

Oxford International Year-Round Groups

UK Terms & Conditions

Updated: May 2026

How to Book

- Bookings will be processed upon receipt of a completed Booking Form and are secured once a 20% deposit has been received.
- Completed booking forms should be sent to oijuniorprogrammes@oxfordinternational.com. Details required for a booking:
 - Name of group
 - Dates and flight information
 - Programme requirements
 - Student names, genders, dates of birth and passport numbers
 - Sharing requirements
 - 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

Visa Students

In accordance with Visas and Immigration guidelines, we require payment of fees in full prior to issuing a visa invitation letter. Courier fees are £55 per despatch in the UK. Agents must notify Oxford International immediately in the case of refusal or any changes to their status. If you fail to obtain your visa, you will receive a refund of the total amount except for a minimum £50 administration fee only after we receive written documentation from the consulate of your visa denial.

Payment Conditions

A full invoice will be sent out along with the booking confirmation upon receipt of a completed booking form. A 20% deposit is payable upon receipt of this confirmation and invoice. Your booking is not confirmed until we receive this deposit, unless a prior agreement is in place. Full payment of all fees is required at least 14 days prior to arrival. Payment is BACS, bank transfer, credit or debit card. No services are confirmed or guaranteed until full payment is received.

Additional Costs – Extra Electives and Activities

It is possible to arrange for exams to be taken in the UK. We offer the Trinity GESE exam with 2 x 90 min preparation sessions for £130 per student in the UK. A minimum 8 students per campus is required.

Cancellation Policy

Students cancelling over 7 days prior to the course start date, or to students who have had their visa application rejected, Oxford International will refund fees received in full less a £50 administration fee. Students cancelling 7 days or fewer prior to the course start date will be charged a cancellation fee equivalent to one week's programme fee. Cancellation should always be made in writing and you will receive confirmation of cancellation by return. Cancellation due to visa denials will be reviewed on case to case basis and a refund is not guaranteed.

Exclusion Policy

Please refer to our Behaviour Policy for detailed information about our expected code of conduct. Failure to adhere to this could result in students being asked to leave campus and having to return home at their own expense.

Withdrawal Policy

Students withdrawing from the course once it has started, for whatever reason, will still be charged the full price of the programme. Part refunds of unused complete weeks may be paid at Oxford International's discretion, depending on the reason for withdrawal. Any refunds due will be paid to the person or organisation who originally paid the fees and will be made within 45 calendar days of written confirmation.

Amendments to Services

Oxford International reserves the right to change the particulars of the services, including location, accommodation, facilities, excursions, lesson timetable and dates of the programmes where circumstances beyond Oxford International's control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

Resolution of Disputes

In the event of a dispute between a student/group leader/agent and Oxford International, procedures are in place to facilitate the resolution of the dispute. Complaints should first be made to the Centre Manager. Each complaint will be fully investigated provided that it is received within 30 days of the course ending and all fees have been paid. If the matter is not resolved, the student

should complain in writing to the Oxford International Education Group head office (see website for address). All our schools in England are accredited by the British Council and are members of English UK. These organisations will handle unresolved complaints about our service. Please ask our Head Office for addresses and telephone numbers.

Force Majeure

Oxford International will not be responsible for any costs incurred by or on behalf of the student as a result of causes beyond our reasonable control. Such causes shall include but shall not be limited to riot, war, threat of war, civil strike, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Insurance

Our schools require students to have adequate health, accident and travel insurance while attending one of our programmes. You can add insurance cover to your package with cover from the moment of booking. Please ask admissions for more information. We provide student travel insurance in the UK through Endsleigh Insurance for £9.00 per person per week.

Limitation of Liability

Oxford International shall not be liable for any damages, loss, costs, expenses claims or proceedings howsoever arising and whether actual or contingency except for death or personal injury resulting from negligence of Oxford International Education Group, its employees, agents, consultants, subcontractors or suppliers whilst acting within the scope of or in the course of their employment or contract.

Marketing

The student agrees to participate in promotional activities undertaken by Oxford International, which include photography, videoing, recording and other such activities. These activities may result in the production of materials featuring the student, such as brochures, posters, websites, newsletters and marketing campaigns. Students can opt out of involvement in marketing material on arrival by filling in the relevant part of the student registration form.

Safeguarding



Agents are required to complete a police record/background check of Group Leaders prior to arrival in the UK only and complete the Oxford International Background Check form as part of the booking process.