

# Terms and Conditions for International Students Enrolling at Cardiff and Vale College (CAVC)

## **1. Enrolment and Acceptance**

1.1 By enrolling in a course at Cardiff and Vale College (CAVC), international students acknowledge that they have read, understood, and agreed to comply with the terms and conditions outlined herein.

1.2 CAVC reserves the right to accept or reject an application for enrolment at its discretion. Enrolment is subject to meeting the specified entry requirements and availability of places on the chosen course.

## **2. Course Fees and Payment**

2.1 International students are responsible for paying the course fees as specified by CAVC.

2.2 Payment of course fees must be made in full before the course commencement date unless alternative arrangements have been agreed upon in writing with CAVC.

2.3 All fees are quoted in British Pounds (GBP) and should be paid in GBP. Any fees paid in a different currency will be subject to currency exchange rates and additional charges as determined by the college.

## **3. Refunds and Cancellations**

3.1 Requests for refunds or cancellations must be made in writing to CAVC.

3.2 Refunds may be granted according to the college's refund policy, which is stated below.

3.3 CAVC reserves the right to cancel or reschedule a course in exceptional circumstances. In such cases, students will be offered an alternative course or a refund of the fees paid.

## **4. Attendance and Progress**

4.1 International students are expected to attend all scheduled classes and fulfil all academic requirements of their chosen course.

4.2 Non-attendance without valid reasons may result in termination of enrolment.

4.3 International students must maintain satisfactory academic progress throughout the course. Failure to meet the required standard including an 80% attendance rate may result in academic warnings or termination of enrolment.

## **5. Code of Conduct and Disciplinary Action**

5.1 International students are expected to adhere to CAVC's code of conduct, which includes respecting college staff, fellow students, and property.

5.2 Any breaches of the code of conduct may result in disciplinary action, which could include warnings, suspension, or expulsion from the course or college, depending on the severity of the violation.

## **6. Insurance and Health**

6.1 It is the responsibility of international students to arrange and maintain appropriate health and travel insurance for the duration of their stay in the United Kingdom.

6.2 International students are responsible for their own health and well-being. CAVC is not liable for any medical expenses, injuries, illnesses, or accidents that occur during the course.

## **7. Immigration and Visa Requirements**

7.1 International students must comply with all immigration laws and regulations of the United Kingdom.

7.2 It is the responsibility of international students to obtain the necessary visas and permits required to study in the United Kingdom. CAVC can provide guidance and support but is not responsible for any visa refusals or immigration issues that may arise.

## **8. Confidentiality and Data Protection**

8.1 CAVC will handle personal information provided by international students in accordance with applicable data protection laws.

8.2 Personal information may be used for administrative, academic, and support purposes only.

8.3 Unless otherwise stated by the student, the student agrees to be photographed for marketing purposes (internal and external)

## **9. Amendments and Termination**

9.1 CAVC reserves the right to amend these terms and conditions at any time. Any changes will be communicated to international students in writing.

9.2 CAVC reserves the right to terminate the enrolment of international students for breaches of the terms and conditions outlined herein.

## **10. Governing Law and Jurisdiction**

10.1 These terms and conditions shall be governed by and construed in accordance with the laws of the United Kingdom.

10.2 Any disputes arising from these terms and conditions shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

10.3 By enrolling in a course at Cardiff and Vale College (CAVC), international students confirm their acceptance and agreement to abide by these terms and conditions.

## Cardiff and Vale College (CAVC) Refund Policy for International Students on a Full Time Programme of Study (Non-English Academy)

### **1. Registration Fees**

1.1 Any registration fees stated in a course offer are non-refundable. These fees cover any administrative costs associated with processing applications and securing a place in the chosen course.

### **2. Course Tuition Fees**

2.1 Requests for refunds of course tuition fees must be made in writing to CAVC.

2.2 Refunds will be considered according to the following conditions:

a. If a visa application is refused by the relevant immigration authority before the course start date, a refund of 75% of the tuition fees will be provided, upon receipt of valid documentary evidence of the visa refusal. Where the visa refusal is at the fault of the applicant, CAVC reserves the right to not provide a refund. The college reserves the right to use its discretion to determine if a student is at fault in the student route visa application process with UKVI.

b. If a student decides to withdraw from the course before the Confirmation of Acceptance (CAS) number is provided and notifies CAVC in writing, a refund of 90% of the tuition fees will be provided.

c. If a student decides to withdraw from the course after the course has commenced, no refund will be provided.

d. In exceptional circumstances, such as severe illness or unforeseen personal circumstances, CAVC may consider providing a partial refund on a case-by-case basis. The student must provide valid documentary evidence supporting their request for a refund.

### **3. Refund Process**

3.1 All refund requests must be submitted in writing to CAVC's International Office.

3.2 Refunds will be processed within 28 days of receiving a complete refund request along with the required supporting documentation.

3.3 Refunds will be made in the same currency and method as the original payment. Any bank charges or currency conversion fees will be deducted from the refund amount.

### **4. Non-Refundable Costs**

4.1 Any application or registration fees are non-refundable under any circumstances.

4.2 Any bank charges or currency conversion fees incurred in the process of refunding tuition fees will be deducted from the refund amount.

### **5. Cancellation or Rescheduling of Courses by CAVC**

5.1 In the event that CAVC cancels or reschedules a course, international students will be offered the option to transfer to an alternative course or receive a full refund of the tuition fees paid.

### **6. Disputes and Appeals**

6.1 Any disputes or appeals regarding refunds should be raised in writing to CAVC's International Office. The college will endeavour to address and resolve the issue in a fair and timely manner.

Please note that this refund policy is specific to international students and may differ from the refund policy applicable to domestic students.

## **Terms and Conditions specific to CAVC English Academy & Short Term Study Programmes**

### **Terms and Conditions - CAVC English Academy & Short Term Study**

Please read these Terms and Conditions carefully before enrolling in any courses offered by the CAVC English Academy or CAVC International Short Term Study. By enrolling, you agree to comply with and be bound by these terms. If you do not agree with any part of these terms, please refrain from enrolling in our courses.

## **1. Enrolment and Registration**

- 1.1. To enrol in a course, you must complete the registration process and provide accurate and up-to-date information.
- 1.2. Enrolment is subject to availability, and we reserve the right to refuse or cancel enrolment at our discretion.

## **2. Course Fees and Payments**

- 2.1. The course fees are specified on our website or as communicated during the enrolment process.
- 2.2. Payment for the course must be made in full before the course commencement date unless otherwise agreed upon in writing.
- 2.3. We accept payment via the approved payment methods specified on our website.
- 2.4. All fees are non-transferable and non-refundable, except as outlined in the refund policy.

## **3. Course Schedule and Changes**

- 3.1. The course schedule, including the start and end dates, as well as the class timings, will be communicated to enrolled students.
- 3.2. We reserve the right to make changes to the course schedule, including class timings and instructor assignments, if necessary. We will provide reasonable notice of any changes whenever possible.

## **4. Attendance and Participation**

- 4.1. Regular attendance and active participation in the course are expected from enrolled students.
- 4.2. If a student is unable to attend a class, they should notify us in advance, if possible.
- 4.3. Excessive absenteeism (below 80% attendance) or disruptive behaviour may result in the student's removal from the course without refund.

## **5. Intellectual Property**

- 5.1. All course materials, including but not limited to textbooks, handouts, and online content, are protected by copyright and intellectual property laws.
- 5.2. Enrolled students may use the course materials for personal study purposes only and may not reproduce, distribute, or publicly display them without our explicit written permission.

## **6. General Refund Policy**

- 6.1. Requests for a refund must be made in writing and sent to the CAVC International Office in writing.
- 6.2. The following refund policy applies:

a) If a request for a refund is received before the course commencement date, a full refund of the course fees will be provided minus a £250 administration fee.

b) If a request for a refund is received within the first week (7 days) of the course commencement date, a refund of 75% of the course fees will be provided.

c) No refunds will be granted after the first week (7 days) of the course commencement date.

d) Refunds will be processed within 28 days from the date of the refund request.

6.3. Refunds will be issued using the same payment method used for the original payment unless otherwise agreed upon in writing.

## **7. Refund Policy - Course Cancellation**

7.1. In the event that the CAVC cancels a course due to insufficient enrolment, unforeseen circumstances, or any other valid reason, enrolled students will be eligible for a full refund of the course fees.

7.2. The CAVC English Academy will make reasonable efforts to notify enrolled students of any course cancellations as soon as possible.

7.3. Refunds for course cancellations will be processed within 28 days from the date of the cancellation announcement.

7.4. Refunds will be issued using the same payment method used for the original payment unless otherwise agreed upon in writing.

## **8. Limitation of Liability**

8.1. We do not guarantee any specific results from participating in our courses.

8.2. We reserve the right to terminate the enrolment of any student who violates these Terms and Conditions or engages in behaviour deemed inappropriate or disruptive.

8.3. In case of termination, no refund will be provided.

Terms and Conditions for Students Paying Cardiff and Vale College for Accommodation:

### **1. Agreement:**

By making a payment for accommodation at Cardiff and Vale College (CAVC) through our partner accommodation providers or for our Homestay provision, you agree to be bound by the following terms and conditions.

## **2. Payment:**

- 2.1. Accommodation fees must be paid in full as per the agreed payment schedule.
- 2.2. Payment can be made through the designated payment methods provided by CAVC or our partner accommodation provider.
- 2.3. Late or non-payment may result in the cancellation of your accommodation booking.

## **3. Accommodation Options:**

### **3.1. Zenith Accommodation:**

- 3.1.1. If you choose to stay in Zenith accommodation, you will be subject to Zenith's terms and conditions. Please refer to Zenith's terms and conditions for further details.
- 3.1.2. CAVC will assist in facilitating the accommodation booking process but is not responsible for the management or operation of Zenith accommodation.

### **3.2. Homestay Provision:**

- 3.2.1. If you choose the Homestay provision, you will be placed with a carefully selected host family in Cardiff or the Vale of Glamorgan.
- 3.2.2. Host families are not employed by CAVC but have been vetted and approved by CAVC for suitability.
- 3.2.3. The Homestay provision includes accommodation and three meals a day as per the agreed arrangement. Specific details will be provided upon placement.

## **4. Booking and Cancellation:**

- 4.1. Accommodation bookings are subject to availability.
- 4.2. To secure your accommodation, you may be required to pay a non-refundable deposit, the amount of which will be communicated during the booking process.
- 4.3. If you wish to cancel your accommodation booking, you must provide written notice to CAVC as applicable. Refunds, if applicable, will be processed based on the terms and conditions of the chosen accommodation option.

## **5. Accommodation Allocation:**

5.1. CAVC will make reasonable efforts to allocate accommodation according to your preferences. However, specific requests cannot be guaranteed and are subject to availability.

5.2. Accommodation allocations may be subject to change if unforeseen circumstances arise. CAVC will notify you of any changes as soon as reasonably possible.

## **6. Accommodation Rules and Regulations:**

6.1. You are required to abide by the rules and regulations set forth by CAVC, Zenith, a CAVC host family or any other partner accommodation provider, depending on the chosen accommodation option.

6.2. Failure to comply with the rules and regulations may result in disciplinary actions, including the termination of your accommodation contract.

6.3. You are responsible for any damage caused to the accommodation or its contents during your stay. Any associated costs will be charged to you.

## **7. Liability:**

7.1. CAVC is not liable for any loss, damage, or theft of personal belongings during your stay in the accommodation.

7.2. CAVC is not responsible for any injury or harm incurred during your stay in the accommodation or through interactions with host families.

## **8. Termination:**

8.1. CAVC reserves the right to terminate your accommodation contract in case of serious breaches of rules or non-compliance with the terms and conditions.

8.2. Termination may result in the loss of accommodation fees, and you may be required to vacate the premises immediately.