

Group Terms and Conditions

These terms and conditions apply to all bookings made for Bayswater programmes for students travelling as part of a group. They apply to all courses starting from January 2026 and supersede any previous terms and conditions.

Definitions

Airport Transfer	Any transportation service arranged by Bayswater to collect students from the airport upon arrival and/or return them to the airport at departure.
Arrival Date	The date when the student or group arrives at the accommodation in the country where their Bayswater course will take place.
Booking	A reservation for a group of students to attend a Bayswater course and associated services, made by the Group Organiser.
Code of Conduct	The set of behavioural rules and expectations that students must follow during their time on the programme, covering conduct both in and outside of lessons.
Course	The tuition programme that students will attend, including the specified number of lessons per week.
Course Start Date	The first day on which the group will attend lessons at the Bayswater centre where their course is taking place.
Course End Date	The last day on which the group will attend lessons at the Bayswater centre where their course is taking place.
Departure Date	The date when the student or group leaves their accommodation and the country where their Bayswater course is taking place.
Deposit	A partial payment required to secure the booking, paid in advance of the full balance.
Group	A collection of students travelling and studying together under the supervision of one or more Group Leader.
Group Leader	The adult(s) responsible for accompanying and supervising the group of students during their stay.
Group Organiser	The agency, school, or organization that makes the booking on behalf of the group and acts as the contracting party with Bayswater.
Package	A bundled offering that includes the course plus additional services such as accommodation, meals, activities, and transfers.
Package Price	The full cost of the Bayswater package purchased by the group.
Standard Terms	Terms that apply to homestay accommodation, lessons and standard activities
Special Terms	Terms that apply to hotel or residential accommodation and non-standard activities
Student	An individual participant enrolled in the course as part of a group booking.
Terms	The complete Terms and Conditions governing the booking, comprising both Standard Terms and any applicable Special Terms.

1. Payment Terms

a. Standard Terms: an initial deposit of 15% of the total price of the group package must be paid within 7 days of the group invoice being issued or of the agreed deposit payment date. For seasonal groups arriving between the last week of July and the first week of August, the agreed payment date will be the first Monday in March. A further 30% of the price of the package is then required no later than 60 days prior to the group's arrival, with final payment of the outstanding amount due no later than 30 days prior to the group's arrival date.

b. Special Terms: some package items may be subject to different payment terms based on the terms offered to Bayswater by its providers. These terms will be communicated to the group organiser when the booking is made.

- c. Where a booking is made 45 days or less prior to the group's arrival date, 45% of the price of the package will be due at the time of booking, with the outstanding payment required no later than 4 weeks prior to the course start date.
- d. Bayswater reserves the right to apply additional fees should any of the above payment deadlines not be met.
- e. Any additional student added to the group, extra arrangements to the main package, further Group Leader places etc., will be invoiced separately.
- f. Bayswater may refuse or discontinue services at its discretion and without notice if a group has already arrived at a Bayswater centre and there are overdue invoices relating to the group organiser.

2. Booking Process

- a. Places cannot be held, nor can any homestay accommodation or standard activities or excursions be booked, until the deposit payment has been received.
- b. Where Special Terms apply to any item forming part of a group package, Bayswater will not confirm these items until they have been paid for in line with the booking instructions given when the group quote was issued.
- c. Once the deposit payment has been received and the booking is confirmed, Bayswater will send a Confirmation of Services email to the group organiser. The Group Booking Form, including students' accommodation preferences, must then be completed by the group organiser and sent to groups@bayswater.ac. This Group Booking form must be received by Bayswater no later than 6 weeks prior to the group's arrival.

d. Details required for a booking:

- Name of group
- Course start date
- Course end date
- Flight information
- Programme requirements
- Student names, genders, dates of birth and passport numbers
- Allergy, medical, dietary and disability information (including learning disability and mental health issues)
- Group leader name, gender, date of birth, passport number and contact number

3. Cancellations, Package Changes and Refunds

- a. Where a package, or part of a package, is cancelled by a group organiser a cancellation fee will be charged depending on how far in advance of the course start date Bayswater was notified of the cancellation and the element of the package being cancelled. Package deposits are strictly non-refundable.

b. Standard Cancellation Fees:

Cancellation received	Cancellation fees
8 weeks or more before course commencement	Deposit (15%)
Between 8 weeks and 4 weeks before course commencement	50%
Between 4 weeks and 7 days before course commencement	80%
Less than 7 days before course commencement	100%



- c. Bayswater works with multiple suppliers of accommodation and other services, who have their own cancellation policies. If a supplier's cancellation fees exceed Bayswater's own, the supplier's higher cancellation fee will be passed on to the group organiser.
- d. Requests for changes to package dates will be agreed wherever possible provided that Bayswater is given sufficient notice. Any date changes may result in Bayswater needing to pass on any fees incurred because of the change.
- e. The number of students coming for a group package with Bayswater cannot be increased without the prior agreement of Bayswater. If the number of students making up a group decreases from the number originally agreed with Bayswater, the price per student may change and a new price may need to be agreed.
- f. Group organisers will be invoiced separately for any additional group leaders added to the group after the initial quote has been sent.
- g. Except in the case of specific legislation governing refunds in any region where a group is attending a Bayswater centre, any refund will be paid to the person or organisation who originally paid for the group package within 8 weeks of Bayswater providing written confirmation of the refund.
- h. All cancellation or refund requests must be made in writing to groups@bayswater.ac.

4. Visas

- a. Students are fully responsible for complying with all requirements of the appropriate immigration authorities both before and during their stay in their chosen country. Visa requirements are subject to change, and it is the responsibility of the student and their parents to arrange all applicable travel permits or visas and to have a valid passport and leave to remain for the whole period of study.
- b. It is the decision of the individual student, their parent and the group organiser how far in advance a visa or travel authorisation is applied for. Bayswater recommends that visas are applied for as soon as possible after the course deposit has been paid.
- c. Should the student require a visa to travel to the country where they will be studying, Bayswater will issue a Letter of Acceptance to support their visa application. Unless otherwise agreed, the Letter of Acceptance will only be issued following receipt of the deposit element of the package price.
- d. Bayswater will refund a proportion of the package price in the event of visa denial provided that the student presents the original visa refusal document from the relevant Immigration Authority. Bayswater does not make any refund if the visa or study permit refusal is the fault of the student (missing documents, wrong documents, wrong intention). If a visa or study permit is refused, students can postpone and re-apply for the visa or study permit; however, depending on the cancellation date, some fees might be incurred.

5. Insurance

- a. All students should have travel insurance to cover their medical care, repatriation, and personal liability as a minimum for the duration of their stay at a Bayswater centre. Students and their parents or group organisers are solely responsible for sourcing this insurance.
- b. Bayswater recommends that group organisers obtain insurance which covers the cancellation conditions set out in section (3) of these terms and conditions prior to the group's arrival date.
- c. For courses taking place in Canada, students are required to obtain medical insurance for the duration of their stay. Students must provide proof of medical insurance on their first day of class. We do not ask for specific coverage, such as personal liability.
- d. Any insurance purchased through Bayswater is non-refundable.

6. Group Leader Responsibilities

- a. Any individual accompanying a group to a Bayswater centre in the role of Group Leader must be a minimum of 21 years of age.
- b. Bayswater's Safeguarding Policy stipulates the supervision that students of different ages are required to have throughout their time on a Bayswater programme. Group Leaders remain jointly responsible with Bayswater staff for the supervision of students in their group at all times. Group Leaders will be required to supervise their students during breaks between lessons, at mealtimes and during activities and excursions.
- c. All necessary Group Leader checks, including police or criminal record checks where required, must have been completed prior to the group arrival date.

7. Student Welfare and Responsibilities

- a. Students must follow the Bayswater Code of Conduct and may be dismissed from their course without refund for any of the following breaches: consumption of alcohol or illicit drugs; bullying, racism, or harassment; theft or damage to property belonging to Bayswater or others.
- b. A student may be asked to leave a Bayswater course if Bayswater cannot provide safe and effective care for that student; the student's participation represents a risk to their, other students' or staff members' health and safety; or the student's physical or mental condition makes the student unable to successfully complete their programme. The final decision to remove a student from their programme for welfare-related reasons will be made by the DSL (Designated Safeguarding Lead) at the centre where their course is taking place, and any refund will be at Bayswater's discretion.

8. Accommodation and Meals

- a. All accommodation is subject to availability. If the accommodation requested by the group organiser is not available, alternatives may be offered at a different cost to that initially quoted. Final accommodation details will be sent to the group organiser prior to the group's arrival and following the receipt of full payment.
- b. For residences that operate weekend check-ins and check-outs, 2 weeks' residence fees may be charged for midweek arrivals or departures.
- c. Groups will be responsible for paying the full cost of any damage to property arising from the negligence or deliberate actions of any student in the group. Group organizers will be notified of these costs as soon as possible after they have been incurred.
- d. At some Bayswater centres students booking residential accommodation will be required to pay a deposit to be held by the school towards the cost of any damage or replacement keys, fobs or keycards. Where a deposit has been charged, it will be returned to the student on departure after satisfactory accommodation checks have been carried out and all keys, fobs or keycards have been returned.
- e. Full Board meal plans include an evening meal on the group's arrival day and breakfast and a packed lunch on the departure day. Extra meals can be arranged by request in advance. These may be subject to an additional cost. A packed evening meal will be provided if students staying in residential accommodation reach their accommodation after 7:00pm on the group's arrival date.
- f. Catering for certain dietary requirements or food allergies may incur an additional weekly dietary supplement. This will vary depending on destination.

9. Airport Transfers

- a. Bayswater can arrange group airport transfers on the group's arrival or departure dates. This service is subject to availability and to full payment in advance. Airport transfer prices are based on journeys between 9:00am and 7:00pm. Additional charges will apply for arrivals or departures outside of these times, and for flight delays of more than 2 hours.
- b. When a group transfer has been purchased, additional fees may be applied for transportation to / from homestays, hotel or residential accommodation from a central coach drop-off or pick-up point.
- c. Group organisers are responsible for supplying full and correct travel information and for updating this as and when necessary. This includes arrival airport, flight number, and city of origin. Multiple arrival dates and times will result in separate transfer bookings for which the group organiser will be billed separately.
- d. Should a group not arrive for their airport transfer or cancel it without due notice, the group organiser will remain liable for paying the full cost of the cancelled or missed transfer.

10. Changes to Dates, Services and Programme

- a. Where a group arrives on any date other than that agreed in writing with Bayswater, or leaves on a date prior to the agreed departure date, they may not be able to participate in the full package that they have purchased.
- b. Bayswater may change the timing or type of activities shown in published sample programmes, schedules, and activity lists, provided the overall package of services is materially delivered.
- c. Bayswater centres are closed on all national public holidays observed in the region where that centre is located. Where a national public holiday falls during the dates when a group is at a Bayswater centre, any missed lessons or activities will not be replaced unless by prior agreement with Bayswater.
- d. Bayswater reserves the right to change the particulars of the services it provides, including location, accommodation, facilities, excursions, lesson timetable and programme dates where circumstances beyond Bayswater's control necessitate such changes or where the number of bookings received does not reach the minimum number required to operate a course viably.
- e. Bayswater reserves the right to cancel any of its courses due to circumstances beyond its control. An alternative programme will be offered should this occur. Although this is unlikely, circumstances leading to course cancellation could include (but are not limited to) infrastructure issues e.g. building damage, flooding etc.; acts of government; global pandemic or local epidemic.

11. Force Majeure

- a. A Force Majeure Event includes any event beyond Bayswater's reasonable control and includes, without limitation, the following: fire, natural disaster, acts of government, acts of terror, failure of suppliers or subcontractors, labour disputes, epidemics, or other reasons which are outside Bayswater's control.
- b. Bayswater will not be held liable or responsible for any failure to perform, or delay in the performance of, any of its obligations in relation to providing a course, accommodation or any other activity that is caused by events outside its reasonable control (Force Majeure Event).
- c. Bayswater's obligations in relation to courses, accommodation or other activities are suspended for the period that the Force Majeure Event continues.

12. Limitation of Liability

- a. Bayswater shall not be liable for any damages, loss, costs, expenses claims or proceedings howsoever arising and whether actual or contingency except for death, personal injury or damage to an individual's possessions resulting from



Bayswater's own negligence or the negligence of its employees, agents, consultants, subcontractors or suppliers whilst acting within the scope of or in the course of their employment or contract.

13. Promotional Materials

a. Bayswater would like to use photographs, video clips and other media taken of students during their stay for the purpose of future marketing, Bayswater's website and social media. Students or their parents are asked to notify Bayswater if they do not wish any photographs, video clips or other media to be taken of them during their stay.

14. Complaints and Disputes

a. In the event of a dispute between a student, group leader or group organiser and Bayswater, procedures are in place to facilitate the resolution of the dispute. Students or group leaders are encouraged to discuss any concerns with a relevant member of staff while they are still at the centre. Concerns and issues raised informally will be escalated as necessary to ensure prompt resolution.

b. Formal complaints can be raised by completing a Complaints Form, which is available at the reception at all Bayswater centres. Upon receiving the Complaints Form, it will be reviewed by the Centre Director of the Bayswater centre where the programme took place. If additional clarification is needed, the student or group leader will be contacted directly. Once the matter has been investigated, a solution will be provided to the student or group leader and recorded on the Complaint Form.

c. If the student or group leader has made a complaint to the Centre Director of the centre where they took their course but feels that it has not been resolved, or if the complaint is about the Centre Director, the student or their representative should send the complaint in writing to Bayswater's Director.

d. All Bayswater centres are accredited by, or members of, an external body in the territory where they are located. These external bodies are responsible for the handling of any unresolved disputes or complaints once the process outlined above has been exhausted. Students or their representatives can obtain the contact details for these external bodies from the Bayswater centre where their programme took place or from the General Terms and Conditions on the Bayswater website.

15. Governing Law and Jurisdiction

a. These terms and conditions are governed by the national laws of the countries where Bayswater centres are located. No claim can be brought against Bayswater based on the law of any other country.

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