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Terms and Conditons

Please read our full terms
and conditions below



Terms and Conditions

These conditions set out the terms of contract between you, the customer, and Twin Group.

1. BOOKINGS

These Terms and Conditions of Sale are binding for all Twin Group products, including but not limited to English Centre London, Eastbourne and Dublin, Twin Chapterhouse, Summer Centres, Group Travel and Work UK.

All financial amounts referred to will show a GP pound sterling (£) or a euros (€) amount. For the avoidance of doubt, all prices will be displayed in GB pound sterling for UK bookings, and euros for all bookings for the Republic of Ireland.

For ease of reference end user clients have been referred to as student(s). When referenced as such this refers to all participants on all Twin products and is not restricted to participants on an English course only.

In registering with Twin, a student accepts Twin Training International's terms and conditions of enrolment.

Twin reserves the right to refuse any applicant who does not meet the programme eligibility requirements.

2. PAYMENTS

Payments may be made by bank transfer or credit card and must be received in full 28 days prior to the course start date. If a student books a course less than 28 days before the start of the course full fees are payable immediately. Failure to do so may result in Twin cancelling the course.

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Non visa nationals are required to pay £100.00 non-refundable deposit. A booking confirmation will only be sent when a deposit has been received. Bank details are provided on the invoice. Payment must include all bank transfer charges (including intermediary bank charges).

Coronavirus currently remains active and therefore before booking any products or services with Twin we strongly advise that the relevant government guidance and support channels in the UK and in the country of origin are checked such as, without limit, advice from Foreign, Commonwealth & Development Office (or the country of origin's equivalent or similar service to Foreign, Commonwealth & Development Office), at <https://www.gov.uk/travelaware>, or <https://www.gov.uk/coronavirus>. For Ireland please refer to <https://www.gov.ie/en/publication/77952-government-advice-on-international-travel/> It is important to review and accept all risks attached to the booking.

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3. VISAS

Twin cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions. Visa advice can only be given by the appropriate Embassy, Consulate or High Commission. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen location. Students must maintain a valid visa status and their course will be terminated without a valid visa. It is the responsibility of the applicant to ensure that the most updated regulations / processes are being followed. Twin cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations. A visa document courier fee or postal fee is charged each time documents have to be sent by courier or post. If a visa application is rejected and we receive written evidence prior to arrival, we will refund the fees received, less any bank charges, any non-refundable fees (registration fee, non-refundable deposits, courier fees, bank charges) and the homestay/residence accommodation cancellation fees if applicable. Whilst studying with Twin students must adhere to the visa rules and regulations attached to their visa.

4. REFUND AND CANCELLATION FEES

Non-Refundable fees: The following fees are non-refundable where applicable: Deposits, registration fees, insurance fees, courier and accommodation fees. If Twin cancels a programme after a student's enrolment, Twin will refund all monies already paid. Students who require a visa/temporary residence permit may not be able to shorten their course due to the terms of their visa/ temporary residence permit. TTI accept enrolments on the understanding that a student will remain for the duration of the course booked. Once a student has started a course, tuition fees are non-refundable.

All refunds will be made within 45 days of cancellation. The contact for Irish refunds is Adaleza Morales, amorales@twinireland.com. The contact for UK refunds Shane Connor, sconnor@twinuk.com

CANCELLATION PRIOR TO ARRIVAL

To students cancelling 14 days or more prior to the course/programme start date or to students who have had their visa application rejected, Twin will refund fees received in full less non-refundable

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charges (see fees listed above). Students who are cancelling or postponing, for reasons other than visa denial, in less than 14 days prior to the course/programme start date will be charged a cancellation fee equivalent to 1 week of tuition and all non-refundable charges (see fees listed above). Accommodation: Students cancelling or postponing 14 days or less prior to their accommodation dates, for reasons other than visa denial, will be charged a one week accommodation fee (as noted in the price list for the accommodation booked plus the accommodation placement fee (where applicable). Accommodation booked through Twin that is not subject to the standard cancellation terms (residences, flat shares), must be cancelled or postponed according to the cancellation terms quoted at the time of booking to avoid a cancellation fee, which may amount to the full stay charge. Please also refer to the T&Cs for each residence,

CANCELLATION, REDUCTION AFTER ARRIVAL, OR "NO SHOWS"

After the start date of a student's course/programme, any lesson hours reduced, cancelled or shortened, at the student's request, are non-refundable. Accommodation: Students leaving their accommodation must give notice in writing 1 weeks prior to termination. If the 1 week notice period is not provided a cancellation fee equal to 1 weeks of the accommodation cost will apply. After deducting the price of accommodation used at the rate quoted in the price list, including the required notice period charged at the same rate, students will be refunded the remaining accommodation costs. Please note: Certain accommodation options, such as residences and flatshares may be subject to alternative cancellation charges. Should these differ from above, students will be notified at the time of booking. Please also refer to the T&Cs for each residence, which are available on the relevant factsheets.

Refund Due Dates: For students cancelling before arrival, refunds will be made within 45 days of the first scheduled day of class or the documented date of cancellation, whichever is earlier. For students cancelling after arrival, the refund due will be paid within 45 days from the date of determination of cancellation. Any refunds due will be paid to the person or organisation who originally paid the fees.

5. CHANGES TO ENROLMENT

Twin reserves the right to charge an administration fee of 50GBP/80EUR each time the course, programme, accommodation or centre is changed or postponed after Twin has confirmed the initial enrolment. This also includes requests for changes whilst the student is at school. A downgrade in course type after booking is considered a cancellation and the same refund policies will apply.

6. PUBLIC HOLIDAYS FALLING ON A WEEKDAY

All Twin centres will be closed on Public Holidays. An updated list of public holiday dates can be found on the price list. Centres do not make up for lessons missed on these dates. There is no refund for lessons missed due to a public holiday. All published course start dates fall on a Monday, however, if this day is a public holiday, the course will begin on the following working day.

7. CHRISTMAS HOLIDAYS

Schools will be closed only on Public holidays during this time (see the individual school price list). Lessons will not be made up on these days.

8. ONE-TO-ONE LESSONS

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cannot be guaranteed if the period is shorter than that.

9. LEVEL OF ENGLISH

If a student does not have the minimum level of English required to follow a specific course/programme, as determined by Twin's Placement Test, Twin reserves the right to move the student to an appropriate course for their level.

Some courses/programmes are not suitable for beginners or there may be minimum requirements. It is the student's responsibility to check that their language level is suitable. If on arrival we find that the level is unsuitable for the course we will cancel the course/programme or make arrangements for an alternative course/programme. In any event there will be no refund of fees.

10. SCHOLARSHIPS

Recipients of scholarships or government grants should expect to pay a deposit to the school they are attending in cases where reimbursement to the school is not provided prior to the student commencing their course.

11. AIRPORT TRANSFERS

Flight details including: arrival time, flight numbers, airline and point of origin must be advised 7 days prior to arrival in order for Twin to provide airport transfers. No refunds will be granted on transfers if flight details are not sent to Twin at least 7 days prior to arrival. Airport transfer fees include a maximum of 1 hour waiting time. In the event of delays exceeding 1 hour, students will be charged the additional fee at the school. Transfer cancellations made within 48 hours of arrival and no-shows will be charged in full.

12. CLASS INFORMATION

Courses run from Monday to Friday and are scheduled in the morning and/or afternoon depending on location. Twin reserves the right to change timetable structure and teaching staff, including the transfer of students to a different class, from one time of study to another or merging/cancelling classes. Twin reserves the right to use classrooms in alternative premises of a similar standard. Special focus classes, free language workshops and language activities may vary between centres and are subject to change due to availability.

Twin reserves the right to amend the format of the delivery of learning, for example, providing online learning as a direct replacement for face to face classes, introducing a blended learning approach which incorporates online and face to face learning, should the circumstances require it. No refund or credit will be provided in such instances.



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13. OTHER PROGRAMME INFORMATIONEnglish
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When necessary, Twin reserves the right to amend the group or individual itinerary.

Twin reserves the right to amend the format of the delivery of a group tour or internship programme, for example providing virtual tours instead of face to face, or a virtual internship or blended approach to an internship (a blend of virtual and face to face), should circumstances require it. No refund or credit will be provided in such instances.

14. ACCOMMODATION

Students arriving in homestay or residence between 22.00 – 08.00 may be asked to book alternative accommodation in a hotel on their first night due to late/ early arrival at accommodation. Some accommodation options may charge late arrival surcharges, this information is available at the time of booking. A refundable housing deposit may be charged on arrival to students taking residential accommodation. Students are expected to arrive in their accommodation on a Sunday before the start of their course. Arrivals on other days must be agreed by Twin. A partial week between 3 and 5 nights will be charged as 1 week's accommodation. Stays of 1 or 2 nights, are subject to availability and nightly pricing will apply. Where possible special dietary requirements will be accommodated. Availability and any applicable fees will be confirmed upon request. Twin may use carefully selected partners to house students with suitable Homestay providers. Should Twin receive positive visa application results fewer than 7 working days prior to arrival, Twin reserves the right to offer alternative accommodation, which may incur additional charges. Should the arrival day be postponed due to delayed visa applications Twin cannot guarantee the original accommodation allocation. Should Twin have incurred any charges in reserving the accommodation for the student due to changes in visa status Twin reserves the right to pass these charges on. Twin reserves the right to change homestay accommodation during the student's stay. Students will not enter into separate contracts with homestay providers assigned by Twin. Failure to comply will result in immediate cancellation of the homestay and a financial penalty to the student. Any valuables are left at the accommodation at the owner's risk. Twin will not be held responsible for any loss or damage. Any damage to the accommodation by the student must be paid for by the student before leaving the accommodation. Twin reserves the right to provide alternative accommodation in the event of an outbreak of disease, an epidemic or pandemic outbreak. All extra costs related to the new accommodation must be paid by the student

15. RESIDENTIAL ACCOMMODATION

The full cost of any damaged caused by a student will be invoiced to the student and the student will be legally responsible for paying for the damage. If a bedroom is shared and individual damage responsibility is not clear, all occupants will share the cost of the damage equally. Any valuables are left at the accommodation at the owner's risk. Twin will not be held responsible for any loss or damage.

16. ACCOMMODATION FOR MINORS (UNDER 18)

Minors are required to book a homestay with Twin for the duration of their stay until they turn 18. Exceptions will only be made where minors stay in accommodation with their parents or legal





Please note Twin does not provide supervision for students who book an adult course or internship programme. All students under 18 will be required to complete a parental authorisation form prior to arrival. Junior Summer Centre programmes and some group programmes will have additional terms. Please refer to documents relating to these programmes for details.

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18. ATTENDANCE

Twin requires that students maintain an attendance level of a minimum of 80% (85% in Ireland). Any missed lessons will not be made up.

19. EXPULSION

Twin reserves the right to expel students for unacceptable or unlawful behaviour or lack of attendance. No refund will be given and any unpaid fees become immediately payable. Repatriation is at student's own expense. Students expelled from a Twin course are no longer eligible for Twin housing. Housing refund policies will apply. Twin has a zero-tolerance policy for discrimination, bullying and harassment in the workplace and the classroom; Discrimination, bullying and harassment of any kind is unacceptable, against the law, and will not be tolerated. Twin expects students to behave in a manner that is considerate of those around them. Inappropriate conduct includes, but is not limited to: 1. disruptions to the learning environment (i.e. use of profanity, harassment, etc.); 2. deliberate destruction, misuse, or theft of Twin property or the property of fellow classmates or homestay hosts; 3. violence or threats of violence towards persons or property of students or school staff; 4. improper use of email or Internet access; 5. failure to comply with copyright laws and 6) use of drugs (including marijuana where legal) or alcohol on Twin premises and/or when underage.

20. PHOTOGRAPHY & FILMING

Students agree that photographs, videos, artwork or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by Twin, or by a third party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, Twin will respect their wishes but it is the student's responsibility to absent themselves from the photograph/video.

21. DATA PROTECTION

As required by law, Twin Training International Ltd has Data Protection Certificate ZA236103 from the ICO. Please see our [privacy policy](#). Any information provided to Twin may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable. Twin schools are legally obliged to copy every student's passport/ID card/visa on arrival. Without this, students will not be allowed to join the programme. On arrival, we

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disclosing the information complies with national privacy laws. We will not share sensitive information about students with any third party, including parents, legal guardians, caregivers, next of kin, government agencies without the student's consent unless there are reasonable grounds to believe the health, safety and/or welfare of the student and/or others is at risk, if any identified special needs are affecting the student's ability to participate, learn and achieve in an Twin programme and/or where the law requires us to do so.

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22. HEALTH DECLARATION

At the time of booking, it is recommended that students choose to disclose any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their programme, that may impact the wellbeing of any other student or staff member, that may require monitoring, treatment or emergency intervention during the student's period of enrolment or that may require special accommodation. Twin will not discriminate on the basis of any above-mentioned conditions and will provide reasonable accommodation to meet all students' needs. Nevertheless, Twin reserves the right to terminate a student's enrolment if the student's participation represents a risk to their own, other students' or staff members' health and safety, or if, notwithstanding reasonable accommodations, in the opinion of Twin, the student's physical or mental condition makes the student unable to successfully complete their programme. Refunds will be provided based on refund schedules as per terms and conditions.

23. INSURANCE

Student Insurance is available from Twin. Students are not required to have insurance purchased from Twin, but must have health, accident and travel insurance while attending any programmes.

24. LIABILITY

Twin and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Twin will not be liable in the event that any service contracted to be supplied by Twin becomes impossible to supply for any reason or any cause outside the control of Twin.

25. FORCE MAJEURE

Twin shall not be liable to perform its obligations under these Terms and Conditions of Sale in so far as such performance is hindered or prevented by war or threat of war, riot, civil strife, actual or threatened terrorist activity, any significant risk to human health such as the outbreak of serious disease at the destination, epidemic, pandemic (including the ongoing impact of the COVID-19 pandemic), chemical or biological disasters, acts of God, flood, drought, earthquake, any law, guidance or advice issues or any other action taken by a government (local or national), industrial dispute, natural or nuclear disaster, adverse weather conditions, fire or other similar cause, or failure of a third-party supplier, provided that any such specified cause or other similar cause is beyond the reasonable control of Twin.

26. COVID-19 LIMITATION OF LIABILITY

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Twin and the student acknowledge the ongoing COVID-19 global crisis and accept their respective obligations to comply with any official guidance from governments or local authorities. For avoidance of doubt, please note that Twin will have no liability to provide any refunds or compensation, or for other losses of any kind incurred by the student, in the following circumstances:



If the student tests positive for Covid-19 and/or has to quarantine or self-isolate for any period of time.

If this happens within 14 days of the arrival date, the student must contact Twin and Twin will offer the following options where possible and subject to availability:

Postponing the booking to a later date. Twin will notify the student of any impact on the price the postponement may have (please note that full cancellation charges may need to be paid on some elements of the booking as well as any increase in cost imposed by any suppliers);

Cancelling the booking, in which case Twin will impose its standard cancellation charges as at the date of cancellation by the student.

If any of the above happen whilst the student is already on a trip, the student must notify Twin without delay and Twin will provide such reasonable assistance as it can in the circumstances. However, Twin will not be responsible for covering the cost of any curtailment of the trip, missed transport arrangements, additional or emergency accommodation required, the costs for medical treatment or repatriation, transfer fees, or other associated costs incurred by the student. The student must ensure that they have adequate travel insurance which covers (without limit) these costs.

If the student fails any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fails to submit for testing or assessment when requested to do so, and as such they are denied entry to board a flight, entry to the destination, access to the services or are otherwise unable to proceed with the trip, or that portion of the trip.

The student acknowledges that the suppliers providing elements of the trip, accommodation and excursion providers, will need to comply with national and/or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include (without limit) specific requirements regarding personal protective equipment, such as use of face-masks by staff (and students may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment and excursion options and limited food/drink availability.

27. COMPLAINTS

Complaints must be raised at the time or the next day to enable prompt resolution. If a complaint cannot be resolved by the school or programme manager, students can complain to the Twin Group Directors. If an English Language student in the UK is dissatisfied with the Twin Group Directors' decision, they can appeal to English UK – see www.englishuk.com/en/students/complaints. If an English Language student in Twin English Centre Dublin is dissatisfied with the Twin Group Directors' decision, they can appeal to the ACELS Administrator at dobrien@qqi.ie/ QA Section, 25-27, Denzille Lane, Dublin 2. The appeal can be sent in by email or post.

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28. VALID PRICES

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Prices are valid for start dates from 3 January 2023. Prices are subject to change without notice and will be confirmed upon invoicing. Twin cannot be held responsible if incorrect pricing is quoted by a third party.



30. TERMS AND CONDITIONS

The current Twin Terms and Conditions supersede any previous Terms & Conditions that were applicable at the time of student's booking.

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