

MILLFIELD ENGLISH LANGUAGE HOLIDAY COURSES

Street Campus (Ages 10-17) - Easter 2020

For an instant response you can complete the application form online at englishholidaycourses.com

To help with the quick processing of your application, please make sure that all forms are completed and returned to the course administrators as soon as possible. If you require assistance in completing these forms please telephone the course administrators on +44 (0) 1458 444 112/319/326/369/458 or e-mail mahc@millfieldschool.com

Please begin the application process by writing the student's name and indicating which weeks they wish to stay.

Student Name _____

Please tick ✓ which weeks the student would like to attend (please note Wednesday arrival/departure dates)

WEEK 1 Wednesday 1 - Wednesday 8 April	WEEK 2 Wednesday 8 - Wednesday 15 April
<input type="checkbox"/> 1 week block	<input type="checkbox"/> 1 week block
<input type="checkbox"/> 2 week block	

Please note: Millfield's Airport Transfer Service runs on Wednesdays only.

Afternoon Options

Please choose just one option per week. Please tick ✓ the following boxes to indicate the chosen afternoon option for each week.

AFTERNOON OPTIONS	WEEK 1 Wednesday 1 - Wednesday 8 April	WEEK 2 Wednesday 8 - Wednesday 15 April
Sports & Recreation Choice of many different sports & activities.	<input type="checkbox"/>	<input type="checkbox"/>
Extra English Students will be assigned classes dependent on age & ability; Get Ahead English or Academic English. Ages 10-13 for CEFR level A2/B1 only. Ages 14-17 for CEFR level B1+ only.	<input type="checkbox"/>	<input type="checkbox"/>
Academy Cooking Preparation, cooking & presentation skills.	<input type="checkbox"/>	<input type="checkbox"/>
Academy Golf Suitable for players with or without a handicap.	<input type="checkbox"/>	<input type="checkbox"/>
Academy Rock Songwriting, music & vocal skills practice.	<input type="checkbox"/>	<input type="checkbox"/>

Student Information

Please complete this form in block capitals (e.g. PETER SMITH). Please print clearly in black ink.

If you will be applying for a visa to travel to the UK please list the student's passport details below which we will list on the student's confirmation letter. Please also attach a copy of the passport to this application form.

For visa information please visit: gov.uk/check-uk-visa

Passport Number _____ Place of Issue _____
Date of Issue _____ Expiry Date _____

Student Details

Family Name _____

First Name(s) _____

Preferred Name (if applicable) _____

Nationality _____

Country of Birth _____

Agent Stamp

Date of Birth Day Month Year

Gender (please tick ✓) Male Female

If the student would prefer to share a room with a friend of a similar age, please state their name below:

We will do our best to meet any requirements, however, please note that rooms are subject to suitability and availability.

Language Information

First Language (mother tongue) _____

T-Shirt Size

Small = Length 48cm, width 38cm | Medium = Length 56cm, width 43cm | Large = Length 61cm, width 46cm

All students will receive a free T-shirt, please tick ✓ to indicate required size Small Medium Large

Parent/Guardian Details

Title (Mr/Mrs/Ms/other) _____ Family Name _____ First Name(s) _____

Tel (home) _____ Tel (mobile) _____

Address _____

_____ Postcode _____

Country _____ E-mail _____

General Information

Has the student attended a Millfield English Language Holiday Course previously? Yes No

Have our courses been recommended to you by a travel/education agency? Yes No

If yes, please state the agency name here: _____

Student Medical Information

Office use only

Input date & initials _____

Family Name _____ First Name(s) _____ Age (at time of course) _____

Please tick ✓

Day Month Year

Male Female Date of Birth Nationality _____

A nurse or an agreed member of staff is on duty throughout the course to treat your child and administer the following over-the-counter medicines: Paracetamol tablets or sugar-free suspension, throat lozenges, anti-histamine and travel sickness tablets.

Please tick ✓ if you are **ARE** happy for this treatment to be given **OR**

Please tick ✓ if you **ARE NOT** happy for this treatment to be given **AND** explain your reason _____

Please note that all medication brought on campus must be given to the houseparent upon arrival.

For reasons of safety, there are strict regulations for the management of medicines. We are only able to accept responsibility for drugs licensed in the UK. Please do not send medicines with your child unless prescribed by a doctor together with an English translation of each medicine's dosage and contraindications (warnings, precautions and possible side effects).

(please tick ✓)

Does your child have any current medical issues or learning needs of which we should be aware? Yes No

If yes, please give details _____

Is your child currently taking any long-term or repeated medication? Yes No

If yes, please state the name, dosage and time for the medication to be administered. _____

Does your child have any significant allergies (e.g. allergic to peanuts or pollen)? If yes, please give name and details of medication Yes No

Does your child carry an EpiPen (Epinephrine)? If yes, please ensure they bring two with them. Yes No

Does your child have any special dietary requirements (e.g. halal or kosher)? If yes, please give details Yes No

Please provide us with **two** emergency contacts, one of which to be the student's parent/guardian, who will be contactable **24 hours a day**.

Emergency Contact (name)	Relationship (e.g. parent/sister/uncle)	Phone Number (with country/area codes)

Please sign to confirm the information on this form is correct. If you are an Agent signing the form on behalf of a parent/guardian, we are assuming that you have gained permission from the parent/guardian to sign the form and confirmation from the parent/guardian that all details are correct.

Relationship to student (please circle) **Parent / Guardian / Agent / Other** (please specify) _____

Signature _____ Print Name _____ Date _____

Emergency Treatment In the event of an emergency, staff will make every reasonable effort to contact a parent or legal guardian before permitting treatment to proceed as advised by the medical authorities present.

Please inform us immediately if any of this information changes. This information will be accessed and used by staff who are responsible for looking after the welfare of your child.

Student Travel Details

Please tell us your travel plans before 2 March 2020
even if you are not using the Millfield airport transfer service

Office use only

Input date & initials _____

Student Details

Student Name _____ Age (at time of travel) _____

Parent/Guardian/Agent travel contact name: _____

Please make sure you are contactable 24/48 hours prior to departure in case we need to reconfirm travel plans.

Contact mobile/telephone: Day _____ Evening _____

Method of Travel (please tick ✓ one option only)

Do you require a standard airport transfer? Please complete section 1 - we are only able to provide transfers on the days listed in Section 1Do you wish to make your own arrangements? Please complete section 2

Section 1 (for students requiring standard airport transfers)

Airport Arrival Please tick ✓ to indicate on which date you will require an arrival transfer:Wednesday 1 April Wednesday 8 April **Unaccompanied Minor** Please tick ✓ if the student will be using the unaccompanied minor service (this must be arranged with the airline directly)

Travelling from _____ Airport

Please tick ✓ to indicate which airport you will be arriving at: Bristol Heathrow Gatwick

Terminal no. _____ Flight no. _____ Flight arrival time _____

Airport Departure Please tick ✓ to indicate on which date you will require a departure transfer:Wednesday 8 April Wednesday 15 April **Unaccompanied Minor** Please tick ✓ if the student will be using the unaccompanied minor service (this must be arranged with the airline directly)

Travelling to _____ Airport

Please tick ✓ to indicate which airport you will be departing from: Bristol Heathrow Gatwick

Terminal no. _____ Flight no. _____ Flight departure time _____

You can contact Mark Greenow with any urgent travel enquiries on the day of travel on:**greenow.m@millfieldschool.com or +44 (0) 7885 613 692**

- All students will be met by a Millfield representative who will be wearing a red Millfield T-shirt and carrying a 'Millfield' sign
- All students must report and introduce themselves to our representatives as soon as they land/arrive
- All students must go to the Information Desk in the airport if they cannot find our representatives, or contact Mark Greenow using the details above
- Some airlines will request details of the name and address of an individual responsible for meeting the students, please give the following information: Mark Greenow, Millfield Enterprises, Street, Somerset, BA16 0YD, United Kingdom or telephone +44 (0) 7885 613 692
- As flights land at different times, some students will inevitably have to wait with our staff for other students to arrive; please be prepared for this. Where possible students should plan their travel so that their flights arrive in the UK and depart from the UK between 12.00 & 18.00. We may be able to offer a transfer service outside of these times if necessary - please contact our course administrators at mahc@millfieldschool.com to enquire.
- **Unaccompanied Minor documents for arrival and departure must be completed by the parent/guardian. Millfield is not responsible for this. Our UM details can be obtained on request.**

Section 2 (for students making their own arrangements)

Arrival at Millfield

Date _____ Arrival Time _____

Name of accompanying adult _____

Contact number _____

Departure from Millfield

Date _____ Departure Time _____

Name of accompanying adult _____

Contact number _____

Please inform us immediately if any of this information changes after you have submitted the form.

Course Fees

Length of Stay

As a special promotion for Easter 2020, if a two week course is booked a 50% discount is applied to the second week's course fees. This discount has already been factored into the cost given below. Please note that this discount applies to course fees only and does not apply to airport transfers.

Please tick ✓ to indicate the student's choice of week blocks.

1 week 1406 GBP 2 weeks 2109 GBP

Full fees will be retained if students cancel on or after 2 March 2020.

Airport Transfer Service

If the student will require an airport transfer please tick ✓ which airport.

The transfer prices are for return journeys (arrival and departure travel) on the arranged Wednesdays only. Halve the cost if only one way is required. Students arriving at Gatwick will be collected for onward travel via Heathrow.

Bristol (1 hr) 195 GBP Heathrow (2½ hrs) 195 GBP Gatwick (3½ hrs) 195 GBP

Total Course Fees

Please calculate the total amount due by writing the figures in the applicable boxes.

Confirmation documents will be sent by e-mail but can also be sent by DHL (international courier) at a cost of 60 GBP.

Course Fees GBP + Transfers GBP + DHL GBP = TOTAL GBP

Payment

This section must be completed.

Please tick ✓ whether you will be paying the 300 GBP deposit or full course fees at this stage

Please note, for those paying 300 GBP deposit, the remaining balance will be due by 2 March 2020

I am paying the deposit of **300 GBP** and will arrange payment of the outstanding balance separately before 2 March 2020

I am paying the full course fees of GBP (please state the amount you are paying)

Please note that any booking made on or after 2 March 2020 must be accompanied by full payment.

Please tick ✓ to indicate your chosen method of payment

Option 1 - Credit/Debit Card How would you like to pay? Please ensure you return this form before making payment, you will receive an e-mail with instructions on how to make payment shortly after submitting your application to the course administrators.

Online on the Millfield Enterprises website By phone

Option 2 - Bank Transfer To make payment by Bank Transfer please use these details:

IBAN (International Bank Account Identifier) GB21 LOYD 3098 2800 081813 **BIC** (Bank Identifier Code) LOYDGB21241 **SWIFT Code** LOYD GB2L

Address: Lloyds Bank, 64 High Street, Street, Somerset, BA16 0ED **Account No:** 0081813 **Sort Code:** 30-98-28 **Account:** Millfield

Please include a reference with any bank transfers to include 'MELHC' followed by the student's family name.

I understand that I will be responsible for any charges incurred when payment is made by Bank Transfer (please tick ✓).
Please provide proof of payment to the course administrators once your transaction is completed.

Option 3 - Credit/Debit Card or Bank Transfer via Flywire Please ensure you return this form before making payment, you will receive an e-mail with instructions on how to make payment shortly after submitting your application to the course administrators.

Declarations and Agreement

Authorities given by the Parent/Legal Guardian/Agency

I give the following express authorities on behalf of myself/my child/my client.

1. Off-campus trips, excursions and transport: I consent to my child/client taking part in all off-campus trips and excursions whilst he/she attends the Millfield English Language Holiday Courses. I also consent to my child/client travelling by any form of public transport and/or in a motor vehicle driven by a responsible adult who is duly licensed and insured to drive a vehicle of that type.

2. Medical information: I confirm that I have full parental authority in completing the Student Medical Form and I understand that if Millfield Enterprises are not informed in advance of the course of the student's physical or mental condition, they reserve the right to terminate the student's course.

Declarations by the Parent/Legal Guardian/Agency

1. Terms and conditions: Before submitting this completed and signed application form I have read and understood and I agree to the Millfield English Language Holiday Courses' Terms and Conditions. I have retained a copy of the Millfield English Language Holiday Courses' Terms and Conditions with my records.

2. Legal contract: I understand that a legal contract between the Millfield English Language Holiday Courses and myself will be formed when I submit my completed and signed application form and pay the non-refundable deposit of £300/full course fees.

3. Cancellation rights: I understand that I may cancel this agreement at any time within 14 days of the date of acceptance only if it is formed entirely at distance by means of post or electronic communication.

4. Confirmation of declarations: I confirm that the declarations made on this acceptance form are true and that I have disclosed all information required in the declarations. I understand and agree that the School has the right to terminate this contract for educational services immediately if any declaration is found to be untrue.

To be completed by the Parent/Legal Guardian/Agency			
Title (e.g. Mr, Mrs, Ms)		Name in Full	
Date of Birth		Relationship to Child or Agency Name	
Address (if different from Form 2)			
		Telephone No. (if different from Form 2)	

By submitting this application form you acknowledge that from time to time we may send you news and updates from Millfield that we think will be of interest to you by post or e-mail. You can easily remove yourself from this mailing list at any time by e-mailing 'unsubscribe' to media@millfieldenterprises.com or by clicking the 'unsubscribe' button at the end of the newsletters that you receive by e-mail.

Signature		Date	
------------------	--	-------------	--

Millfield English Language Holiday Courses

Millfield Enterprises, Street, Somerset, BA16 0YD, United Kingdom

T +44 (0) 1458 444 112/319/326/369/458 E mahc@millfieldschool.com W englishholidaycourses.com

Form 7 *Easter - Street Campus*

Terms & Conditions

1 Introduction

1.1 The School organises English language holiday courses for students aged 10 to 17 years during the Easter holidays and 6 to 17 years during the summer holidays. Parents can book a course for a period of one or two weeks' duration in the Easter holidays, or a period of two to six weeks' duration in the summer holidays.

1.2 **Terms and Conditions:** These terms and conditions together with the completed forms in the application form are the basis of a legally binding contract between the Parent and the School for the provision of educational services.

2 Terminology

2.1 **The Course:** means the Millfield English Language Holiday Courses operated by the School.

2.2 **The Course Fees:** means the Course Fees as shown in the Course application form.

2.3 **The Director:** means the Director of Holiday Courses and Events.

2.4 **The Parent or You:** means the parent or legal guardian of the Student and who has submitted the completed application form.

2.5 **The School or We or Us:** means Millfield as now or in the future constituted (and any successor). The School is constituted as a charitable company limited by guarantee.

2.6 **The Student:** means the person named on the application form.

3 Application

3.1 **Application:** The Parent may book a place on the Course for the Student by completing all forms in the application and submitting these to the School together with the deposit. The amount of the deposit is set out in the application form. Except where clauses 3.3 or 4.4 apply the deposit is non-refundable.

3.2 **Consideration of application:** An application will only be considered by the School if all forms in the application form are completed and the deposit paid.

3.3 **Availability:** Places on the Course are subject to availability. If a place is not available, the deposit will be refunded to the Parent.

3.4 **Equality:** The School welcomes students from many different ethnic groups, backgrounds and creeds. We will do all that is reasonable to ensure that the School's culture, policies and procedures are made accessible to students who have disabilities and to comply with our legal and moral responsibilities under equality legislation in order to accommodate the needs of applicants and students who have disabilities for which, after reasonable adjustments, we can cater adequately.

The School's policies can be accessed on its website englishholidaycourses.com

4 Fees and Cancellation

4.1 **Course Fees:** The Course Fees include tuition, accommodation, meals, laundry, most excursions and activities. The Course Fees do not include transport to and from an airport, examination fees, or London and Oxford weekend excursions which will be charged separately to the Parent. The Course Fees will be payable in the amounts and in accordance with the provisions set out in the course application form.

4.2 **Pocket money:** The Parent shall provide the Student with pocket money for use while participating on the Course. The School shall retain £30 on the Student's arrival as a deposit for any damage caused by the Student. All or part of this deposit may be used by the School if the Student causes damage to the School or other person's property. The balance held by the School shall be returned to the Student on departure.

4.3 **Refund or waiver:** Fees will not be refunded or waived:

4.3.1 if the Student does not complete the Course; or

4.3.2 if the Course duration is shortened; or

4.3.3 if the School is temporarily closed due to adverse weather conditions; or

4.3.4 unless there is a legal liability under a court order or under the provisions of this agreement to make a refund; or

4.3.5 save as set out above, for any reason other than exceptionally and at the sole discretion of the Director; or

4.4 **Non-payment of Course Fees:** The School may refuse the Student to participate in the Course if the Course Fees are not paid when due; the payment deadline for the Easter courses is Monday 2nd March 2020 and summer courses is Monday 8th June 2020.

4.5 **Cancellation:** Means the cancellation of the Student's place on the Course which occurs after submission of the application form and before the start of the Course or the date on which the Student arrives at the School.

4.6 **Cancellation rights:** If the contract with You is formed entirely at distance by means of post, fax or electronic communication without a face to face meeting with a member of the School staff, You may cancel this agreement at any time within 14 days of the date of the application form. In such circumstances the Deposit will be refunded together with any Fees paid at the time.

4.7 **Course Fees on Cancellation:** If the Parent gives written notice to the Director of the cancellation of the place before the payment deadline (Monday 2nd March 2020 for the Easter courses and Monday 8th June 2020 for the summer courses) the School shall refund any part of the Course Fees paid. Other than as provided for in clause 4.6, if notice of cancellation is received by the School after the specified date there will be no refund of the Course Fees paid and the Parent shall be required to pay the balance of the Course Fees immediately.

4.8 **Course Changes and Cancellation of Optional Extras:** No refunds will be given for supplementary charges if students change from a course with a supplementary charge to one without after the payment deadline (Monday 2nd March 2020 for the Easter courses and Monday 8th June 2020 for the summer courses). No refunds will be given for the cancellation of any Optional Extras after the payment deadline (Monday 2nd March 2020 for the Easter courses and Monday 8th June 2020 for the summer courses). If a course change is processed after a student arrives a 10 GBP (cash) administration fee will be charged for each course change per student.

5 Education and welfare

5.1 **Provision of education:** We will exercise reasonable care and skill in providing educational services for the Student but cannot guarantee that s/he will achieve his/her desired examination results.

5.2 **Organisation of the Course:** We reserve the right to organise the Course and its delivery in a way which, in the professional judgement of the Director, is most appropriate to the Course as a whole. We will endeavour to inform you of changes and the reasons for them as soon as practicable.

5.3 **Complaints:** Any question, concern or complaint about the pastoral care or safety of the Student or any educational issue or other matter connected to the School must be notified to the Director as soon as practicable.

5.4 **Medical care:** The Parent must comply with the School Medical Officer's recommendations which may include a reasonable decision to send the Student home if he/she is unwell and unable to continue on the Course.

5.5 **Confidentiality:** The Parent authorises the Director to override his/her rights and (so far as they are entitled to do so) the Student's rights to confidentiality, and to impart confidential information on a "need to know" basis where necessary to safeguard the Student's welfare or to avert a perceived risk of serious harm to the Student or to another person at the School or to inform members of staff about the Student's particular needs.

5.6 **Student's personal property:** The Student is responsible for the security and safe use of all his/her personal property including money, mobile phones or devices, watches, computers, and for property lent to them by the School.

5.7 **Insurance:** The School maintains those insurances as required by law. The Parent is responsible for any other insurance including insurance of the Student's personal property whilst at School or on the way to and from School or any activity away from School premises organised by the School.

5.8 **Liability:** Unless negligent or guilty of some other wrongdoing causing injury, loss or damage, the School does not accept responsibility for accidental injury or other loss caused to the Student or for loss or damage to property.

5.9 **Photographs & Videos:** First names, photographs or images (including video recordings) may be taken and used online and/or in print for use in promotional material (such as adverts and brochures), on our websites or on social media. Please note, these may also be used by carefully selected third parties who are working on our behalf to recruit students for the Millfield English Language Holiday Courses. On occasion, these may be used for press and media purposes, or for educational purposes as part of the curriculum, or extra-curricular activities. We may seek specific consent from Parents or Legal Guardians before using a photograph or video recording where we consider that the use is more privacy intrusive. Where the student is of sufficient maturity (usually when aged 12 years or older) we may seek the student's specific prior consent (which may be obtained verbally) in addition to or instead of the Parents' or Legal Guardian's consent.

6 Student behaviour

6.1 **Behaviour and conduct:** The Parent accepts that the Student will be subject to the School's rules and regulations and policies on behaviour and conduct while attending the Course or associated with the School. The School's policies can be accessed on its website englishholidaycourses.com or requested in writing to the Director.

6.2 **Sanctions:** The Parent accepts that the Director may impose an appropriate sanction on the Student following breach of the rules for behaviour or conduct which for more serious breaches may include requiring the Student to leave the Course.

7 General contractual matters

7.1 **Data Protection:** We use the information collected about you and your child to provide the Course and to fulfil our statutory duties. Our privacy notice, which contains further information about how we use personal data can be found here: <http://millfieldschool.com/privacy-policy>. Please read this carefully. If your child is aged twelve or over, then you must ensure that your child has read this as well.

7.2 **Consumer rights:** Care has been taken to use plain language in these terms and conditions and to explain its provisions. If any words alone or in combination infringe the consumer rights laws or any other provision of law, they shall be treated as severable and shall be replaced with words which give as near the original meaning as may be fair.

7.3 **Information for Parents:** We provide parents of students and prospective students with information about the School, the Course and the educational services we provide in good faith. This information may be contained in the Course brochure, website or other promotional literature or in statements made by staff. If the Parent wishes to take account of the information provided to them when deciding whether to enter into this agreement, he/she should seek specific confirmation from the Director that the information is accurate before submitting a completed application form.

7.4 **Policies:** We ask that all students, parents and agents act in accordance with the School's policies. These can be found at englishholidaycourses.com/policies

7.5 **Third party rights:** Only the School and the Parent are parties to this agreement. The Student or any third party is not a party to it. No person other than a party to this agreement shall have any rights to enforce any term of this agreement.

7.6 **Interpretation:** These terms and conditions supersede those previously in force and will be construed as a whole. Headings, unless required to make sense of the immediate context, are for ease of reading only and are not otherwise part of the terms and conditions.

7.7 **Jurisdiction:** This agreement was made at the School and it, together with each matter relating to the provision of educational services by the School, is governed exclusively by the law of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

Millfield: a Company Limited by Guarantee
Registered in England No: 00522385
Registered Office: Street, Somerset BA16 0YD
Registered Charity No: 310283

Form 8 *Easter - Street Campus*

General Information

Arrival and Departure

It is the parents'/agent's responsibility to arrange flights. Please inform us of the student's flight details and request airport transfers if required by completing the Student Travel Details form/online section and returning it to us before 2nd March 2020 (Easter courses) or 8th June 2020 (summer courses). Ideal times for arrival or departure at UK airports are between 12.00 and 18.00 on the allocated transfer day. Some students may have to await the arrival of other students before leaving the airport. Students who have requested a Millfield transfer will be met at the airport by a Millfield Representative who will be wearing a red Millfield t-shirt and carrying a Millfield sign. For students who have requested a Millfield transfer, on departure staff will accompany students back to the airport and supervise the check-in procedure.

All journeys outside the offered transfer days and to and from different airports than those offered will need to be arranged by the parent/agent. Alternatively, the parents/guardians of students can arrange for a named adult to deliver and collect the student to/from the courses.

Please note: Millfield Enterprises will not accept responsibility for organising airport transfers other than on the specified dates or at the designated airports. Students making their own travel arrangements need to inform us of their plans by completing the Student Travel Details form/online section and returning it to us by the date specified. Students making their own travel arrangements should aim to arrive at Millfield between 10.00 and 17.00. Arrival and departure days are normally on Sunday (or Wednesday for the Easter 2020 course).

Written confirmation will be given to confirm receipt of the student travel details. To ensure that we are aware of last minute changes, please ensure that you receive written confirmation from the course administrators at Millfield.

Pocket Money & Valuables

Although everything needed is included in the price of the course, students may wish to bring pocket money to purchase souvenirs or for special events/excursions.

Along with 30 GBP damage deposit, we recommend around 50 GBP per week and a maximum of 100 GBP per week. Students should bring their pocket money in cash sterling. We have cash machine facilities nearby for which students can use a Debit or Preloaded Cash Card. Houseparents will exchange any foreign money.

Pocket money, cards, passports and plane/train tickets will be collected from students on arrival, and be stored in a locked safe monitored by the student's Houseparent. Houseparents will distribute pocket money to students when requested and will keep note of each withdrawal. Any pocket money remaining at the end of the student's course will be returned to the student prior to their departure.

Photographs and Videos

First names, photographs or images (including video recordings) may be taken and used online and/or in print for use in promotional material (such as adverts and brochures), on our websites or on social media. Please note, these may also be used by carefully selected third parties who are working on our behalf to recruit students for the Millfield English Language Holiday Courses. On occasion, these may be used for press and media purposes, or for educational purposes as part of the curriculum, or extra-curricular activities. We may seek specific consent from Parents or Legal Guardians before using a photograph or video recording where we consider that the use is more privacy intrusive. Where the student is of sufficient maturity (usually when aged 12 years or older) we may seek the student's specific prior consent (which may be obtained verbally) in addition to or instead of the Parents' or Legal Guardian's consent.

Accommodation

We have separate accommodation for boys and girls, and students may only mix in recreational areas of the houses. Some of the older students or students with a medical condition may be allocated their own single room with shared bathroom facilities (although some may have en-suite), while younger students share 2, 3, 4 or 6-bedded rooms and bathroom facilities. Some students may be required to change houses. We will do our best to avoid disruption and students will be informed in advance during their stay. Student Wi-Fi is available and each house has payphones which can receive incoming calls. Important messages can be left with the course administrators during office hours (Monday - Friday, 09.00-17.00 hours UK time):

T +44 (0) 1458 444 112/319/326/369/458 (after-hours answer phone)
E mahc@millfieldschool.com

Clothes and Laundry

Students should bring, as far as possible, machine washable casual and sports clothes for everyday activities and variable weather conditions, and some smart clothes for special occasions.

England can sometimes be wet and cold. Please ensure students have a jumper, a waterproof coat and suitable footwear. Please also bring a sun hat and sun cream for warmer weather.

Clothes are laundered twice a week by the school. Students have to sort their own clothes when they are returned clean, so please label them clearly with the student's first name and family name. We recommend that names are carefully stitched into the fabric as it is common for labels to fall off during the washing/drying process. Students must bring their own bath towels.

Bed linen is supplied and changed once a week.

A full list of what students need to bring is provided in the Parent/Guardian Guide and Student Guide which will be made available to parents/guardians and students once their application form has been processed.

Food

All campuses provide a variety of great food choices for students to try with a combination of international dishes and great British classics.

Each meal time there is a choice of different healthy food options. Special dietary requirements can also be catered for including religious persuasions and lifestyle preferences.

Students can eat as much as they like and are encouraged to try different foods to promote a healthy and balanced diet.

Most meals are served in the dining hall on each campus and staff and students eat together. At breakfast we offer a choice of cooked food, cereals, toast and fruit. At lunch and supper we offer both hot food and salad. Vegetarian options are available at all meals. Packed lunches are provided on excursions and occasionally supper will be a special barbecue outside.

Refreshments are provided in the afternoon break.

Fruit, snacks and drinks are also provided in the boarding houses for the evenings.

Please specify any special dietary requirements on the Medical Information section of the application form.

Health and Welfare

A Houseparent is appointed to manage each house and they have responsibility for the health and welfare of all students in their house. Students who report that they are feeling unwell are initially seen by their Houseparent or Assistant Houseparent who will assess their condition. If deemed necessary by their symptoms, they will then be taken to the Medical Centre where they will be seen by the nurse. The nurse will assess the student and either provide medication or advice, or advise visiting the local doctor's surgery. The doctor's surgery is located locally and an appointment can usually be made for the same or next day for urgent cases or within three days for minor cases. The doctor can provide a prescription for any medication that is required.

In an emergency, the student is taken to a local hospital which has an Accident and Emergency department or Minor Injuries department, either by school transport, taxi, or by ambulance if required. We will make every reasonable effort to notify the Parent/Guardian prior to the hospital visit. In order to provide any treatment whatsoever, it is essential for the school to have the Medical Information section of the application form filled in and signed by the Parent/Guardian along with two contact numbers, one of which should be the student's Parent/Guardian. If you have not informed us of any medical conditions or prescription medicines on the application form, please ensure you contact our course administrators by Monday 2nd March for students attending the Easter courses and Monday 8th June for students attending the summer courses.

In all cases of illness, the Houseparent and other members of staff will check the student regularly and ensure that he/she is comfortable. Students are supervised 24 hours a day and we ensure that as many of our staff as possible are qualified in First Aid.

How to solve a problem

If a student has a problem, it is important that they bring it to the attention of staff as soon as it arises. Any member of staff can be approached and will be willing to give assistance. For specific help, they can speak to the Pastoral Manager for accommodation, health and nutrition issues; the Academic Manager for any learning or teaching issues; and the Activities Manager for sport and activity issues.

If the problem is not resolved satisfactorily they should contact the Centre Manager who has overall responsibility for the course. He/she can be approached directly or through other staff at any time. Official complaints should be directed to the Director of Holiday Courses and Events, Mr Mark Greenow on:

T +44 (0) 1458 444 457
M +44 (0) 7885 613 692
E greenow.m@millfieldschool.com

The Director is available at all times on his mobile phone in case of emergencies.

If you are not satisfied with the response from your accredited centre, you can contact English UK for further advice. The way they will handle your complaint will depend on the course provider you're studying with. For private schools and language centres, English UK will attempt to mediate. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school.

<https://www.englishuk.com/en/students/complaints-procedure>

Millfield English Language Holiday Courses

Millfield Enterprises, Street, Somerset, BA16 0YD, UK

T +44 (0) 1458 444 112/319/326/369/458

E mahc@millfieldschool.com

W [englishholidaycourses.com](http://www.englishholidaycourses.com)



MILLFIELD
ENTERPRISES