

# London Family Programme 2024

Registration fee £125 per family

Code	Course	Lessons per week	Price per week			Ages	Minimum level
			1-3	4-11	12		
Family Programme							
FJ	Family Junior	20	£470	£423	£400	6-16	A1
FAS	Family Adult - Standard General English	20	£414	£373	£352	21	A2
FAS	Family Adult - General English Afternoon	10	£207	£187	£176	21	A2
FJD	Family Junior Day School (Summer only)	20 plus afternoon activities	£855	£770	£727	12-16	A2

## WINTER PROGRAMME 2024

January 2 (1-5 weeks) ①  
January 8 (1-4 weeks)  
January 15 (1-3 weeks)  
January 22 (1-2 weeks)  
January 29 (1 week)

## SPRING PROGRAMME 2024

March 25 (1-6 weeks) ②  
April 2 (1-5 weeks) ③  
April 8 (1-4 weeks)  
April 15 (1-3 weeks)  
April 22 (1-2 weeks)  
April 29 (1 week)

## SUMMER PROGRAMME 2024

June 10 (1-12 weeks)  
June 17 (1-11 weeks)  
June 24 (1-10 weeks)  
July 1 (1-9 weeks)  
July 8 (1-8 weeks)  
July 15 (1-7 weeks)  
July 22 (1-6 weeks)  
July 29 (1-5 weeks)  
August 5 (1-4 weeks)  
August 12 (1-3 weeks)  
August 19 (1-2 weeks)  
August 27 (1 week) ④

## AUTUMN PROGRAMME 2024

October 7 (1-4 weeks)  
October 14 (1-3 weeks)  
October 21 (1-2 weeks)  
October 28 (1 week)

## WINTER PROGRAMME 2025

January 6 (1-5 weeks)  
January 13 (1-4 weeks)  
January 20 (1-3 weeks)  
January 27 (1-2 weeks)  
February 3 (1 week)

- ① Week commencing January 2: 16 lessons/week. Monday, January 1 is a public holiday.
- ② Week commencing March 25: 16 lessons/week. Friday, March 29 is a public holiday.
- ③ Week commencing April 2: 16 lessons/week. Monday, April 1 is a public holiday.
- ④ Week commencing August 27: 16 lessons/week. Monday, August 26 is a public holiday.

## FAMILY PROGRAMME NOTES

Visa document courier £45

Optional medical, travel and course insurance £6.65/week

### Courses fees include

- placement test and assessment
- welcome pack
- school certificate
- some optional activities

### Course fees do not include

- bank charges
- lunch
- travel and excursions
- some optional activities

### Family Junior Day School - fees also include

- supervision 8.45-17.00
- projects, activities, excursions in afternoons
- any entrance charges

### Class size

Junior Course - maximum 15  
Adult Course - maximum 14

### Timetable

1 lesson = 50m  
10 lessons = 8h 20m  
20 lessons = 16h 40m

Monday-Friday  
9.00-12.50 Family Adult  
9.00-12.50 Family Junior  
9.00-17.00 Family Junior Day School  
13.45-15.30 Family Adult Afternoon

### Family Junior Day School

Monday-Friday  
Family Junior 9.00-12.50  
Lunchtime 13.00-14.00  
Activities, excursions 14.00-17.00

Students must bring a packed lunch with drink every day and a travel card for Zone 1 & 2.

## ACCOMMODATION NOTES

### Homestay supplements

- Summer (22 June to 1 September): £30/week/person
- Special diets: £41/week/person

### Arrival/departure

Accommodation is booked from Saturday to Saturday or Sunday to Sunday. Apartments, studios and hotels can be booked to start on other days.

Studio and apartment prices are for bookings of 7 days or more, 1-6 night prices on request.

### Extra nights

Subject to availability at 1/7th of weekly fee.

### Frances King Quality Ratings

\*\* Standard  
\*\*\* Premium  
\*\*\*\* Deluxe

### Homestay travel zone and times

**Premium** 15-45 minutes (zones 1-3)  
**Standard** 30-45/50 minutes (zones 2, 3)

## TRANSFER NOTES

**Supplement for transfer 23.00-5.00**  
1-3 people: £15, 4-7 people: £28.

### Waiting time

2 hours included, Extra time: 1-3 people £28 per 30 minutes, 4-7 people £44 per 30 minutes.

### Arrival time

It is not always possible to arrive at accommodation before 7.00 or after 22.00. Please check with us before making travel arrangements.

Code	Accommodation type	Star rating	Price
Homestays			
A2	Standard Homestay: Single Bed and Breakfast	**	£197 / week
A3	Standard Homestay: Twin/Double Bed and Breakfast	**	£174 / week / person
A5	Standard Homestay: Single Half-Board	**	£271 / week
A6	Standard Homestay: Twin/Double Half-Board	**	£230 / week / person
A7	Premium Homestay: Single Bed and Breakfast	***	£241 / week
A8	Premium Homestay: Twin/Double Bed and Breakfast	***	£203 / week / person
A10	Premium Homestay: Single Half-Board	***	£316 / week
A11	Premium Homestay: Twin/Double Half-Board	***	£277 / week / person
A12	Premium Homestay: Private Bathroom Supplement	***	£57 per week / room
Studios and Apartments (prices are per studio / apartment)			
A410	Chelsea Cloisters: Studio (1-2 people), Self-Catering	****	January - April 30: £134 / night, from May 1: £186 / night
A411	Chelsea Cloisters: 1 bedroom Apartment (1-3 people), Self-Catering	****	January - April 30: £168 / night, from May 1: £213 / night
A412	Chelsea Cloisters: 2 bedroom Apartment (2- 4 people), Self-Catering	****	January - April 30: £325 / night, from May 1: £370 / night
A910	Citadines: Studio (1-2 people), Self-Catering*	****	£197 / night
A912	Citadines: 1 Bedroom Apartment (1-4 people), Self-Catering*	****	£281 / night
A293	Fraser Suites: 1 Bedroom Apartment (2-4 people), Self-Catering	****	£325 / night
A294	Fraser Suites: 2 Bedroom Apartment (2-4 people), Self-Catering	****	£374 / night

\*Citadines Studios & Apartments are not available on these dates: May 20-24; June 17-20; July 08-11, 22-26

Transfers (from/to)	Price / Single Transfer	
	1-3 people travelling to same address	4-7 people travelling to same address
Heathrow	£124	£150
Gatwick	£150	£192
Stansted/Luton	£160	£192
London City	£129	£160
London Railway Stations	£119	£150

These prices are subject to change. Double fares apply on public holidays and December 24- 31; January 1 2025

# Enrolment details, terms and conditions 2024

## London Family Programme

### ENROLMENT

You can book in the following ways:

1. Online at [www.francesking.com](http://www.francesking.com)
2. By email to [london@francesking.com](mailto:london@francesking.com)  
Download the Family Programme Enrolment Form from <https://francesking.com/school-of-english-london/more-information/>
3. Visit our school  
77 Gloucester Road, London SW7 4SS  
Tel: 020 7870 6533
  - Take a test, pay a deposit and reserve a place on the next course
  - Please bring your passport/ID card with you to make a booking

### PAYMENT

You must send payment with your enrolment. We can confirm your course or accommodation booking and send a letter of confirmation when you or your company have paid:

- Registration fee of £125 per family and a deposit per person of
  - £200 if you want to book a course
  - £500 if you want to book a course and accommodation
    - 21 days before your arrival you need to pay the balance of your course and accommodation fees
    - Deposits are non-refundable and non-transferable
- Payment in full, in the following cases:
  - If you are applying for a Student Visa
  - If you are booking less than 21 days before arrival
    - Documents for visa applications will not be issued unless students have paid course and accommodation fees in full

You can pay by:

- Credit Card (Visa or MasterCard). Please request our card authorisation form
- Online at: <https://francesking.com/payment/>  
It is safe to give your credit card details on our secure server.
- International Bank Transfer to our bank  
Please refer to your invoice for full bank details.
  - Frances King is not responsible for any bank transfer charges. Payment must be received in full— please instruct your bank to remit the full amount plus additional funds to cover ALL bank transfer charges.
  - You need to email a copy of the bank transfer with your Enrolment Form.
  - Please make certain that your name appears clearly on the bank transfer.
- Sterling cheque drawn on an British bank account.

### CONFIRMATION

When we receive your Enrolment Form and payment, we check the availability of your course and accommodation and send your confirmation documents by email or post within 3-4 working days. We can also send your documents by courier (DHL): £45/courier. We will contact you if the course or accommodation you want is not available and offer you an alternative.

If you would like us to arrange accommodation before your pre-entry visa is issued, you need to agree to our Accommodation Cancellation Policy, otherwise we will not arrange your accommodation until a visa has been issued.

If you want to book an airport transfer (either a single or return) you must email us your flight details and phone number. We will then confirm that we have booked this for you.

You must inform your homestay or other accommodation provider of your arrival time. If you do not do this, we cannot guarantee that your host/accommodation provider will be there to meet you.

### INSURANCE

Before you arrive in the UK, you should take out insurance for your own financial and personal security. EU nationals should bring their European Health Insurance Card (EHIC) which allows you access to health care services.

- You can take out your own insurance or the International Student Policy offered by Guard.Me Insurance

**For further details, please visit:**

<https://francesking.com/school-of-english-london/more-information/insurance/>

### COURSE INFORMATION

#### Passport/ID card

All students are required to present their passport/ID card on their first day and the school will retain a copy.

#### Contact details

You are required to provide, and keep up-to-date, your contact details in London and next of kin contact details in your own country and any other changes of circumstance that would affect your visa.

#### Private lessons

Requests for a change to your timetable must be made 48 hours in advance (during office hours, 9.00-17.00, Monday- Friday).

#### Photography/videos

Sometimes Frances King or our representatives take photographs and videos during our courses which may be used for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional material. It is your responsibility to absent yourself when photographs are being taken or videos made.

Unless directed by your teacher, classes cannot be filmed or otherwise recorded without the permission, in writing, of a Director, Principal or Academic Director. Teachers may organise filming and recording to enhance your educational experience.

#### Public holidays

There is no reduction in course fees when a course includes a public holiday.

#### Travel to/from school

Students must be accompanied to and from the campus by an adult of 21 years or over (unless 14 or over with parent/guardian permission). Students should be dropped off at 8.45 and collected at 13.00 (morning class only) or 17.00 (day school).

#### Cost of activities

Family Junior/Adult - any entrance charges not included. See details in More Information/Downloads on our website for upcoming and current Activity Programmes.

Day School - entrance charges included.

### CANCELLATION

#### a) Cancellation of group courses

**Before arrival:** if you want to cancel your booking before starting your course or before arrival in the UK, you must give notice in writing. We will refund all fees minus the Registration fee £125/family and the deposit: £200/person.

**Before arrival when a student is refused a visa:** if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. We will refund all course fees less registration fee of £125/family.

**After arrival:** if you cancel or curtail your course after arrival in the country, there is no refund in any circumstances.

#### b) Cancellation of Private Lessons

- You must give 1 week's notice in writing. You may apply for a credit for the unused part of the course. This may be used as part- payment towards any Frances King course within 1 year.
- To postpone lessons you must give 48 hours' notice (during office hours 9.00 -17.00, Monday-Friday). All late cancellations are charged at the full rate.

#### c) Cancellation of bookings made at a distance

For course bookings made 'at distance' (e.g. via our website, telephone, email), you have the right to cancel, with a full refund of monies paid, without giving a reason, within 14 days (the Cancellation Period) of our confirmation. Cancellation must be made in writing by post or email within the Cancellation Period. We will not start providing services to you during the Cancellation Period unless you request us to do so in writing. We will refund fees paid within 14 days of the date of your cancellation request. In the event that you have confirmed in writing that you wish us to start providing services within the Cancellation Period, we will deduct from the refund, a reasonable sum for the services provided, based on the proportion of the course undertaken.

#### d) Cancellation of accommodation

**Before arrival:** if you want to cancel your accommodation before arrival in the UK you must give notice in writing. We will refund all fees minus the Accommodation Deposit, £300/person unless the accommodation fees for the notice period exceed that amount. If so you will be charged £300/person plus the difference. This also applies to students whose accommodation has been confirmed by the school and have had their visa granted.

**Before arrival when a student is refused a visa:** if you want to cancel your booking before arrival in the country, you must send us a copy of your visa refusal letter issued by the respective Embassy/Consulate. All accommodation fees will be refunded less an administration charge of £125/family, provided the correct notice to cancel accommodation is given. If notice is insufficient you will be charged for the notice period. See notice period (below) to cancel accommodation.

**After arrival:** if you cancel or curtail your accommodation after arrival in UK, you will be charged a cancellation fee of £75. The notice period required varies according to your accommodation type. See Notice Period to cancel accommodation below. There is no refund for this period.

#### **e) Non-arrival**

In case of non-arrival on booked dates, when the school has not received notice of cancellation in advance, there will be no refund or credit of course or accommodation fees.

#### **f) Refunds**

Course and accommodation refunds may take up to 90 days to process. Refunds cannot be processed until the school has been paid in full for all services booked. Refunds will only be made to the person or organisation that paid in the first instance.

### **NOTICE PERIOD TO CANCEL ACCOMMODATION**

**Providers may vary notice periods during the year. If there is a change, we will inform you when you book. You must give notice as below, "the notice period", to cancel accommodation, before and after arrival, otherwise you must pay for the period.**

**1 week's notice:** Homestays

**7 days' notice:** Chelsea Cloisters and Citadines Studios & Apartments: to cancel or shorten a stay before arrival, otherwise a fee of 2 nights is charged. No refund is given if a stay is shortened or cancelled after arrival.

**Fraser Suites Studios & Apartments:** Cancellation before arrival, up to 48 hours: £300. Cancellation with less than 48 hours: £300 + 3 night cancellation fee. No refund is given if a stay is shortened or cancelled after arrival.

### **ACCOMMODATION INFORMATION**

In arranging accommodation Frances King will be acting as agent for the supplier, as principal or a sub-agent. The status of Frances King in relation to specific accommodation will be explained on request. Frances King is not responsible for payment of any tax claimed from students by UK or foreign authorities.

### **TRANSFER TERMS AND CONDITIONS**

- Flight details and your mobile telephone number must be received in writing before 14.00 (UK time) on the Friday before arrival
- To cancel or change an airport transfer you must inform us in writing 12 hours before the flight arrival or departure time or you will be charged for the transfer
- For last minute changes or cancellations, please phone +44 (0) 7768 325 391
- A supplement of £15 will be charged for an airport transfer service between 23.00- 05.00. A supplement will also be charged for airport transfers on public holidays (and during the Christmas period) - please ask for prices
- Waiting time of 2 hours is included in the transfer price. If you do not contact the driver within 2 hours of the flight arrival time, the driver will leave the airport and any request for a further transfer will be charged at the full rate. Waiting time starts from the scheduled time of arrival, unless the flight is early.
- Please read your airport transfer confirmation documents carefully before departure as they include important baggage allowance and arrival information

### **COMPLAINTS AND CONDUCT**

#### **Complaints**

Problems and complaints with courses, accommodation and other services should be brought to our attention immediately so that we can help.

#### **Conduct**

Frances King reserves the right to cancel a student's course and accommodation in the event of misconduct or unsatisfactory behaviour. Students will be responsible for all costs arising.

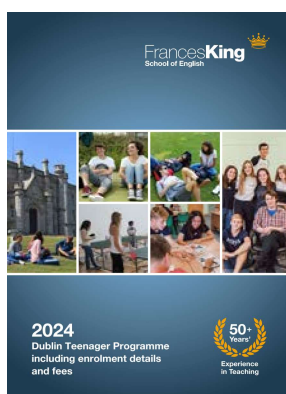
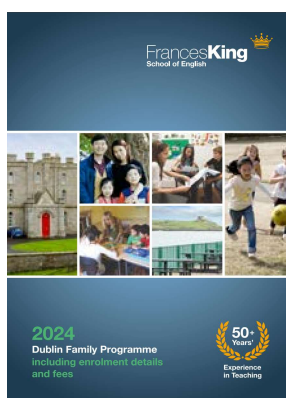
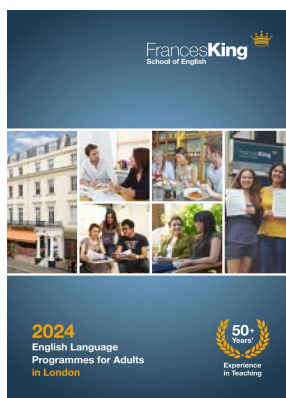
### **PERSONAL INFORMATION**

We will keep your information in electronic and paper format. Details will be passed to airport transfer accommodation and other providers as needed. Information will also be passed to UK visa and immigration and other government authorities if required.

### **FORCE MAJEURE**

Frances King School of English is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control, such as, but not limited to, natural disasters, labour disputes, government action, pandemics and the like. Refunds will not be made in such circumstances.

For details of our other  
Programmes, please see our  
website or ask for a brochure.



## For more information please contact:

Frances King School of English  
77 Gloucester Road  
London SW7 4SS, United Kingdom  
Email: [london@francesking.com](mailto:london@francesking.com)  
Tel: +44 (0)20 7870 6533  
[www.francesking.com](http://www.francesking.com)



## Join us on social media

You can find interesting content on our social media platforms such as photos and videos of the school and activities organised, testimonials, special offers, English tips, assistance and a lot more.

Join and keep up-to-date with our latest news or share your experience with us.

We would love to welcome you to our community!



## BEG

Frances King School of English is a part of the Business Education Group, which also includes Quest Professional in London.

**QuestProfessional**  
Training and Recruiting for Business

Providing school leavers and recent graduates with the skills employers are looking for.

[www.questprofessional.co.uk](http://www.questprofessional.co.uk)

## ACCREDITATIONS

Accredited by the  
**BRITISH COUNCIL**  
for the teaching  
of English in the UK

Frances King School of English - London is accredited by The British Council for the teaching of English as a Foreign Language.

## MEMBERSHIPS



Frances King is a member of Quality English, the organisation of leading independent English language schools.



Frances King is also a member of IALC, the International Association of Language Centres.



Frances King School of English - London is a member of English UK, the organisation of accredited teaching establishments.