



Important Course Information

Registration Procedure

1. Take a level test.
<http://www.burylanguageschool.co.uk/english-language-placement-test/>
2. BLS Director of Studies will email you with test score to assess language needs.
3. Choose a course and your dates.
4. Complete the online registration form.
<http://www.burylanguageschool.co.uk/register/apply-online/>
5. Ask for a printed registration form if you prefer.
6. Pay a deposit to hold your dates (£175 – non-refundable).
7. Receive Preliminary Confirmation showing the balance to pay.
8. Pay the balance of fees at least 4 weeks before you start.
9. Receive Final Confirmation and Accommodation details if required.
10. Start your course.

BLS Office

The BLS Office team is here to help. Our office hours are 8.30am to 5.00pm Monday to Friday. Our office phone number is:
+44 1284 765511 from a UK number 01284 765511.

Emergency

If you have an emergency, please call the 24-hour emergency phone on:
+44 7754 526949 From a UK number 07754 526949

BLS Terms & Conditions

To read the BLS terms and conditions in full please read here:
<https://www.burylanguageschool.co.uk/about-bls-english/terms-conditions/>

BLS Policies

A full list of policies can be read here:
<https://www.burylanguageschool.co.uk/about-bls-english/policies/>

Class Hours

The number of hours you pay for is the number of hours you receive. Break times are not included. If you feel you have not received the correct number of hours, please speak with a member of the office team immediately.

Breaks

Usually break times are 11.00-11.15am in the mornings and 2.30-2.45pm in the afternoons with lunch from 12.30-1.30pm.

Late Policy

Please remember that there is a Late Policy in all classes of maximum 10 minutes. The teacher expects all students to be ready for class at the beginning of each lesson. If you are 10 minutes or more late, you will not be allowed to enter the class.

Changing your course dates

All changes of course dates and missing lessons must be explained to the office with 3 weeks' notice. If this is not possible, your lessons may be lost. Changing one-to-one lesson times or days must be communicated to the office at least 24 hours before the lesson. We will then be able to reschedule.

Books

You can purchase your books in advance of arrival or from the office once here. Your book will be handed to you when you arrive for your first lesson. The cost is £25 per book. You will need one for the morning classes and one for the afternoon classes. The book will change approximately every 10-12 weeks. You will need to buy a new book when this happens. Please ask if you would like to know when the next change is due. BLS will not buy the book back. If you change level and change book, BLS will swap the book if you have not used pen inside.

BLS School Holidays

BLS will be closed for adult classes on the following dates. There are no course refunds but where possible, BLS is happy to offer extra classes to make up the same hours. You must speak to the office as early as possible to arrange this. Please remember that there are no guarantees.

2018

1 January	Monday	New Year's Day
30 March	Friday	Good Friday
2 April	Monday	Easter Monday
7 May	Monday	Early May Bank Holiday
28 May	Monday	Spring bank holiday
27 August	Monday	Summer bank holiday
22 December	Christmas	Break
To 6 January 2019		

Your Holidays

If you would like to take a break from your course, please speak with the office. This might be possible depending on your dates and visa. Again, a minimum of 3 weeks' notice is required.

Refunds on Course Fees

BLS does not offer refunds for any courses. You may be offered a 12-month credit on any remaining course fees after the 3 week notice period.

Refunds on Accommodation

BLS will refund accommodation fees after a 3 week notice period. If you give less than 3-week notice, you will lose those fees. For example, if you tell the office on 1st March you want to leave the accommodation on 7th March you lose 2 weeks' accommodation fees. A maximum of 3 weeks' accommodation fees can be lost.

Extras

The adult centre has a programme of activities which can be booked by signing up on the list in the coffee room and paying the correct fee to the office. Activities range from free to £30 for some trips. Payments must be in advance. Your place is not guaranteed without payment. Trips can be cancelled if not enough students sign up. You will receive a refund in full if this happens.

Complaints

If you are not happy, please speak to your teacher or a member of the office team. We are here to help and will do what we can to improve things. A copy of the BLS complaints policy is found at <https://www.burylanguageschool.co.uk/about-bls-english/policies/>

The BLS team looks forward to welcoming you soon!



Ben Logan,
School Principal
BLS English