



# STONYHURST

## Language School

### FREQUENTLY ASKED QUESTIONS 2019

#### Application and Booking

##### **Q. Is there a final date for applications?**

**A.** This will be Friday 21 June 2019 and the 2-week courses start on Friday 5th July 2019 and Friday 19th July 2019. However, we will accept late bookings if there is availability.

##### **Q. How do I book my course?**

**A.** Simply fill in the automated Enquiry Form, which is available on the website at [www.stonyhurst.ac.uk](http://www.stonyhurst.ac.uk). Or, you can send an e-mail to us at [summerschool@stonyhurst.ac.uk](mailto:summerschool@stonyhurst.ac.uk). We will then contact you to advise if we have availability and, if so, will send you a full application pack to complete and return, together with your deposit (or full fees, if within 6 weeks of the course commencement date).

##### **Q. How do I pay?**

**A.** You can pay the deposit or full fees by Flywire (our preferred payment partner), bank transfer or by recognized credit / debit card (Visa / Mastercard / Electron / Switch / Solo). Details on how to make payment will be sent with the application pack.

##### **Q. When do I pay the full fees?**

**A.** The balance of the fees must be paid no later than 6 weeks prior to the commencement of the course.

##### **Q. What happens if I want to cancel my course?**

**A.** Whilst every effort is made to limit the costs incurred by cancellation, the following maximum scale of charges will apply to persons withdrawing from a course for whatever reason after the deposit has been paid. However, if you have to cancel the course for a reason covered by the insurance policy, then you may be able to claim for a reimbursement of prepaid course fees.

- **Notification of cancellation in writing received on or prior to Friday 24th May 2019 (Course One) and Friday 7th June 2019 (Course Two):**  
Stonyhurst College retains deposit only (£300 per student).
- **Notification of cancellation in writing received between Saturday 25th May – Thursday 20th June 2019 inclusive (Course One) and Saturday 8th June – Thursday 4th July 2019 inclusive (Course Two):**  
Stonyhurst College retains 50% of the total course fee.
- **Notification of cancellation in writing received on or after Friday 21st June 2019 (Course One) and Friday 5th July 2019 (Course Two):**  
Stonyhurst College retains 100% of the total course fee.
- \*Exceptions to these cancellation rules apply if a visa application is rejected and we receive written evidence at least 14 days prior to the start of the course, then we will refund the fees received in full. Where we receive this evidence, the refund will be paid to you within four weeks of you providing us with bank details and signed authorisation that the refund should be paid to that account. If written evidence of a refusal is received less than 14 days prior to the start of the course, then the refund will be paid less an administrative fee of £100.00.

## Activities

### **Q. Are all the activities provided on campus?**

**A.** Most are with the exception of any walks which are always supervised and the golf lessons and horse trekking

### **Q. Are all activities included in the fees?**

**A.** No. We charge extra for the horse riding, golf lessons, clay pigeon shooting and swimming lessons.

The costs are:

Horse riding - £38.00 for 1 hour trek.

Golf Lessons - £25.00 for 1 hour.

Swimming Lessons - £20.00 for 30 minutes.

Clay Pigeon Shooting - £38.00 for 1 hour (14 – 16 year olds only)

### **Q. Are there any excursions included?**

**A.** Yes, there are 2 half-day and 2 full-day excursions during the course.

### **Q. Will we spend a lot of time travelling?**

**A.** No. Most excursions take place in the local region within a 60 mile / 90 kilometre radius and are designed to give the students experience of different aspects of British life and culture. The exception is Alton Towers Theme Park, which is 90 miles/144 kilometres.

## Arrival and Departure

### **Q. What date should I arrive?**

**A.** Students MUST arrive on Friday 5th July 2019 (for Course One) and Friday 19th July 2019 (for Course Two).

### **Q. What time should I arrive?**

**A.** Flights should arrive into Manchester, Liverpool or Leeds/Bradford Airport between 10:00h – 18:00h to receive free airport transfers. There will be a programme of familiarisation, introductions and games on the Friday afternoon and evening. Teaching tuition will commence on the following day (Saturday 6th July and Saturday 20th July).

### **Q. What date should I depart?**

**A.** Students MUST depart on either Friday 19<sup>th</sup> July 2019 (at the end of Course One) or Friday 2nd August 2019 (at the end of Course Two).

### **Q. What time should I depart?**

**A.** Flights should depart from Manchester, Liverpool or Leeds/Bradford Airport between 10:00h – 18:00h, which will allow sufficient time for the journey and check-in process.

### **Q. Are transfers included in the course fee?**

**A.** Free escorted transfers to and from Manchester, Liverpool or Leeds/Bradford airport are included, provided your child arrives and departs between the times specified above. **PLEASE NOTE IF YOUR CHILD ARRIVES OUTSIDE OF THESE TIMES A CHARGE WILL BE MADE TO COVER THE COST OF TRANSPORT AND STAFF.** If you prefer, we can also arrange escorted transfers to and from local rail or coach stations, such as Preston or Blackburn, Lancashire.

### **Q. What happens if my child can only arrive or depart outside of the times specified by the school?**

**A.** We can still arrange for someone to transfer your child from to/from the school but we will make a charge for this service to cover the cost of the transport and staff. If you have any additional questions or concerns about arrivals and departures, please contact us via e-mail at [summerschool@stonyhurst.ac.uk](mailto:summerschool@stonyhurst.ac.uk).

## Complaints

### **Q. Is there a complaints procedure if either I am unhappy or my child is unhappy about something?**

**A.** Yes, you and your child will be provided with a copy of the complaints procedure which will tell you what you need to do. It will also be explained to the students at the beginning of the course.

## Daily Routine

### **Q. Where can I find out what is happening every day?**

**A.** There will be notice boards which will be updated on a daily basis informing you what activities are taking place, where and when.

### **Q. What procedures does Stonyhurst have for keeping my pocket money safe and how much money should I bring?**

**A.** When you arrive at Stonyhurst, you will declare the amount of pocket money you have brought and this will be taken in to safe keeping in the school bank. We will also provide a secure place for you to keep any valuables. Stonyhurst cannot be held responsible for the loss of any money

Stonyhurst Language School, Stonyhurst College, Clitheroe, Lancashire BB7 9PZ, UK

Telephone: +44 (0)1254 827270 Fax: +44 (0)1254 826976 Email: [summerschool@stonyhurst.ac.uk](mailto:summerschool@stonyhurst.ac.uk) [www.stonyhurst.ac.uk](http://www.stonyhurst.ac.uk)

or valuables that have not been declared and handed in to the school bank. You will be able to go to the school bank to obtain your money/valuables at any time. We suggest that £50 - £100 per week is sufficient.

**Q. Who do I see if I have a problem?**

**A.** All members of staff are there to help you, but if possible, you should contact the Director of Pastoral Care or House Parent. This will be explained during the Induction.

**Q. Can I leave the school on my own?**

**A.** No, students can only leave the campus to take part in organised activities or excursions. You would have to obtain permission from the Course Director for any other reason.

**Q. How will I find my way around school?**

**A.** You will be taken on a tour of the building and the facilities on the day of your arrival and provided with a map in your student handbook.

**Q. What do I do if I lose something?**

**A.** You will go to the Language School office to see if it is there. If not, you will report the loss to the member of staff on duty in the office or to your tutor.

**Q. How do I contact home?**

**A.** You will be able to use your mobile phone, but not during lessons or activity times. Wifi is available throughout the building. There will also be a landline available.

**Q. Can I bring my laptop computer and mobile phone?**

**A.** We do not allow students to bring laptop computers to the school – there is an IT suite where there are plenty of computers available for students to use free of charge. We do allow students to bring their mobile phones to the school and these will be held by the staff for safekeeping if you wish. Use of mobile phones will be restricted to certain times of the day, when it is appropriate.

**Q. Will the school contact parents during the course?**

**A.** The only time the school would contact parents about their child once the course has started, would be in the event of a medical emergency or persistent / serious poor behaviour.

**Q. How will I recognize the teachers?**

**A.** The Language School staff will carry ID badges and wear distinctive Stonyhurst Language School clothing.

**Q. Will there be a choice of food?**

**A.** Yes. Students can choose from a selection of three main meals cooked by our kitchens and served in the Dining Room every day. We actively encourage healthy eating and attending mealtimes is compulsory. Please advise any dietary requirements in advance of attendance.

**Q. Do you serve Halal meals?**

**A.** Unfortunately, we do not provide this service at present.

**Q. I have special dietary requirements; is that ok?**

**A.** Yes, we can cater for special diets but we need to know beforehand to ensure that we can provide the appropriate food. This should form part of your medical information.

**Q. Is there a laundry service?**

**A.** Yes. This is twice weekly for all students and includes a weekly bedding change.

**Q. Should I put labels on my clothes?**

**A.** Yes, it is possible that more than one student will have the same type / colour of garment.

## Health and Insurance

**Q. Why do I have to complete the Medical details?**

**A.** The completion of Medical details is crucial to your child's safety and we reserve the right to cancel any booking if this is not received 6 weeks prior to the start of the Language School. Any medication that your child brings with them will be taken into safe keeping upon their arrival at the College (excluding emergency items such as inhaler, epipen, etc.) In case of medical or other emergency, Stonyhurst Language School will be authorized to act in loco parentis.

**The school will require a care plan from the parents for any students with severe medical conditions.**

**Q. Am I permitted to bring non-essential medication to Stonyhurst Language School?**

**A.** We would prefer you not to bring any **non-essential** medication to Stonyhurst Language School since our school nurse is able to provide the appropriate medication if the need arises.

**Q. Where do I go if I feel ill or need a doctor?**

**A.** Tell one of your teachers who will then direct you to the office and send someone with you if necessary. If the problem occurs during the night,

you should speak to the member of staff on duty. Healthcare is provided by the College, where we offer a daily surgery attended by a registered nurse in addition to fully qualified first-aiders on site 24/7. There are two minor injury drop-in centres close by and we also have a local health centre and dentist in Clitheroe (10 minutes drive) and several hospitals within easy reach, if the need arises.

**Q. What healthcare will I receive in the UK if I am from an EEA country?**

**A.** Students who come from a country that has a reciprocal health agreement with the UK will be entitled to free medical consultation but may need to present an EHIC (European Health Insurance Card). If you have an EHIC, we would recommend you bring this with you when you travel to the UK. Please note, the EHIC is NOT an alternative to medical/travel insurance and all the students will require private insurance cover.

**Q. Do I need to take out this insurance cover or will the school provide this?**

**A.** It is essential that every person on our courses/programme is fully insured. For your protection, we have therefore arranged student travel insurance for you (underwritten by Ace European Group Ltd.) and this is included within the course fee. However, you may wish to take out additional insurance in your home country for complete protection and peace of mind.

**Q. What is covered by the insurance policy?**

**A.** A summary of cover is given below and full policy details are available upon request.

- Personal injury up to £25,000 – (£5000 death limit for students under 18)
- Medical expenses unlimited
- Baggage and personal effects up to £2000 – (single article limit of £250)
- Personal money up to £250
- Personal liability up to £2,000,000
- Reimbursement of prepaid course fees or cancellation charges up to £7,500
- Travel delay (after the first 12 hours) £20 up to £1,000
- Delayed or lost personal belongings – purchase of essential items up to £100
- Emergency replacement of passport up to £250

**Q. Are there any significant exclusions I need to be aware of?**

**A.** There are some situations which are not covered. These generally involve anything the student already knows about. The most significant exclusions of the policy are set out below.

- Cover for treatment that is known to be required at the time of departure
- Dental treatment unless necessary to relieve pain
- The insured person must not be travelling against medical advice or for the purpose of obtaining medical treatment.
- Losses occurred outside Europe
- Medical expenses in country of domicile
- Unattended valuable unless suitably locked away
- Losses not reported to the Police
- Regulations or order made by any Public Authority or Government.

## Legal Requirements

**Q. Will I need a visa?**

**A.** If you are a Non EU citizen you may need a visa.

**Q. What type of visa will I require?**

**A.** You will need a Student Visitor Visa. Visit the Home Office UK Border Agency website at [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk) for further information on visas.

## Teaching

**Q. How many students will there be in each class?**

**A.** We are pleased to be able to provide small class sizes to aid learning, which will average 10 (maximum 12) students to each teacher.

**Q. Are there classes for different abilities?**

**A.** Yes, we will be providing 5 levels of teaching to cover a wide range of abilities.

**Q. Are the teachers qualified?**

**A.** Yes. They will all have the relevant qualifications.

**Q. Is there a course overview or programme available?**

**A.** Yes, there is an example of our course programme available to download from our website. Please visit <https://languageschool.stonyhurst.ac.uk/download/>