

Teaching Centre: Terms and Conditions

All students at the Teaching Centre must follow these conditions:

1. The level test fee is non-refundable, non-transferrable and non-creditable. The recommended level is valid for **one year** from the level test date or for **one year** after satisfactory course completion.
2. Seats on our courses are limited. Early applicants will receive priority during registration.
3. We will endeavour to make up cancelled lessons but may not be able to do so due to unforeseen circumstances e.g. security threats, natural disasters or emergency evacuation.
4. If you register for a course, you must attend 70% of the course in order to meet the course requirement and receive a certificate of achievement.
5. We reserve the right to expel students (without any refund) who intentionally damage or steal our property, who are disruptive or who harass any course participant or staff member.
6. Taking photographs, videos and audio recordings in our classrooms is strictly prohibited without prior permission.
7. We reserve the right to terminate classes. In this case we will offer students either
 - a) an alternative class time at the same level; or
 - b) a refund (by direct bank transfer only); or
 - c) a credit for the following term (valid up till 180 days)
8. Movement from one class to another in the same term will be permitted only if seats are available. Any such request must be made within one week of class commencement. Course fee difference amount (if any) is applicable.
9. Children below the age of 13 years are not permitted to leave the premises alone. They must be collected by the parent/guardian or by a person for whom the parent/guardian has provided written authorisation. Any subsequent change to the person who comes to collect the child must be authorised in writing by parent/guardian in the child collection card.
10. Students aged 13 to 17 years are permitted to leave the premises independently if parental consent to this has been given in writing. Otherwise, they must be collected by the parent or by a person for whom the parent has provided written authorisation. Do not forget to collect the consent from the front desk during registration.
11. Written requests for credits or refunds will be only considered under the following exceptional circumstances:

Reasons	Documents required as proof (scan or photocopy of original can be considered)
Prolonged period of ill health certified by a doctor	Doctor's certificate
Posting to another city for academic or professional reasons	Signed and dated letter from the organisation on their letterhead
New job appointment that prevents you from attending your course	Dated appointment letter
Death or onset of serious illness (prolonged hospitalisation or incapacitation) of an immediate family member (spouse, parents, siblings, children)	Death certificate or medical certificate

No credits or refunds will be allowed for other reasons such as:

- Travel due to personal reasons
- Marriage of self or family member
- Foreign nationals leaving India

The deadlines for submitting the written request and supporting documents (as above) are as follows:

Refund and Credit request submission deadlines
24-class course: Before the end of the 6 th class of the course
16-class course: Before the end of the 4 th class of the course
8-class course: Before the end of the 2 nd class of the course
2, 3 or 5 - day course/workshop (e.g. IELTS TTT, IELTS intensive): Two working days before the course starts
Summer Intensive term courses: Before the term starts
Short Workshops (1 hour to 8 hours): No refund or credit is permitted
CELTA: Initial deposit is non-refundable and balance amount can only be refunded in the event of a serious medical emergency supported by valid medical documents. Refund/Credit request post commencement of course requires Cambridge approval

12. Refunds and credits are subject to the following deductions:

		Refund	Credit
Requests received before course begins	Administrative charge	INR 700/-	INR 700/-
	Course fee	Nil	Nil
Requests received between the course start and the submission deadline	Administrative charge	15% of the course fee	INR 700/-
	Course fee	Hourly charge for the number of hours attended and/or missed prior to receipt of acceptable written application AND supporting documents	
Requests received after the deadlines	Will not be accepted		

Credits must be used within 180 days. Credits are non-transferrable and cannot be converted into refunds later. Refunds will be given by direct bank transfer within 4 - 5 weeks of receipt of supporting documents and the written request.

13. Please recheck your name on your booking confirmation and to make a change please inform your teacher within two weeks from start of term.

14. Students should collect their certificates on the last day of class, failing which they must collect it within two weeks after the end of term, from the front desk. Certificates that are not collected within the given timeline will not be retained by the British Council.

15. Parents must drop their child 15 minutes before class time and pick him/her up within 15 minutes of the end of class.

16. British Council will not take responsibility for any damage to or loss of vehicle or property in the parking area. All vehicles parked outside the premises are done so at the owner's risk.