



Come2England

TERMS AND CONDITIONS

These are Come2England Terms and Conditions. They are valid for all bookings made with Come2England and become legally binding on payment and confirmation of acceptance.

PAYMENTS

1.1 Payments can be made in full or with a first booking. All customers must clear their balance at least 7 days before their arrival and be sure that Come2England received the money before the arrival. Failure to do so may compromise the assistance programs bought.

1.2 Payment can be made by cash with British Pounds; however a fee of 1.5% will be added. We do not accept Euro or other currencies. We do not accept cheques. We accept card payments: a fee of 3.59% will be applied to all international cards and a fee of £ 0.50 will be applied to UK cards. We accept PayPal bookings but customers will have to take care of any extra fee. Bank transfer payments are accepted on the condition that the clear balance will be received by Come2England before the signature of the contract.

1.3 For international bank transfer there will be a fee of £10 each payment, alternatively customer may use TransferWise with the following link: <http://transferwise.evyv.net/c/123197/26105/985>.

No fee will be applied to UK transfer.

-JOB ASSISTANCE-

2.1 The job assistance service has a life span of 2 months from the signature of the contract.

2.2 Payment for every job programs must be made in advance.

2.3 JOB RESEARCH: The research will be conducted according to every profile, experience and English level. Customers will receive all communication by email and are expected to send accurate feedback always by email in order to receive more vacancies. Failure to send feedback will compromise the result of the research. No vacancy or offer will be sent without receiving a detailed feedback of the previous vacancies received.

2.4 CUSTOMER COMMITMENT: customers are committed to an active job research, updating Come2England constantly and with regular and detailed feedback, apply to the vacancies provided following all the guidelines.

2.5 Come2England cannot under any circumstance guarantee a job. Come2England services DO NOT include the scheduling of job interviews as this is an illegal practice according to the law "Employment Agencies Act 1973". Our services provide professional training and linguistic preparation together with assistance in bureaucratic matters and customized research. The positive outcome of Come2England research will be influenced by customer's profile, experience, English level and commitment.

2.6 Under customers' request, Come2England will organize professional training and meeting in order to check the job research outcome and provide assistance with interview simulations.

-INTERNSHIP ASSISTANCE-

3.1 Internship assistance will officially start after the reception of the booking accordingly to each specific internship program.

3.2 Customers must submit application at least 8 weeks prior to their planned arrival date or start of the internship. Customer with bookings which are less than 8 weeks must contact Come2England first before applying.

3.3 At time of booking customers must specify any additional service they require in advanced (accommodation, English courses, job assistance). Once services are requested they cannot be changed or altered. Starting date cannot be postponed or changed, service cannot be taken out. All necessary information has to be provided correctly at time of booking. Failure to do so may result in an inadequate placement for which Come2England will not take responsibility.

3.4 The booking fee is non-refundable as it embraces services like CV, cover letter and English level test which are not linked with the positive result of the internship research.

3.5 The minimum period of an internship is 8 weeks, there is no maximum.

3.6 Come2England will get in touch with every customer within 7 days from the reception of the payment to organize a first English interview in order to evaluate the English level.

3.7 CV and cover letter must be emailed to Come2England within 48h after applying for the program.

3.8 Candidates must be available for a phone/Skype/face-to-face interview if the company require so. Interns will be advised by Come2England with all the contact details required.

3.9 Once Come2England research has started, if the customer does not accept a relevant placement according to the personal file or s/he will compromise any internship interview with a negative attitude, these will be reason to undo the contract and no refund will be offered.

3.10 If the company originally selected at time of booking, is no longer happy to offer an internship placement, an alternative similar company will be researched.

3.11 If the intern is fired from the company for poor performance, not complying with company rules or misbehaviour, no alternative placement or refund will be offered by Come2England. Interns are strictly forbidden to walk out of the company; interns must contact Come2England before taking any action in case of a problem.

3.12 Once placement is confirmed, remaining balance must be paid within 5 working days or immediately if arrival or starting date of the internship is sooner than 5 days.

3.13 Once placement has been confirmed, no change of company will be possible. In case of problems, interns must contact Come2England and follow specific guidelines on how to improve the situation. We always recommend a positive and proactive attitude with direct communication and dialogue with the company tutor in order to make the best out of the internship experience.

3.14 Come2England cannot under any circumstance guarantee a placement as the positive or negative result of the internship research varies depending on different factors such as interview performance, personal skills, English level etc.

3.15 COVER LETTER: Come2England will assist with translation of the cover letter. Customer will have to provide an updated cover letter as Come2England won't take care of the drafting.

3.16 BUSINESS ENGLISH WORKSHOP: Come2England Business English Workshop usually takes place during weekends in order not to influence the normal working schedule of the internship. Ideally customers will be invited to attend the workshop during their first weeks in London but schedule might change according to teacher's availability. Customers will be notified about the workshop in advance and by email, they must confirm their attendance by email within 5 days prior the workshop. Failure to do so will automatically exclude the customer from the workshop. Once customer confirms the attendance to the workshop s/he won't be able to cancel it. Failure to show up during the workshop will automatically exclude the participant to any other session of the workshop unless customer pays for another session.

ADDITIONAL SERVICES

All job and internship programs include the following services:

4.1 CV DRAFTING: Come2England will provide a drafted version of the CV according to British standard and to one specific profile and sector. CV will be sent by email and no copy will be printed. If customer needs a new CV version for a different sector, an extra fee would be charged.

4.2 NIN: Come2England will book one National Insurance Number appointment according to Job Centre availability. Customers will have to respect date and time as no other appointment will be rescheduled if missed. Come2England is not responsible for the positive outcome of the NIN interview. Every job centre and operator will decide whether every individual is suitable to obtain the National Insurance Number according to their specific guidelines.

4.3 BANK ACCOUNT: Come2England will book one appointment to open a bank account. Customers will have to respect date and time as no other appointment will be rescheduled if missed. Come2England is not responsible for the opening of the bank account. Every bank and operator will decide whether every individual is suitable to open a bank account according to their specific guidelines. Customers cannot express preferences regarding the bank branch.

4.4 UK SIM CARD: Come2England will provide one British Sim Card. Customer will be responsible to the activation and to any contract to undertake with the phone operator. Customer cannot express preferences regarding the operators.

-ACCOMMODATION-

5.1 Come2England is not a direct accommodation provider but an agent able to book different accommodation options. Come2England it is not responsible for accommodation contracts provided by our partner companies, agencies or landlords. Tenants will be responsible for all accommodation conditions explained in every contract.

5.2 Come2England will have to be notified on the arrival day and time at least 14 days before arrival.

5.3 Accommodation research is valid for one and only accommodation research. For any other accommodation research customer will have to book the service again.

5.4 Come2England won't be responsible for the payment of fees for hotel stays or accommodation not booked by Come2England in the event that tenant chooses not to stay in the booked accommodation for any reason.

FLATSHARE

5.5.1 Flatshare accommodation is available for move in day from Monday to Friday from 10am to 6pm. For late arrival there will be a fee of £50 per hour. Move in during weekends are available only under request and subject to extra fees.

5.5.2 Estate agents might require the following papers before move in day: ID or passport, work and landlord reference or guarantor letter, bank statement. Estate agents might take 48hours to check references and decide whether to accept or decline the booking.

5.5.3 All booking will require the payment of Come2England fee and accommodation deposit. Balance due and rent must be cleared off and receive Come2England account 48hours before move in day.

5.5.4 Tenant will be required to sign any accommodation agreement directly with the estate agency.

HOMESTAY

5.6.1 With half board accommodation, hosts will provide 2 meals per day (breakfast and dinner) but guests won't have right to the use of kitchen facilities. With self-catering option guest will be able to use kitchen according to host family guidelines.

5.6.2 Use of kitchen, phone, washing facilities and appliances are up to the discretion of the host family. Loss of front door keys and damage to property belonging to the host family are payable by the visitor. The visitors are expected to conduct themselves in a reasonable manner in terms of using host family's facilities.

5.6.3 Booking are only guaranteed after full payment, including Come2England fee. Come2England reserves the right to cancel any homestay booking where payment has not been received 7 days before move in date.

5.6.4 Payments must be made directly to Come2England; all payments for extensions must also be made to Come2England directly.

5.6.5 Should a visitor wish to extend their stay, Come2England must be given 3 weeks' notice. Extensions are subject to availability. If an extension with the same homestay is not possible, Come2England will endeavour to find a similar alternative and additional fees might be applied for any new research. All revisions and extensions must come through Come2England.

5.6.6 Come2England and its agents will use all reasonable endeavours to seek alternative accommodation for any visitor unsatisfied with their accommodation.

5.6.7 If tenant wishes to leave homestay early it will be necessary to notify Come2England during office hours with at least 7 weeks' notice. Refund might only be applied for homestay longer than 7 weeks. For stay of 7 weeks or less there will be no refund. Come2England is not responsible for homestay refund as they apply to agents' internal policy.

5.6.8 Cancellation policy: 75% refund with 6 months' notice, 50% refund with 3 months' notice, 25% refund with 2 months' notice. No refund will be provided with less than a month notice.

5.6.9 Cancellation does not cover admin costs which won't be refunded.

5.6.10 Official communication of cancellation must be given directly through Come2England by email.

5.6.11 For all "no-shows" there will be no refund applied. "No-show" occurs where a guest fails to arrive to the homestay at the confirmed arrival date.

5.6.12 After a booking confirmation has been issued and host family subsequently cancels the booking, Come2England and its agents will find a comparable alternative host family. Tenants will not be entitled to an automatic refund.

5.6.13 Come2England and its agents reserve the right to move a visitor from accommodation or refuse to accommodate any visitor should behaviour be deemed unacceptable. In all case of dispute, Come2England and its agents reserve the right to have final say on the question of any refund.

STUDENT RESIDENCES

5.7.1 Student residences are regulated by a minimum stay of 14 nights. If residents fail the minimum term, no deposit will be refunded.

5.7.2 Availability of rooms and prices will be notified by Come2England not prior of 7 days to arrival date.

5.7.3 Confirmation of booking will be issued only after the payment of the security deposit.

5.7.4 Payment can only be made by phone providing cards details. Guest can decide whether to ask Come2England for the residence phone number or allow Come2England to make the reservation under their name.

5.7.5 After booking confirmation is issued, no cancellation policy will be applied.

5.7.6 Accommodation will be paid on weekly basis directly to the student residence. Tenants must pay for their accommodation weekly in advance, before the start of the week concerned.

5.7.7 Tenancy will be automatically renewed every week unless resident communicate officially the intention to leave. Resident must give one week notice. Failure to give due notice will lead to the deposit being retained.

5.7.8 In case of Full Catering, student residence will provide: bed, breakfast and evening meal from Monday to Friday; bed, breakfast and either lunch or early dinner on Saturday and Sunday.

5.7.9 In case of Self Catering, student residence will have kitchen facilities available.

5.7.10 Accommodation is allocated on a personal basis and residents may not allow any other person to use the accommodation. Sub-letting is not permitted.

5.7.11 Come2England is not responsible for any deposit retained by the student residences in case of misbehavior or damages by the resident.

5.7.12 Residents must behave accordingly to health and safety instructions of any student residence.

5.7.13 Residents must notify the House Manager to the use of any electrical or other apparatus.

5.7.14 Fixtures and fittings are not allowed.

5.7.15 Come2England is not responsible for any decision taken by the student residence towards the residents.

-ENGLISH COURSES-

6.1 Come2England will be responsible for the booking of English Courses, according to every student specification.

6.2 Payment of English Courses must be received in full at least 7 days prior to starting date. Come2England won't be responsible of any delay in the starting of the course whether amount is not received accordingly.

6.3 All payments for extensions must also be notified and made to Come2England directly. Failure to do so will automatically imply new registration fees to the student.

6.4 Courses will take place from Monday to Friday and students will be allocated according to their English level.

6.5 In case of refund requests, Come2England must be notified at least 14 days prior the starting date of the course. Refunds are not Come2England responsibility and are under discretion of course providers. If a refund is granted, it will be subject to a 20% administration charge, regardless the length of the course. Failure to request refund prior to 14 days will lead to no refund.

6.6 Payments must be received in full prior to any visa document or confirmation of studies being issued. A charge of £50 will be applied each time documents have to be sent by courier. If a visa application is rejected under evidence by the UK Border Agency at least 21 days prior to arrival refund might be applied under a 20% administration charge. Written notification of cancellation must be submitted in order to provide refunds.

6.7 Come2England and its agents cannot be held responsible for decisions taken by embassies or immigration policy regarding entry visas or visa extensions.

6.9 Come2England collaborators can assist regarding student visa however it is responsibility of the applicant to ensure that the most updated regulations are being followed. Come2England and its collaborators cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations.

6.10 Come2England and its collaborators reserve the right to expel students for unacceptable behaviour or lack of attendance. No refund will be given. Repatriation is at student's own expenses.

For Come2England Business English Workshop see clause 3.15

ADDITIONAL INFORMATION

7.1 Customers will have to communicate to Come2England all sensitive information before booking (contact details, age, gender, illnesses or diseases, allergies and any other elements which can compromise or affect Come2England services).

7.2 Customers must be over 18 in order to book Come2England services. Customers under 18 might be able to book a homestay accommodation or job research but they must contact Come2England before their booking.

7.3 Come2England is not a VISA provider. Customers must verify to have all the legal documents to enter the UK border. Come2England won't be responsible for any loss in case customers are not allowed to get in the UK. No refund will be provided in this case.

7.4 Customers are always responsible for their transports. Come2England might be able to provide assistance in this matter consequently to an extra fee.

7.5 Come2England will make every effort to carry out at any time an effective service. However, under no circumstances, Come2England will be responsible for events and conditions which do not directly depend by its own control (landlords, schools, managers, other agencies etc). Also, Come2England is not responsible for damages or loss caused by a lack of availability of our services or an inappropriate use of our website.

7.6 Come2England reserves the right to cancel any contract, in case of hazing and unacceptable (disrespectful or violent) behaviour of the client towards any person who is related to Come2England, collaborators or agents. In case of serious misconduct Come2England also reserves the right to dismiss the client from our offices.

7.7 In all cases of dispute, Come2England reserves the right to have the final say on any refund.

QUERIES AND COMPLAINTS

Customers or agents should bring any problems to the attention of Come2England immediately, in order for us to help. Come2England will not accept retrospective complaints or queries. Any complaints must be notified officially by email to follow our procedures and terms & conditions.

LIABILITY& INSURANCE

Come2England strongly advise the customers to purchase adequate insurance to cover all eventualities (e.g. injury, illness, accidents, loss/theft of jewellery, laptops, mobile phones and tablets, and cancellation charges).

Come2England will not be held responsible for any loss or damage to a person or injury to a person or a property whilst providing its services. It is a basic stipulation of the agreement between the customer and the service provider.

CONFIDENTIAL INFORMATION

All customer details are treated confidentially and are maintained by Come2England. These details may be disclosed to third parties only in case of investigation at the request of official service.