training and orientation prior to players arriving at each centre. All the relevant player : teacher ratios are adhered to as set out by the Children's Act and relevant governing bodies of language travel courses such as English UK.

15. MEDICAL

Each centre has a fully-qualified First Aider and Safeguarding Officer on site. In addition all centres have excellent links with local accident & emergency facilities.

16. FOOD

We provide tasty nutritious meals with a choice of hot or cold food. All dietary requirements are also catered for at each centre, please advise us of any requirements at the time of booking. Please note there may be a supplementary charge.

17. CONDUCT AND BEHAVIOUR

When you make a booking through us, you accept responsibility for the proper conduct of all players included on your booking. We reserve the right to cancel a player's course at any time with no refunds, if, in the reasonable opinion of the Company or the school, the player's behaviour is disruptive or unsatisfactory (including if the player causes, or is likely to cause, danger, upset or distress to anyone else or damage to property). Our decision is final. We shall be under no obligation to pay compensation or meet any costs you may incur as a result of the termination of your course.

Please note that if your visa status in the UK changes, or you are found to be in contempt of visa regulations, we reserve the right to terminate your course without refund.

16. FOOD

We provide tasty nutritious meals with a choice of hot or cold food. All dietary requirements are also catered for at each centre, please advise us of any requirements at the time of booking. Please note there may be a supplementary charge.

18. OUR RIGHT TO SUBCONTRACT

We shall take reasonable care and skill in providing our services to you in accordance with industry standards. We reserve the right to subcontract various elements of our services to reputable companies selected by us. We shall procure that our subcontractors also take reasonable care and skill in providing services to you in accordance with industry standards. During peak periods we may use additional classrooms on other premises to conduct lessons.

19. FORCE MAJEURE

We will not be liable in the event of 'force majeure' such as fire, flooding, infectious diseases and other events outside the company's reasonable control which may cause the closure of the course, and no refund of fees or compensation will be made to players as a result of such events, except at the school's discretion in exceptional circumstances.

20. INSURANCE

Insurance is not provided by British Study Centres. It is the responsibility of your group leader or the adult paying for your course to source travel, accident & health insurance for your trip.

It is mandatory that every player has insurance to cover such events as course cancellation or curtailment, loss of personal effects, loss of passport or tickets, medical expenses and repatriation, personal liability and personal accident. If you do not have an adequate insurance policy and an incident occurs, you will be responsible for all costs incurred.

We accept players on the assumption that they are of sound health. It is mandatory that players have accident and health insurance. Players are responsible for any medical expenses incurred.

We do not accept responsibility for personal injury or for loss or damage to personal property unless it is due to the negligence of BSC or its employees. Any valuables should be left at home.

21. COMPLAINTS

If you have any complaints, you should immediately notify a member of staff. In the unlikely event this is not resolved to your satisfaction; you should write to head office in English: British Study Centres Customer Service, 553 Finchley Road, London, NW3 7BJ. We will investigate your complaint and we will provide an appropriate response. In order to be given a reasonable chance of addressing your complaint, please ensure it is received within one month of the end of your course. If the complaint is not resolved to your satisfaction, you may contact English UK.

22. BRIBERY

British Study Centres shall not engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010, if such activity, practice or conduct had been carried out in the UK.

23. PUBLICITY

These booking conditions, our brochures, our website and other publicity materials are the responsibility and property of the Company and the details are published in good faith as of 15th October 2017. We cannot be held responsible for any changes that become known or happen after the brochure is produced and the most up-to-date information can be found on our website. We will use reasonable endeavours to inform you of any material changes to your course before you begin.

25. PROMOTIONAL PHOTOS AND VIDEOS

Sometimes BSC or our representatives or partner companies take photographs and videos during our courses or social activities which may be used for promotional purposes, without obtaining your further specific permission or making any payment to you. Please advise us if you do not wish to appear in any promotional material, by emailing info@cityfootball-language.com before your arrival.

Please also remind a member of staff on the day.

26. EMAIL CONTACT

By agreeing to these booking conditions, you consent to us (including Manchester City, our partner companies and the BSC Group) using your email addresses gained at the time of booking and during your period of study for future marketing purposes from time to time, such as promoting special offers, products and services by email. For further details regarding use of your information, please see the 'Privacy Policy' section below, including for information on how to unsubscribe to future marketing by us (including Manchester City and the BSC Group).

27. PRIVACY POLICY

The Company's Privacy Policy sets out what information we collect, how we collect it, and what we do with it.

- a) Your Information: this refers to information such as your name, contact details, travel preferences and special needs, disabilities or dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us. We will update your information whenever we can to keep it current, accurate and complete.
- b) Our Use of Your Information: (1) For the purpose of providing you with our services, we may disclose and process your information outside the UK/EEA. In order for you to travel abroad, it may be mandatory (as required by government

authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may exercise our discretion to assist where appropriate. (2) We may collect and process your information for the purposes set out in our registration with the Office of the Information Commissioner, and disclose the same to our group companies for business purposes and also to companies who act as "data processors" on our behalf, or to our service providers operating systems or business functions on our behalf (some of whom are located outside the UK/EEA). These business purposes include administration, providing services (and contacting you when necessary), customer care, service quality, business management and operation, reorganisation, structuring, sale of our business (or group companies), risk assessment, security, fraud and crime prevention/detection, monitoring, research and analysis, marketing, customer purchasing preferences and trends, dispute resolution, credit checking and debt collection. (3) Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to disclose relevant information and sensitive personal data to us in circumstances where we need to act on your behalf or in the interest of passengers or in an emergency. If you do not agree to Our Use of Your Information above, we cannot do business with you or accept your booking.

- c) Direct Marketing Material: (1) We (including Manchester City, our partner companies and the BSC Group) may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our group companies. Our websites will assume you agree to e-communications when you make a booking. (2) You may indicate your preference regarding receiving third party direct marketing material. (3) If do not wish to receive such information or would like to change your preference, please refer to point (2) of "Your Rights" below.
- d) Your Rights: (1) On completing our Data Subject Access Request form, you are entitled to a copy of the information we hold about you (for a £10 fee) and to correct any inaccuracies. (2) You have the right to ask in writing not to receive direct marketing material from us. If available, you can amend your previous preference on our website(s) or use our "unsubscribe email". Once properly notified by you, we will take steps to stop using your information in this way.
- e) Foreign Controls: Outside the European Economic Area (EEA), note that controls on data protection in such countries may not be as strong as the legal requirements in this country.
- f) Use of Tools/"Cookies" and Links to Other Websites: If our contact and dealing with you is via our website(s), we may use "cookies". Cookies allow us to identify your computer but not you personally. You can set your web browser to refuse cookies. However, you may not be able to enjoy all the facilities or book via our website if you do so. However, if you also receive our email marketing, we will tailor the information we

send you unless you tell us not to. This means we may use information we hold and cookies to identify your individual web site search behaviour and preferences. This will enable us to send you more personalised and relevant communications. You will be given the opportunity on every communication to opt-out of this personalisation. We collect information relating to customer trends and patterns and use cookies and software tools to measure site usage and related information. If you are making a purchase, we may also use cookies to keep track of the transaction from one web page to another. Our website(s) may contain links to other sites not controlled by us. It is your responsibility to check the status of these sites.

- g) Monitoring: To ensure that we carry out your instructions accurately, improve our service and for security, we may monitor and/or record: (1) telephone calls; (2) activities using CCTV in and around our premises; and (3) transactions and activities on our website. All recordings are and shall remain our sole property.
- h) Security Statement: We have taken all reasonable steps and have in place appropriate security measures to protect your information.
- i) Changes to this Policy: Any changes to this Policy will be either posted on our website, brochure and/or made available on request.

21. COMPLAINTS

If you have any complaints, you should immediately notify a member of staff. In the unlikely event this is not resolved to your satisfaction; you should write to head office in English: British Study Centres Customer Service, 553 Finchley Road, London, NW3 7BJ. We will investigate your complaint and we will provide an appropriate response. In order to be given a reasonable chance of addressing your complaint, please ensure it is received within one month of the end of your course. If the complaint is not resolved to your satisfaction, you may contact English UK.

28. ADDITIONAL TERMS FOR YOUNG LEARNERS AND MINORS (Under 18s)

As you are under 18, your parent or guardian is hereby deemed to accept the terms and conditions stated above. Your parent or guardian further accepts that:

1. They will provide a signed consent form at the time of booking, specifying details of the guardian who will be required to sign you in and out of school daily (if applicable).
2. They will permit you to travel by public transport;
3. They authorise you to take part in all tourist, sporting & cultural activities linked to the course;
4. They permit you to be treated by a doctor in an emergency. British Study Centres will use all reasonable endeavours to make contact with your parent or guardian in this event
5. They will pay any third party fees associated with the above treatments;
6. They will provide the school with a contact telephone number in case of emergencies.

29. AGENTS

All of the above terms are applicable to direct players and to agents unless prior alternative arrangements are agreed in writing between the agent and British Study Centres.