

# Welcome to our School

The English Experience

School of English

We want to show you the language, and the country, that we love!



School Reception



Students outside the school



Students in class



Teacher with visiting leaders

## We are The English Experience...

And our home is Norwich, a beautiful city in the East of England.

We have been teaching English here in Norwich and abroad for more than twenty years. We have been accredited by the British Council since 2003 for our teaching and our school is a Centre of Excellence (EI Gazette).

Come and learn English from the Anglophiles: let us share with you our passion for our country and its language.

## Our School

The English Experience is based in the centre of Norwich – less than 5 minutes' walk from the main shopping area and with bus stops less than two minutes away. The building is perfect as a modern language school. During break times students can relax in the student area, complete with free wi-fi, and there is also a comfortable space for the leaders and teachers.

Getting to the school is simple. Norwich International Airport is only a 15 minute drive from the city centre and there is easy access to London international airports. Norwich is less than 2 hours from London and only 1 hour 15 mins from Cambridge by direct train. The English Experience staff will meet groups of students at airports to help them complete their journey easily. School closed on public holidays. Please see website for full list of dates.

## Accommodation

Our homestay hosts offer a friendly home for the duration of your students' stay and provide 3 meals a day. Where possible we like to ensure that students staying with a host are from different countries: this way, as friendships build, everybody is speaking in English – friend to friend, and students to hosts.

## Student Welfare

We always put the safeguarding of our students first. We provide a Dedicated Welfare Officer and there is 24 hour emergency contact with our school. We are always there to listen and to help our young people.

We do everything we can to ensure that every student who stays with us is happy and safe and has a fantastic time here in Norwich. See website for pastoral care policy.

***With us, your students will Love Learning English.***



For more information please contact:

**The English Experience School of English**  
8-10 Upper King Street, Norwich, NR3 1HA, England  
Tel: 00 44 (01603) 622300  
Email: [info@englishexp.co.uk](mailto:info@englishexp.co.uk)  
Visit: [www.englishexp.co.uk](http://www.englishexp.co.uk)



# About Norwich

The English Experience

School of English

Norwich is the perfect combination of city life with a local flavour.



Norwich outdoor market, the City Hall and Guildhall.

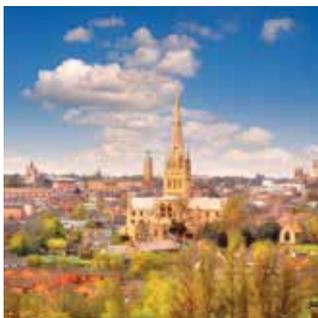


Elm Hill, the most complete medieval street in Norwich.

Norwich is a vibrant city. As a UNESCO City of Literature with two universities, it is a safe and happy multicultural hub of artists, writers, musicians and academics. With two shopping centres and a wealth of independent boutiques, it is one of the UK's top shopping destinations, as well as the home of Norwich City Football Club, and only a train ride from Cambridge and London

Only minutes' walk from our school is one of the two Cathedrals in the city. The city itself is over 1000 years old and the Cathedral, on the ancient street called 'Tombland', was founded in AD1096. If you visit this cathedral you can be fingertips away from ancient paintings and more modern artworks, like parachute-silk memorial to WWII. The other, Roman Catholic cathedral, is a gothic masterpiece.

The city as a whole has over 1,500 historic buildings and is known as the most complete medieval city in the UK. Just 10 minutes from the school are twelve of the best heritage and cultural sights in England, including the city's Norman Castle and its beautiful covered market.



Norwich Cathedral and the city from St James' Hill.



English Experience students exploring Norwich city centre.



Your students will love to explore Norwich in their free time. As the centre of the region, it has a wealth of well-known and independent shops. And for those who enjoy culture, the Norwich Arts Centre and many other venues offer music and art. Theatres such as The Playhouse, Theatre Royal and the Puppet Theatre offer a constant stream of shows, while Cinema City shows specialist films and the three other cinemas play all the new releases. There are many sports centres, including one at the University of East Anglia, which boasts climbing walls and an Olympic sized swimming pool, among many other things.

For those who prefer nature, there are beautiful places like the Plantation Garden – a Grade II English Heritage garden with Gothic fountain, Italianate terrace and more... And then, of course, there are The Norfolk Broads – Whitlingham Broad is on the edge of the city – or you can take the train to the coast, and go to a classic seaside town like Great Yarmouth, Sheringham or Cromer (and try the crabs!). There are theme parks like Pleasurewood Hills and there are National Trust properties like Blickling Hall mansion. And then, of course, the Sandringham Estate, one of Her Majesty the Queen's retreats, and birthplace of Princess Diana, is only an hour away!

**Love Learning English in this wonderful setting.**

"I fell in love with this place one year ago and it always amazed me. It is a beautiful city and the people are really kind and nice."  
Valentina, a 16 year old Italian student from Venice.

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# Summer Study Holiday Courses

The English Experience

School of English

Make your summer shine.



Study Holiday students and teacher



Exploring Cambridge



Day excursion to London



Norwich Castle

## There are some things that can only be done in England.

There are many advantages to coming to Norwich to study with us, at our British Council accredited school.

Your students will be surrounded by English. Because we are in England, every activity that takes place – hunting for treasure in the city, carrying out a street-survey – involves talking to English people. The students have to communicate with real English people, and that is incredibly valuable: nobody talks like textbooks.

We maximise this immersion in English lessons by testing for ability, and then mixing our students. French, Spanish, Italian, Chinese – you name it, they are all combined. They want to talk together, they need to work together, and their common language is English. Studying individually and in groups, the students are developing intercultural awareness at the same time as building their confidence in communicating in English.

Our multi-media lessons cover all skills – speaking, listening, reading and writing, as well as improving grammar and vocabulary. We make sure our lessons are dynamic and relevant. Of course where we really stand out is speaking and listening: our teachers haven't just studied the language – they live it.

## This course is for

- groups of 15 or more, and individuals
- ages 12-18 years
- 2-4 weeks is recommended
- Level A1-C2.

## Key course facts

- available mid-June to mid-August (see website for dates)
- class times 09.00-12.30 or 13.30-17.00 (30 minute break)
- arrive at the weekend, and start learning English on Monday
- 15 hours of English lessons per week (Monday - Friday)
- minimum of 4 activities per week
- one half-day and one full-day excursion per week
- each student is given a Course Report at the end of their stay
- for every 15 students, 1 leader / teacher stays free of charge.

## Course objectives

- develop effective communication abilities
- further progress reading, writing, listening and speaking skills
- practise language, grammar and pronunciation through integrated skills
- promote both independent and collaborative learning
- compare cultures while developing intercultural awareness.

## Getting to us and staying with us

Summer Study Holiday Courses have all the standard aspects of an English Experience course in Norwich:

- our wonderful premises with free wi-fi and rest areas for students and teachers
- complimentary group transfers from London Stansted or Norwich airport (*there is an additional cost for transfer from other London airports, and unsocial arrival / departure times*)
- Homestay accommodation with local people, who provide three meals a day (and, of course, much more)
- a dedicated Welfare Officer and 24 hour emergency contact with the school.

"My experience helped me to grow and feel more independent. I really like English people because they are very polite and I also like English customs. This experience allowed me to meet people from different countries, which was wonderful."

Greta, an 18 year old student from Genoa in Italy.

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# Short Courses

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School of English

Follow your head and your heart.

**We know that everybody has different needs and interests. And we love innovating.**

Our **Short Courses** are infinitely variable. We have certain ones which we offer regularly – which we know work well, that students dive into – but we also teach the lessons that work for you and your class. These are our **English for Specific Purposes** courses. Do you want to combine learning English with a business project you are doing at school? Are your students scientists, who need English – the international language of science – that works for them? Portfolios, business plans, test tubes, margins of error... The Environment, Tourism, Business English, Politics, Statistics – the possibilities are endless!

We can design a curriculum specifically for your students' needs that also has, as always, everything our teachers do: dynamic lessons, relevant lessons, interactive lessons that inspire your students and get them talking. (Fluency, fluency, fluency.) Or you can choose one of our tried and tested courses.

The first favourite is this one: the **British Culture Project**. There's nothing that gets people talking like their own country. Our teachers share their culture (Britain from Brits), and the students dive in – asking questions and making comparisons. We adapt the project to the ages, levels and interests of our students, and this flexibility has made the course incredibly popular. The students are motivated because they are learning what they want to learn – researching what they are interested in. And then, at the end, they can't wait to share their findings in the final presentation, displaying their new, specialist, vocabulary with proper British pronunciation!

Another option is our Introduction to Exams. The thought of exams can obscure the joy of learning English. Our **Introduction to Exams** courses are designed to take away this fear, and also, of course, to help your students build great exam technique. We plan the classes around the specific needs of your students – and we run courses for Cambridge exams, IELTS and Trinity GESE, so we've seen it all. We prepare the students for the spoken part of the exam and offer workshops to encourage independent learning. We cover, of course, all the key skills and, if you want, we can carry out a 'mock test' as extra practice. It's English in England, plus an avalanche of learning.

And, as always, with all our courses your students will learn in and outside of the classroom. They will be improving constantly – with their teachers, their classmates, the English people they meet on their activities, with their hosts at home – as they drink in English: the people, the culture, the language.

"In the school I have used English to communicate with people from so many countries and that really makes me overjoyed. I love Norwich and England!"

Li Zhihan, a 12 year old student from Wuhan, China.

## These courses are for

- groups of 15 or more
- students aged 11 to 18
- 5-13 nights
- Level A1-C2.

## Key course facts

- available mid-August to mid-June (see website for details)
- class times 09.00-12.30 or 13.30-17.00 (30 minute break)
- weekend or weekday arrivals
- 3 hours of English lessons per day (Monday - Friday with optional Saturday)
- activities and excursions (programme varies depending on length of stay. See website or contact office for details)
- Course Report or Certificate of Attendance depending on length of stay
- for every 15 students, 1 leader / teacher stays free of charge

## Course objectives

- establish effective communication skills
- develop confidence in presenting information
- practise and develop vocabulary and pronunciation
- access a range of topics through cultural and social interaction
- promote both independent and collaborative learning.

## Getting to us and staying with us

Our Short Courses have all the standard aspects of an English Experience course in Norwich:

- our wonderful premises with free wi-fi and rest areas for students and teachers
- complimentary group transfers from London Stansted or Norwich airport (*there is an additional cost for transfer from other London airports, and unsocial arrival / departure times*)
- homestay accommodation with local people, who provide three meals a day (and, of course, much more)
- a dedicated Welfare Officer and 24 hour emergency contact with the school.



Mixed nationality class in the school

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# School Integration Courses

The English Experience

School of English

Join a real English school: learn it their way.



English 'buddies' in class, with their teacher and (far right) exchanging views at break time.

**There's nothing like talking to a friend. And when you've made friends with an English person, you'll be talking to them in English.**

We have partnered with many excellent schools in Norwich and Norfolk. Why have we done this? Because we believe in the power of immersion in English, and friendship.

On our School Integration courses your students will go to a real British School, for real lessons on a real school-day. Your students will learn alongside the English students: they will learn what they are learning, and, most importantly, everything that is spoken to them will be in English: during class, during break times as they talk to the English students, and, of course, in the evenings as they eat with their English hosts.

Your students will study new subjects, they'll experience new ways of teaching, and they will meet tens and hundreds of English students! We assign one specific English 'buddy' to each of our students – someone who will show them around, introduce them to their friends, to the teachers, to England... and then we watch the magic happen.

The lessons your students are given will include, of course, English Literature and English Language – but then there will be science, maths, geography, history, and much more. What do British students learn about themselves? And what are they told about the rest of the world?

**Learn English, learn English culture, make English friends: connections that will stretch across the world.**

"My buddy is very helpful. We have made friends and she has helped me a lot."

Marta, an Integration student from Vigo in Spain.

**This course is for**

- groups of 15 or more students
- students aged 13 to 15
- 2-3 weeks is recommended
- Level B1+.

**Key course facts**

- see website for dates
- English schools usually have approx. 30 students per class
- a typical day at an English school runs between 08.30 – 15.30
- arrive at the weekend to start your school integration experience on Monday
- one full-day weekend excursion per week
- Certificate of Attendance for each student
- for every 15 students, 1 leader / teacher stays free of charge.

**Getting to us and staying with us**

School Integration Courses have standard aspects of an English Experience course in Norwich:

- complimentary group transfers from London Stansted or Norwich airport (*there is an additional cost for transfer from other London airports, and unsocial arrival / departure times*)
- homestay accommodation with local people, who provide three meals a day (and, of course, much more).
- A dedicated Welfare Officer and 24 hour emergency contact with the school.

"I love the school so much! And my host family is so friendly. My buddy helped me in many ways and I'll never forget the life in Norwich."

Chen, I-Wen (Wendy), an Integration student from Taipei, Taiwan.

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# Examination Courses

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School of English

Motivate your students, and illuminate their minds.

## For students who want to go even further, we have Cambridge, Trinity GESE and IELTS courses.

If your students are currently working towards an exam, these courses at our British Council accredited school are invaluable.

We will prepare your students for these internationally recognised exams. We will build their skills with activity based lessons tailored to meet their needs, and then bring it to life with real-world practise. We will improve your students' grammar; increase their vocabulary; improve their pronunciation, stress and intonation; and develop and consolidate their writing, reading, speaking and listening skills.

As well as improving these transferable skills, in our Examination Courses we work on the curricula of the tests, and the specific examination skills required, so that your students will sail through their exams.

The Cambridge and IELTS exams are known throughout the world. They are universally recognised by universities and employers in English-speaking countries. The Cambridge exams assess general English skills in speaking, listening, reading and writing and are always valid. The IELTS (International English Language Testing System) is an exam for students wanting to go to university in the UK, or who want a British VISA, and is valid for 2 years. In our Cambridge and IELTS courses, in addition to the development and consolidation of the key skills, students do example exam tasks, and then are given feedback by our teachers. We carry out a mock-exam in the format of your chosen board so that the students are familiarised with the examination that they will soon be taking. (When you know your enemy, you can defeat it!)

For teenagers and young learners the Trinity GESE course is an excellent means of acquiring a certified assessment of a speaking level. We provide preparation courses and the exam can be taken at the school. This is what the GESE does: it examines general English skills through a one-to-one unscripted conversation, lasting from 5 to 25 minutes, with a native English-speaking Trinity examiner. The students that succeed will receive an official Trinity College London certificate for their grade, with 12 grades available from CEFR Pre-A1 to C2, in another qualification known across the world. The English Experience also offers an Introduction to Exams course, details of which can be found under our Short Courses.

## This Course is for

- Cambridge exam courses: Ages 11-18 years  
Level: A2 (Pre-Intermediate) – C2 (Proficiency)
- Trinity GESE exam courses: Ages 11-18 years  
Level: Pre-A1 (Beginner) to C2 (Proficiency)
- IELTS exam courses: Ages 16-18 years  
Level: B1 (Intermediate) or higher
- 1-2 weeks (longer courses available).

## Key course facts

- available mid-August to mid-June (see website for dates)
- class times 09.00-12.30 or 13.30-17.00 (30 minute break)
- 20 hours of study per week (15 hrs of English lessons plus 5 hrs of workshops) (Monday - Friday)
- weekend arrival only
- 1 full-day and 1 half-day excursion every week, plus a schedule of activities
- for every 15 students, 1 leader / teacher stays free of charge
- every student is given a Course Report.

## Course objectives

- build understanding of exam task types and techniques
- offer assessment through example exam tasks and teacher feedback
- provide exam practice in relevant areas
- develop confidence and understanding when dealing with exam situations
- promote both independent and collaborative learning.

## Getting to us and staying with us

Examination Courses have all the standard aspects of an English Experience course in Norwich:

- our wonderful premises with free wi-fi and rest areas for students and teachers
- complimentary group transfers from London Stansted or Norwich airport (*there is an additional cost for transfer from other London airports, and unsocial arrival / departure times*)
- homestay accommodation with local people, who provide three meals a day (and much more!)
- a dedicated Welfare Officer and 24 hour emergency contact with the school.

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# English Camps Overseas



Home and more: England abroad!



## Sometimes you'd prefer it if England came to you.

We send our teachers and our activity leaders *to you*; they bring with them their passion and skill for teaching. We have done this for many years, and we know that our combination of our own, tailor-made English lessons, art, sport and drama ignites a love of learning English that can last a lifetime.

You talk to your teacher in English, you play sport in English, you listen to instructions in English about how to make that cardboard castle, and you tell your teacher about your favourite place, or what you did yesterday. If you are lucky, you even have an English teacher staying with your family – so you can show them around your house, tell them all about your home town... in English!

We offer a range of courses. **The English Camp** is especially good for young learners. We make full use of our English mother-tongue teachers and activity leaders. They get your students speaking at every opportunity to help to develop their confidence and fluency. In no time at all they are chatting away to our staff, and to each other. We pick a theme, and then we do art activities, we do sport, we get your students acting because this is a brilliant way to get them *talking* in English. We have done many an 'Olympic Games' and *many, many* drama performances to thrill the parents... it is a lot of fun!

We also do an **English Week** – where students go on a 'virtual trip' to England. Our teachers reveal the secrets, and not-so-secrets, of Great Britain using a dynamic mix of lessons and activities. Then there are our project-based courses, for older students. When students get engaged in a project, the effects are amazing. We have seen our students on the film-making course working through breaks to make props, assemble the scripts, finish the sets. And all of this

in discussion with their teachers, and the other students, *in English*. Conceptual English, imaginative English, planning in English and then enacting those plans. Whether it is writing, recording and editing a film, or developing and performing a live 'student radio' show, these project courses dramatically improve confidence and fluency.

Then there is the **Exam-Skills** course. We always focus on fluency, but in this course we also work on techniques that can help your students pass their exams. And we are familiar with all the main examinations for those learning English, so we can tailor this course to your specific needs.

*Continued overleaf.*



"A great camp! Our pupils were really happy to live such an adventure! Your team were encouraging and professional and we hope we have them back again next year!"

Marie-Jo, a teacher from Avignon, France.

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All information is subject to our Terms and Conditions. These can be found on our website, on our Terms and Conditions flyer, or on request by contacting our office.

Please note that these overseas courses are not accredited by The British Council.

# English Camps Overseas

Home and more: England abroad!



## Key course facts

We provide:

- an opportunity to run an English Camp at any time of the year, though summer is most popular (June to September)
- a presentation at your school for interested parents run by an English Experience member of staff
- ongoing liaison with English Camps staff in the UK
- an experienced coordinator, supported by our UK senior staff, to run your English Camp
- a team of mother-tongue English teachers and activity leaders
- provision of all teaching, art and sport equipment
- a course report and student gift
- generous payment for hosting our staff.

## These courses are for

- schools abroad
- English Camp (2 weeks): Students aged 7 to 14
- English Week (1 week): Students aged 7 to 14
- Project-based courses (1 or 2 weeks): Students aged 14+
- Exam Skills Course (1 or 2 weeks): Students aged 13-18.

## What we need from you

- space to run the English Camp
- accommodation for our staff (paid for by The English Experience), usually in homestays
- a local person (often the English teacher) to help arrange the camp and liaise with our UK staff.



"A unique experience, very motivating! Our students couldn't stop learning while they were having fun and enjoying the different activities."  
Antonia, a teacher from Murcia, Spain.



"Our first English Camp was a great success. Parents and kids were very enthusiastic. They were asking for another camp next year!"  
Andrea, a teacher from Eschenburg, Germany.

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# Your Homestay Experience

England with English people!

The English Experience

School of English



Tea and cakes and English conversation after school



Norwich market and City Hall



End of course certificate time!

## The lessons at our school are only part of the English Experience.

We want to make sure your students learn in every moment of their stay in Norwich. And we also want them to enjoy every second of it.

This is why we make sure we choose the best people to host your sons and daughters. Many of our hosts have been working with us for years, and they love meeting their students, and sharing their world.

## Would you like a cup of tea?

The difference between staying in a hotel or a hostel and staying with somebody in their home is sitting down for dinner and chatting about what each of you has done that day. Having a cup of tea and talking about your dreams for the future. Or, if necessary, talking about a stressful day, and how to improve the next one. Watch British TV together, talk about your favourite shows, make jokes and laugh together!

These are moments you remember, and are also the times when you make what you have learnt *real*.

Our hosts are not just support for your students while they are here with us. They are also part of the learning experience. Your students will be able to taste English food, experience British culture, and hear the way we *really* speak – the words, the phrases and the sometimes mystifying pronunciation...

We are committed to selecting the best hosts for your students. We can accommodate any personal requirements that your students have in terms of food preferences, allergies etc. We background check hosts (DBS checks), and our Accommodation Officer visits our homestay hosts regularly,

to ensure that your students are getting everything they need and wish for. You will also have the reassurance of 24 hour emergency contact with the school.

All of our hosts provide 3 meals a day, including a packed lunch, and they make sure that your students know how to get to the school, and are comfortable with getting there.

Bus passes can be provided by the school for £16 per week.

Students stay in single or double rooms depending on availability. No more than 4 students per family.

Distance from home to school: 1-17 miles.

Travelling Time:

- Walking: 15-25 minutes
- Car: 5-35 minutes
- Bus: 10-55 minutes

Our homestay hosts are wonderful. They make England more beautiful.



“The family is so nice, They try to take care of you and make you feel at ease.”  
Emma, a 15 year old student from Barcelona in Spain

“My host family are really kind people who make a lovely atmosphere around us. My host mum, Kelly, is very friendly and I enjoy speaking with her.”

Liza, a 16 year old student from St Petersburg, Russia



Preparing a meal for the family with our Homestay Mum

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# Activities and Excursions

The English Experience

School of English

Where England and English come to life.



See the sights on an excursion to London



City Search in central Norwich



Archery at Eaton Vale Activity Centre

## Where would you like to go? What would like to do? What will you remember, forever?

The things you see and places you visit are not just amazing experiences. They are also times where the English you have been learning becomes real. You read signs and leaflets, you talk to people, you ask questions and they are answered.

Here at The English Experience we know the value of activities and we choose the ones that we feel are the very best.

This is a selection of the activities that we offer – different courses have different activities and excursions, so check the information for the course you have chosen to find out what your students will experience. The activities we offer range from sports to leisure activities such as bowling, to experiencing the cultural side of England. Whatever the activities your students go on, they will be accompanied by an Activity Leader and, of course, they will have fun!

## Half-Day Activities and Excursions

In our city, and our county, there are so many things to do! Our Norwich Treasure Hunt gets students talking to British people as they try to solve the clues. Norwich's city centre has so much to offer – there are all the medieval buildings and there is the incredible Norwich Cathedral and the river walk that goes round it – watch out for Cow Tower, a crumbling turret that takes you back to before Henry VIII was born.

Scale the climbing wall at OPEN, or go to Norwich's world-famous University of East Anglia (UEA) – it has a fantastic sports centre, or you can also go to the Sainsbury Centre for Visual Arts, which is not only known for its art and artefacts: it was also in the last two Marvel Avengers movies. Yes, Ironman was there. And The Hulk, Thor, Spiderman...

Because the city is a haven for the arts, there are innumerable workshops that your students can do. The Puppet Theatre offers workshops as well as its shows. Or your students might prefer to do dance, music, singing, craft or drama workshops. They might already know what their passion is, or they might find it, here, in England.

For people who like sport and competitions there are many, many activities on offer. When you play together you come together – so laser games, raft building and basketball are not just a lot of fun, they also create friendships. Then there are such things as badminton, squash, canoeing, kayaking... or archery!

The rest of Norfolk has so many beautiful sights. We can take your students to visit seals along the Norfolk coast. Or they might want to go to the beach at Great Yarmouth and learn that town's history, or see some of the other, very picturesque seaside towns. Another impressive sight is Blickling Hall and gardens. Step back in time and imagine men and women dancing in beautiful gowns and the finest suits, or wonder what it would have been like for those working in the kitchen in those days.

*Continued overleaf.*

"I liked playing table tennis in an English sports hall. I liked to go shopping to buy nice things and I liked the trips very much. Then, I liked the disco. I want more, more, more disco!"

Julia, a 15 year old student from St Petersburg, Russia.

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# Activities and Excursions

Where England and English come to life.

The English Experience

School of English



Sport in the Park



Students punting in Cambridge



Sandringham © Sandringham Estate



Students private Disco in Norwich

Back again in Norwich, the city's Norman Castle adds teapots and art to the more traditional dungeon and battlements, and Whitlingham Broad is a beautiful lake with a beautiful walk round it – and a delicious cream tea at the end.

And then, of course, there are the classics – those things that we all return to, again, and again, because they are sheer entertainment: 10 pin bowling, snooker, pool and mini golf. Or are your students up to going to the cinema to watch the latest film releases... in English?

## Full-Day Activities and Excursions

*(Extra costs may apply.)*

There is a wealth of culture and experiences within easy-reach of our city. Cambridge is an hour away – go there and tour the city, tour the colleges, or go punting on the River Cam! Or, if you are more into royalty than academics, then visit the beautiful Sandringham Estate, one of Her Majesty the Queen's residences.

London is also close by, with its thousands of wonders. Your students could take a trip down the Thames on a river boat – photographing everything, and learning about all the sights of the city. For those more interested in... history... there are the London Dungeons: history brought very much to life.

Places like the Royal Observatory and St James Park, Piccadilly Circus and Covent Garden are unmissable – and there is something very special about seeing with your own eyes the places you have seen in films, read about in books, and heard about in songs.

Then, of course, there are the world-famous galleries and museums – like the Tate Modern, the National Gallery, the Victoria and Albert Museum, the Science Museum, and the Natural History Museum. See the history of the British Empire, understand the development of the aeroplane from its paper-winged origins to the now vast metal hulks, or just go see the dinosaurs!

An unforgettable place to visit is Stratford Upon Avon – the home of William Shakespeare. Shakespeare didn't just create Hamlet, Macbeth and Romeo and Juliet, he created a lot of our words – 'gloomy', 'laughable', 'majestic', 'lonely' and 'radiance', to name but a few!

It doesn't end there: there is JK Rowling's Harry Potter World, Legoland or Windsor Castle – another of Her Majesty the Queen's homes. And, for those who like theme parks, there is Norfolk's very own Pleasurewood Hills.

There are more possibilities than we can possibly mention, but your students will love them all!



Visit to Blickling Hall



Eaton Vale Activity Centre



Climbing wall at OPEN Norwich



Sightseeing in London

For more information please contact:

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

MEMBER  
**ENGLISH UK**

**el-gazette**  
Centre of Excellence  
2018

# Terms and Conditions

The English Experience

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## Love Learning English with the English Experience.

### Ignite a love for learning English that lasts a lifetime.

**Study Holiday Courses, Short Courses, Examination Courses, Residential Courses, Integration Courses.**

#### 1. Contract

The Contract is made between The English Experience (UK) Ltd (referred to as The English Experience) and the person who is booking the course on behalf of a student. In the event of a group, the person who completes the booking will take responsibility for the booking as "party leader". The contract is governed by English Law and in the event of any dispute will be dealt with under the exclusive jurisdiction of the English courts.

In the absence of a parent or guardian's signature on the booking form or in the case of a booking made via email or a third party, the booking is received in good faith, and by attending the course, the student and parent or guardian agree to accept the policies, rules and regulations of the school.

#### 2. Payment of Fees

A deposit ("the deposit") of 40% of the total charge to be paid no later than 8 weeks prior to the date of the visit. The balance of the total price will be invoiced to you and must be paid no later than 4 weeks before arrival.

#### 3. Not included in Price

Flights from your local airport to point of entry into the UK, personal and travel insurance. This includes the free of charge place for accompanying leader/teacher. On arrival all students need to purchase a bus pass for local travel to and from school.

The total cost of airport transfers for groups from any airport other than Stansted. There will be a supplement charge of £20 per person for transfers from any London airport other than Stansted.

#### 4. Individual Students for Study Holiday Courses

Students who wish to enrol individually will be accepted subject to availability. Airport transfers are not included in the price. Please contact us for further information.

#### 5. Insurance

For the safety and security of students, The English Experience insists that all persons attending the visit take out separate visit insurance through a reputable Insurance Company. This insurance is not included in the price of the visit and is to be arranged by you prior to the commencement of your visit.

#### 6. Changing or cancelling your Booking

##### a) If you change your booking

**Groups:** You may change your booking by adding members at any time, providing that you have first checked availability with The English Experience and can send deposits immediately. The English Experience cannot guarantee that changes will be possible but will do their best to ensure that it can be done. A charge of up to a maximum of £50 per amendment may be made by The English Experience. You must notify The English Experience of any changes to the booking in writing.

**Individuals:** You may change your booking up to four weeks before your arrival date, subject to availability. A charge of up to a maximum of £50 per amendment may be made by The English Experience. You must notify The English Experience of any changes to the booking in writing.

##### b) If you cancel your booking

All cancellations must be notified to The English Experience in writing. There is no charge for cancellations 8 weeks prior to the commencement of the course but after that date the following charges will apply:

Period of notice of cancellation prior to arrival	Percentage of fees payable
More than 8 weeks	0% (full refund)
8 to 4 weeks	30%
4 to 1 week	50%
<b>Less than 1 week (7 days)</b>	<b>100% (no refund)</b>

A minimum of £100 fee will be charged for any cancellation made less than 8 weeks prior to the arrival date.

If cancellation takes place, The English Experience also reserves the right to charge you for any out of pocket expenses which it may have incurred or such other penalties or external administration costs incurred as a result of the cancellation.

#### 7. Refunds

A refund may be paid up until 8 weeks before the start of the course. All refunds will be made to the original payer in the same manner of payment. If a course is cancelled less than 8 weeks before the start of the course, a refund may still be given, see the above table for details.

#### 8. Can the English Experience (UK) Ltd cancel a Booking?

The English Experience reserves the right to make alterations to the visit arrangements. Minor changes will be made without informing you of them. Where significant changes are to be made you will be notified of the change as soon as possible and will be given the option of accepting the visit with the changes or cancelling the visit. Occasionally it becomes impossible to run a particular visit. The English Experience reserves the right to cancel the visit at its discretion.

Compensation will be paid in the event of cancellation unless such cancellation is as a result of matters beyond the control of The English Experience. Where compensation is paid pursuant to this clause, such compensation will be no more than the money already received from you at that particular time.

All groups and individuals receive a programme prior to the commencement of the visit.

#### 9. Force Majeure

For the avoidance of doubt, 'matters beyond the control of The English Experience' includes things deemed to be 'Acts of God' (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disasters that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.

*Continued overleaf.*

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### 10. Infectious Diseases

In the event of an outbreak of an infectious disease, all students and or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the school.

### 11. Public Holidays

If a Public Holiday falls within your chosen course dates, the programme may be altered accordingly.

### 12. Supervision

Minors are to be accompanied on the visit by a responsible adult appointed by the Party Leader who will have total responsibility for the conduct of the minors under their control at all times for the duration of the visit. In particular it shall be the responsibility of the adult to ensure that all local laws are obeyed including those relating to the consumption of alcohol and drugs. Party leaders are also responsible for the behaviour of their students at all times. The English Experience reserves the right to change the accommodation of the student, or ask the student to return to their home country in circumstances where the student has caused offence, damage, danger or distress to others. In this event The English Experience's obligations to the individual in respect of the visit cease immediately. In the case that the student must return to their home country, the fees will be non-refundable, and the parents/guardian of the student will have to make arrangements for the departure of the student at their own cost.

### 13. Student conduct

Students are expected to follow the school Code of Conduct set out in the Student Handbook, and behave in a fitting way whilst representing The English Experience throughout the duration of their stay, including whilst taking part in their activity programme and within their accommodation. If a student demonstrates disruptive behaviour and breaks the Code of Conduct, we reserve the right to issue a warning and if there is no improvement, send them home at their parent or guardian's expense.

If a student breaks the school Code of Conduct by committing a serious offence, or breaks the law, especially if a student is caught buying or using illegal drugs or shoplifting, we reserve the right to send them home without warning at the expense of their parent or guardian.

### 14. Medical

At the time of registration you MUST make The English Experience aware of any medical conditions or information regarding health. The school should also be notified of any concerns or issues about the child's welfare or personal life.

If a student has to be repatriated due to illness or accident the Party Leader(s) and the school will collaborate to ensure a swift resolution.

### 15. Location of lessons

In the summer, some classes may be held off site at a nearby location.

### 16. Accommodation

#### Homestay

The students stay with local hosts in their homes. The host will provide breakfast and dinner and packed lunches. All students are expected back at their own accommodation by the time allocated by their group leader (or by 21:00 latest). The responsibility for the conduct of the students during this time remains with the individual student or with the appointed adult in the case of minors. Students may be in a shared room with 1 other student per room (unless specifically agreed otherwise with a parent/agent) and a maximum of 4 students in one house.

### Residential

The students will be accommodated on site at our listed residential location. Breakfast, lunch and dinner will be provided on site. There is a maximum of 5 students per bedroom with shared bathroom facilities. Accompanying group leaders' accommodation is in single rooms with allocated bathroom.

### 17. Privacy

Registering with The English Experience means you consent to the school storing and using your information. Any personal data that you supply to The English Experience will be held and processed only for the purpose for which it is supplied. We ensure that all personal data is captured, held and processed in accordance with the GDPR (General Data Protection Regulations). The information you supply will be given to third parties only within the provision of this Act.

### 18. Photography

The English Experience may use film or photos of students taken in the school, host families or on excursions for promotional purposes. You (the parent or guardian) must inform the school in writing before the start of the course if you will not allow us to use these images.

### 19. Complaints

If you have a complaint, you should report it as quickly as possible to the appropriate person as listed on the Complaints Policy and Procedure. Please do not wait until returning home before reporting a problem. Each student will also be provided with an emergency telephone number which will give immediate access to the local organiser or their appointed agent. All complaints will be recorded and filed after being investigated and are treated with respect and privacy. If there is need to take the complaint further the student can contact The British Council.

### 20. Group Leaders Police Check

The school requires that group leaders have a police check or a certificate of good conduct from their own country. If dealing with a group leader direct, (e.g. the teacher of a school group) the organisation would need to see a copy of this. If working through an agent, the organisation must have a signed agreement that the agent will only send group leaders who have received clear local police checks, but the organisation does not need to see copies of those police checks.

### 21. Letters of consent to travel

Different airline companies / countries need letters of consent to travel / documentation / written permission from a parent/guardian. Failure to provide documents/letters may prevent a child from travelling/leaving an airport. Therefore any additional costs incurred because of this will need to be paid for by the Party Leader.

### 22. Payments

The Party Leader is responsible for paying any bank charges associated with their payments.

*These terms and conditions do not apply to English Camps overseas. Please contact The English Experience for full details.*



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