

# Terms and Conditions

# Foyle International

17 - 21 Magazine Street, Derry, BT48 6HH,  
Northern Ireland (UK)

Tel: (+44) 2871 371535 Web: [www.foyle.eu](http://www.foyle.eu)

Fax: (+44) 2871 371534 Email: [info@foyle.eu](mailto:info@foyle.eu)

By signing your application form you are agreeing to the following Terms and Conditions, which set out the terms of contract between you, the customer, and Foyle International.

---

## Application

Please complete the Application Form and send it either by post or email to the school admissions office at [info@foyle.eu](mailto:info@foyle.eu), or alternatively apply online at [www.foyle.eu](http://www.foyle.eu)

- By signing the application form you are confirming that the information provided is correct and you understand that providing false information may compromise your acceptance on your chosen programme.
- It is your responsibility to ensure that you have a valid passport and obtain appropriate documentation for entry to Northern Ireland/UK. We do not accept any liability for financial loss incurred by failure to have the correct travel documentation, visa or insurance.
- We reserve the right to refuse any applicant who does not meet the programme eligibility requirements.

## Fees and Payment

- The balance of fees must be paid in full prior to the course start date either by you, the individual student or the agent acting on your behalf.
- All bank charges are the responsibility of the payee. (Account details are given on our website/brochure/invoice)

## Cancellations

- Cancellations must be made in writing to Foyle International.
- If a cancellation is made **more than 4 weeks before** the starting date, and the **visa letter has not been issued**, then the course fees will be refunded less the £300 deposit.
- For cancellations made **once a visa letter has been issued**, no refund will be given.
- If a cancellation is made **less than four weeks before** the start date, the fees will be refunded minus the £300 deposit.
- For cancellations made **after the course has started**, no refund of fees will be given.

## Visa Refusal

- In the event a student is denied a visa, they will be refunded full tuition and accommodation fees minus the £300 deposit.

## Placement Testing

- The administration fee of £50 covers your placement test, which must be carried out on the first day of your course. The placement test consists of grammar questions, a writing section and a spoken exam. You will not usually start class until the next school day so that the academic team can mark your exam and place you in an appropriate class.
- For overseas candidates enrolling on OET courses, the placement test will be conducted online upon payment of the deposit to secure the booking.
- If you are taking a short course, you may discuss pre-arrival testing with the Admissions manager.

## Non-arrival, late arrivals and absences

- If you fail to arrive, if you arrive late, or if you are absent during your programme no refund of fees will be granted.

- Periods of absence may not be made up with a free extension at the end of the course.

## Public Holidays

- The school will close on certain public holidays during the year. There will be no reduction of fees should a public holiday fall during your course. School closures are listed on the website and on our student information pack.

## Changes to programmes

- Foyle may at times be forced to make changes to programmes or services and we reserve the right to do so. If a significant change needs to be made, the individual or the agent acting on your behalf will be informed as soon as possible. Please note we will not be held responsible for any travel or personal costs incurred.
- Where a course is under-subscribed, or where there are no other students at the same level, we may provide private individual lessons with a tutor in place of group classes. There is no extra charge for this, but the number of private lessons will be provided at the ratio of **one private lesson = three group lessons**.

## Force Majeure

- Foyle International will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is the result of any cause beyond Foyle International's reasonable control. Foyle International shall not be responsible for any costs incurred by or on behalf of the student as a result of any such occasion. Such instances include, but are not limited to: war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

## Insurance

- Before arriving in the UK, we strongly recommend that you take out insurance for your own travel, health, financial and personal security. We do not accept responsibility or liability for these areas.
- We can provide student insurance for you if required. Please contact the Admissions office or check our website for details.

## Discipline

- We reserve the right to exclude participants from their programme or remove them from their accommodation due to poor discipline or attendance. In such cases there will be no refund of fees and we take no responsibility for the provision of alternative programmes or accommodation. Any transportation or related costs will be the sole responsibility of the student.
- For further information please refer to our **Code of Conduct and Disciplinary Policy**.

## Student Welfare Policies

- A full list of Foyle policies may be found on the website, and in the student and agent manuals. These include: **Bullying Policy, Child Protection Policy, Health & Safety Policy, Complaints Policy, Data Protection Policy**

# Terms and Conditions

# Foyle International

By signing your application form you are agreeing to the following Terms and Conditions, which set out the terms of contract between you, the customer, and Foyle International.

17 - 21 Magazine Street, Derry, BT48 6HH,  
Northern Ireland (UK)  
Tel: (+44) 2871 371535 Web: www.foyle.eu  
Fax: (+44) 2871 371534 Email: info@foyle.eu

---

- If a student's actions are found to be in breach of any of these policies this may potentially lead to instant dismissal from the school.
- Foyle International endeavours to ensure that every student has a wonderful experience at Foyle. We complete regular monitoring and feedback to ensure you are receiving the high quality programmes we offer. As part of our quality assessment, all students are required to complete at least 2 feedback questionnaires during their stay. Your responses are anonymous however failure to complete these may mean you do not receive your final certificate of achievement before departure.

## Publicity

- Students agree that photographs and achievements can be used for promotional purposes unless otherwise stated. Parents of under 18s will be specifically asked for written consent on the parental consent forms.

## Accommodation

### **General**

- Accommodation bookings are confirmed once we receive a completed application form and booking deposit. Details are usually not supplied until 2 – 3 weeks before arrival.
- We will do our best to accommodate special requests, but cannot guarantee that these will be fulfilled.
- Homestay & self-catering providers are instructed not to take fees directly from students or to enter into separate contracts. Failure to comply with this requirement will result in a financial penalty to the student and termination of the accommodation arrangement.
- If a change is requested, we may charge an additional accommodation arrangement fee, depending on the reasons for the change, the situation with the host family/accommodation provider and the urgency of the request (please note that we must normally give the host family/accommodation provider one week's notice).

### **Damages**

- Students staying in Self-Catering accommodation should pay a security deposit of £50 on the first day at the college to the finance office. This is refundable at the end of the stay, providing there is no damage to the property.
- Students staying in homestay accommodation are responsible for notifying their family in the case of damage caused to property or possessions.
- In the instance of damage being caused by a student it is the students who are responsible for any costs incurred.

### ● **Behaviour**

We expect reasonable behaviour from students and accommodation providers. Students that don't show reasonable behaviour (for instance swearing, inappropriate behaviour, vulgarity, violence, taking of illegal substances, lack of respect shown to the host) may be removed from the accommodation at short notice.

### **Cancellation**

- Once a client has arrived, no refund is given in case of cancellation caused by ill health of the client, family member or travelling companions and Foyle International urges students to take out insurance against such an eventuality.
- Students are also advised that their belongings are not automatically insured against theft, loss or damage and should take out personal/travel insurance.

### **Arrival and Departures**

- It is essential that arrival times, destination airport, station etc are communicated beforehand to Foyle International to ensure that arrangements are made.
- Any last minute changes to arrivals such as plane delays etc should be communicated to the arrival team or through the emergency number provided
- Students must give the school and the accommodation provider one week's notice if they intend to leave the school earlier than planned and will be subject to an administration fee.

### **Christmas Period**

Foyle International only has a limited number of host families willing to host students during the Christmas period. Students should inform Foyle well in advance if homestay accommodation is required during the Christmas period.

### **Complaints**

If you have a complaint please report immediately in person or by phone to Foyle International. Your complaint will be quickly and efficiently dealt with. If deemed absolutely necessary by the accommodation officer, we will offer you alternative accommodation at the earliest convenience but this is generally in exceptional circumstances. Foyle International will not pay for hotel or other accommodation taken if you decide not to take the accommodation we offer.

*Foyle International reserves the right to remove any client from their course and accommodation if their behaviour is deemed unreasonable.*

# Terms and Conditions

# Foyle International

By signing your application form you are agreeing to the following Terms and Conditions, which set out the terms of contract between you, the customer, and Foyle International.

17 - 21 Magazine Street, Derry, BT48 6HH,  
Northern Ireland (UK)  
Tel: (+44) 2871 371535 Web: www.foyle.eu  
Fax: (+44) 2871 371534 Email: info@foyle.eu

## APPENDIX ONE: ACCOMMODATION

### Code of Conduct

#### Behaviour

- We expect reasonable behaviour from students and accommodation providers. Students that don't show reasonable behaviour (for instance swearing, inappropriate behaviour, vulgarity, violence, taking of illegal substances, lack of respect shown to the host) may be removed from the accommodation at short notice.
- Students are asked to respect the family members and/or other paying guests and not make undue noise or create disturbance.

#### Telephone

- Students must receive permission directly from the family for use of the telephone and must assume that whilst incoming calls are usually granted, they may not use the telephone at the expense of the family under any circumstance without permission.

#### Internet

- Foyle International does not guarantee an internet facility in the accommodation, but we will do our best to ensure Foyle-owned self-catering accommodation is equipped with working Wi-Fi.
- Foyle however has Wi-Fi which students can avail of during the school's opening hours.
- For those who do have internet access some homestays allow students to use their internet connection. Students must not install any software on their host's computers without their approval and must make every attempt to avoid downloading adult/sexual content and illegal and/or damaging software or web content while using their host's connection.
- **Use of kitchen:** In self-catering accommodation students have full access to the kitchen. In Homestay, the use of washing machines, dryers, hairdryers and other appliances are at the discretion of the family.
- **Use of bathroom:** Students must be aware that other students/family members will be using the bathroom after them. It is important to remember to leave the bathroom clean and dry after use.
- **Fixtures & fittings:** Students are not permitted to adjust any fixtures or fittings in the accommodation e.g. sticking posters on walls, adjusting lamps etc.
- **Heating:** This is controlled by the accommodation provider and should not be tampered with; in general, self-catering accommodation will have 6 hours of heating in the winter months (Oct-Apr) and varies during the summer period. Should you require any extra heating – this can be provided at an extra charge.

- **Electric fan, oil or convection heaters are not permitted for health & safety reasons.**

**Rubbish disposal:** Homestay providers are responsible for the disposal of rubbish. In self-catering this is the responsibility of the students. You should check the days and times of Derry City Council collections (these can be found in your welcome pack). Students are also responsible for bringing in bins after collection.

**Smoking:** All self-catering accommodation is non-smoking. Students can smoke outside. Students in homestay must consult with the family regarding rules.

**Visitors:** are not allowed to enter the homestay unless by permission. Access to self-catering accommodation is under the control of the tenants. Visitors are not permitted after 10pm. Overnight visitors are not permitted.

**Keys:** Students are given front door keys and are urged to take great care not to mislay them. If keys are lost or locked in – a lock change will cost £25.

**Call outs:** Should students require a call out from staff after 5pm in the evening – a call out fee of £30 will be charged, unless in the case of an emergency.

#### Complaints

If you have a complaint please report immediately in person or by phone to Foyle International. Your complaint will be quickly and efficiently dealt with. If deemed absolutely necessary by the accommodation officer, we will offer you alternative accommodation at the earliest convenience but this is generally in exceptional circumstances. Foyle International will not pay for hotel or other accommodation taken if you decide not to take the accommodation we offer.

*Foyle International reserves the right to remove any client from their accommodation if their behaviour is deemed unreasonable. Equally, alternative accommodation will be sought for any client not receiving adequate accommodation and service from their host family.*

# Terms and Conditions

# Foyle International

By signing your application form you are agreeing to the following Terms and Conditions, which set out the terms of contract between you, the customer, and Foyle International.

17 - 21 Magazine Street, Derry, BT48 6HH,  
Northern Ireland (UK)  
Tel: (+44) 2871 371535 Web: [www.foyle.eu](http://www.foyle.eu)  
Fax: (+44) 2871 371534 Email: [info@foyle.eu](mailto:info@foyle.eu)

---

## APPENDIX TWO: WORK PLACEMENT INTERVIEWS (NURSES)

### Before arrival

- Participants must ensure they are familiar with the requirements of the NMC (Nursing and Midwifery Council) and the documents which they require for registration. More information can be found here <https://www.nmc.org.uk/> NMC registration is recommended to start before the candidate has gained OET or CBT qualification.
  - Participants must ensure they have provided all of the documents listed in the application form for the International Nursing Programme.
  - Participants must have achieved OET Grade B and completed the NMC Computer Based Test (CBT) before interviews are requested.
  - Participants must ensure they provide a detailed and presentable CV with no gaps and correct translations into English.
  - Participants have to ensure that they carry out their own police check from their own countries and bring a copy with them. They may also be required to carry out an ACCESS NI check (local police check) which there will be a fee of £40. Without these two checks we cannot ensure an interview in the private sector.
  - Participants have full responsibility to ensure they have all required documentation and evidence for the NMC registration and for their employment visa (sponsored by new employer). Without all the necessary documentation and evidence Foyle cannot help with an interview.
  - The aim of the work placement, is so that candidates will get work experience as an Auxiliary Nurse/Healthcare Assistant in the UK, and prepare and pass the OSCE 2 exam, thus being able to gain full NMC registration.
  - Foyle International do not guarantee work placements. However, on successful completion of Foyle's OET nursing preparation course, Foyle will endeavour to help and assist successful candidates with finding job offers and interviews.
  - The final decision of job offers rests solely with the Healthcare provider when they are happy with the correct documentation for NMC registration and a satisfactory interview.
  - Participants must be aware that if they secure a work placement, they are employed by their Sponsor under a Tier 2 Carer visa, and must follow the guidelines of the visa and workplace.
  - If you have any questions or concerns about your work placement you are advised to discuss first with your line manager within the healthcare setting however you can also call your designated point of contact at Foyle International.
- You will be working for a maximum period of 8 months (approx. 32 weeks) at the placement stage (Auxiliary Nurse in private healthcare). The reason for this duration is because nurses have 3 attempts within 8 months to successfully pass the OSCE 2 exam.
  - **Give yourself some time** to adjust and settle into your new placement. You may find that the working culture is different to that of which you are accustomed to; we recommend that you embrace and learn from the experience, growing both personally and professionally.
  - In order for us to maintain a good working relationship with your host company it is important that you respect the people you are working for and behave appropriately at work.
  - We will endeavour to help and assist successful candidates with finding job offers and interviews in an appropriate healthcare setting, however, in the unlikely event that this is not possible, the reasons will be discussed with the participant directly.

# Terms and Conditions

# Foyle International

By signing your application form you are agreeing to the following Terms and Conditions, which set out the terms of contract between you, the customer, and Foyle International.

17 - 21 Magazine Street, Derry, BT48 6HH,  
Northern Ireland (UK)  
Tel: (+44) 2871 371535 Web: [www.foyle.eu](http://www.foyle.eu)  
Fax: (+44) 2871 371534 Email: [info@foyle.eu](mailto:info@foyle.eu)

---

## **APPENDIX FOUR: COVID-19**

### **COVID-19**

- In the event of a COVID-19 outbreak, there may be extended costs due to quarantine.
- If a student presents any symptoms of COVID-19 they should not under any circumstances, attend their class. They should make their tutor or Foyle staff member aware that they are feeling unwell via phone or email.
- In the case where a student has symptoms of COVID-19, the student must follow the latest government advice: <https://www.gov.uk/coronavirus> which as of Feb 2021 is to isolate at their accommodation for 10 days from when the symptoms started.

### **Accommodation:**

- The student must inform their host family and Foyle International staff if they are experiencing symptoms and isolate at home for 10 days.
- If staying in self-catering accommodation, other members of the same household must be informed.
- In the case that a host, or member of the household where the student is residing in homestay accommodation, have symptoms, the student must remain at home and isolate for 14 days.
- In the case of a COVID-19 outbreak at Foyle International, and a student has been in contact with, or close proximity to and infected person, the student must follow government advice and isolate at home.
- In the event the student must extend their accommodation duration due to COVID-19 isolation/quarantine, incurred costs are covered by the student.

### **Laptop – Online course access**

It is recommended that students bring with them a laptop, tablet or device that would be suitable for online Zoom classes.

In the event where an **entire** OET class has to self-isolate, Foyle International will provide that course online via Zoom.

***I have read and understood the terms and conditions and appendices for enrolment, and confirm acceptance of my payment duties and obligations herein by signing below:***

***[PRINT name] .....***

***[Signature].....***