

Booking Form: City Football Language School 2017

Thank you for choosing the City Football Language School. Please complete this form and return it to our Reservations Team at reservations@experienceenglish.com. By completing this form you agree to the Terms and Conditions outlined below.

CHILD'S DETAILS				
First name:				
Surname:				
Date of birth (dd/mm/yyyy):				
Nationality:				
Passport number:				
Mobile phone number (including country code):				
COURSE DETAILS				
Select a programme (2017 start dates):	BOYS (12-17)	2-15 July 16-29 July 30 July-12 August	GIRLS (12-17)	16-29 July 2-15 July
Would you like to book any extra nights (£90 per night) <i>Please note, extra nights are subject to availability and limited to 1 night either side of your stay.</i>	Yes	No	If yes, when would you like to book?	1 extra night before the course 1 extra night after the course
PARENT/GUARDIAN DETAILS				
Title:	Mr	Mrs	Miss	Dr Other
First name:				
Surname:				
Full address (including country):				
Postal code/zip code:				
Work telephone number (including country code):				
Home telephone number (including country code):				
Mobile telephone number (including country code):				
Email address:				
Relationship to child:				
SECOND EMERGENCY CONTACT (different from parent/guardian)				
Title:	Mr	Mrs	Miss	Dr Other
First name:				
Surname:				
Full address (including country):				
Postal code/zip code:				
Work telephone number (including country code):				
Home telephone number (including country code):				
Mobile telephone number (including country code):				
Email address:				
Relationship to child:				
ARRIVAL AND DEPARTURE DETAILS				
Transfer on arrival (please see appendix for transfer prices):	Yes	No	If 'no', please give transport details here:	
Flight arrival number (can be provided at a later date):			Flight arrival time:	
Arrival airport (can be provided at a later date):				
Transfer on departure (please see appendix for transfer prices):	Yes	No	If 'no', please give transport details here:	
Flight departure number (can be provided at a later date):			Flight departure time:	
Departure airport (can be provided at a later date):				
Unaccompanied minor service (£60):	Yes	No		

CONFIDENTIAL MEDICAL DETAILS

Is your child receiving any medical treatment?	Yes	No
	If yes, please provide details:	
Does your child have any medical conditions?	Yes	No
	If yes, please provide details:	
If you have answered yes to the above questions, please detail the symptoms of your child's condition and the symptoms in the event of an episode:		
If you have answered yes to the above questions, is your child aware of his/her condition and the action that needs to be taken in the event of an episode?	Yes	No
Is your child taking any medicine?	Yes	No
	If yes, please provide details:	
If your child is taking medicine, are they able to administer their own medication?	Yes	No
		Not applicable
Does your child suffer from any allergies?	Yes	No
	If yes, please provide details:	
Does your child have any particular dietary requirements?	Yes	No
	If yes, please provide details:	

KIT DETAILS (please refer to appendix for size guide)

T-shirt (please select one):	Youth: XS S M L XL
	Adult: XS S M L XL
Shorts (please select one):	Youth: XS S M L XL
	Adult: XS S M L XL
Socks (please select one):	XS S M L XL

Please note exact kit size is subject to availability; we will do our best to accommodate your child's size.

GENERAL INFORMATION

Does your child have permission to use the free Wi-Fi at our accommodation/facilities?	Yes	No
Insurance policy number (insurance is not included):		
Name of school your child currently attends (optional):		
Name of football team(s) your child plays for (optional):		
Your child's preferred playing position (optional):	Goalkeeper	Defender
	Midfielder	Forward

FURTHER INFORMATION

Please use this space to provide any further information (e.g. insurance policy number, disabilities, special requirements):	
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By submitting this form you agree to comply with the terms and conditions, and parent/guardian disclaimer. You also agree to provide your child with a £40 returnable damage deposit to be handed to the relevant staff member on arrival day and a passport size photo which is required for your child's student ID card.

- Please tick here to confirm you have read and agree with the terms and conditions at the back of this document.
- Please tick here to confirm you have read and agree with the damage deposit clause above.
- Please tick here to confirm you have read and agree with the Parent/Guardian Disclaimer on the next page.

Date of confirmation (dd/mm/yyyy):

Please note, we cannot proceed with your booking until you have read and ticked the boxes above. Once complete, please send your completed form to reservations@experienceenglish.com. Please keep a copy of this completed form for your information.

Parent/Guardian Disclaimer

Please note that by registering your child / children on the City Football Language School programme, you and your child confirm and agree to the following disclaimers:

1. FITNESS: My child is physically fit and able to participate in the sporting activities taking place during the programme and accepts all risks resulting from his/her participation in these activities. I agree that City Football Schools and Experience English are not responsible for any injury, death or loss of property to any person suffered while participating or in any way involved in the programme, save on the part of their negligence.

2. MEDICAL ATTENTION: In the event that my child needs medical attention during the programme I allow him/her to be treated by a qualified emergency first aid staff member. I agree that City Football Schools and Experience English are not responsible for any medical emergencies arising from non-disclosure of relevant medical information.

3. BEHAVIOUR: My child will conduct him/herself in an appropriate manner at all times during the programme and will not act improperly, violently or impolitely towards any other person or property.

I confirm that my child understands that the UK has laws about under-age drinking of alcohol and that it is strictly forbidden for students under the age of 18 to buy or to drink alcohol. Smoking is not allowed at the City Football Language School or in the residence accommodation.

I confirm that my child will comply with the City Football Schools and Experience English regulations, and English Law. Please note that City Football Schools and Experience English accept no responsibility for the safety and welfare of students who do not comply with City Football Language School regulations and English Law.

I understand that City Football Schools and Experience English have the right to withdraw my child from the programme in the event of serious misconduct i.e. infringement of City Football Language School rules regarding curfews, under-age drinking and smoking or breaking the law.

Please note that there is a dedicated Centre Manager and Welfare Officer available to all the students on arrival and throughout their stay. Our 24-hour telephone number is +44 7802 217 982 (for emergencies only).

4. CONFIDENTIALITY: My child will keep confidential all aspects of Manchester City (including information about Manchester City personnel and players) that he/she learns during the programme, whether such information has been learned incidentally, intentionally or otherwise.

5. RECORDINGS: I confirm that my child will not bring to or use at the programme any video or other filming or recording equipment nor will they record or attempt to record (whether permanently or transiently), or transmit for their own or any other person's purposes, moving images or voices of any Manchester City personnel at any time during the programme.

6. USE OF IMAGERY AND VIDEO: By agreeing to these terms and conditions below I acknowledge that Experience English, Manchester City, our partner companies and the Real Experience Group may use any photos, images or videos that we, or someone on our behalf, have taken of you. We may also use any comments you make during or in connection with the programme for promotional or marketing purposes (e.g. brochure, website, social media) without obtaining your further specific permission or making any payment to you. Such use may include mentioning your name, age and country of residence.

7. ACTIVITIES AND COURSE: I allow my child to attend all City Football Language School activities and excursions (e.g. to beaches, theme parks, fun fairs etc). I also allow my child to attend the course booked and agree that they will follow the set syllabus.

8. PERSONAL BELONGINGS: Please note that City Football Schools and Experience English accept no responsibility for personal belongings or pocket money which have not been given to City Football Schools or Experience English staff for safekeeping.

Appendix

1. Kit Size Guide

SHIRTS			
Youth/Adult	Size	Chest size (Inches)	Approximate age
Youth	XS (extra small)	22/24	6 years
Youth	S (small)	25/27	7-8 years
Youth	M (medium)	28/30	9-10 years
Youth	L (large)	31/33	11 years
Youth	XL (extra large)	34/36	12 years
Adult	S (small)	36/38	13 years
Adult	M (medium)	38/40	14-15 years
Adult	L (large)	41/43	16+ years
Adult	XL (extra large)	44/46	16+ years
SHORTS			
Youth/Adult	Size	Waist size (Inches)	Approximate age
Youth	XS (extra small)	20/21	6 years
Youth	S (small)	22/23	7-8 years
Youth	M (medium)	24/25	9-10 years
Youth	L (large)	26/27	11 years
Youth	XL (extra large)	28/29	12 years
Adult	S (small)	28/29	13 years
Adult	M (medium)	30/32	14-15 years
Adult	L (large)	33/35	16+ years
Adult	XL (extra large)	36/38	16+ years
SOCKS			
Youth/Adult	Size	Shoe Size (Inches)	Approximate age
All	XS (extra small)	12-2	6-8 years
All	S (small)	2-5	9-11 years
All	M (medium)	5.5-7.5	12-14 years
All	L (large)	8-11	15+ years
All	XL (extra large)	11-14.5	15+ years

2. Airport Transfer (£ per person, includes return journey)

Airport transfer from and to Manchester Airport is £90 return and essential for any players traveling alone by plane. Reduced prices are available for groups, please contact us for a quote.

We offer an Unaccompanied Minor service for children under the age of 18, where a member of staff will meet your child at the airport on arrival and wait at the airport until your child's departing flight leaves the ground. If you would like us to provide this service for your child, please tick the relevant box under 'Flight Details'.

If your child is under the age of 15, it may be a mandatory requirement for you to register your child as an Unaccompanied Minor. It is your responsibility to check this with the airline and pay any relevant costs to the airline as well as the £60 Unaccompanied Minor fee to Experience English.

Terms and Conditions

CONDITIONS

Please read these booking conditions carefully, they form an important part of the contract for your booking. These terms and conditions are valid from 7th November 2016. The term 'student' or 'you' refers to the student.

YOUR CONTRACT

Your contract is with Experience English Limited, a company incorporated and registered in England and Wales. © 2013 Registered office address: Experience English Ltd, 6-7 Lovers Walk, Brighton, England, BN1 6AH. Registered in England No. 4040338. Experience English Ltd is part of the Real Experience Group.

When you make a booking and you are under 18 years old, a parent or guardian must make the booking on your behalf and accept these booking conditions. On receipt of the completed application form and the stated deposit or full fees, we will issue confirmation of the booking including an invoice, acceptance letter and, if required, a visa support letter will then be issued. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions. This contract, and any other claim or dispute arising from or related to this contract, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it.

MAKING A BOOKING AND PAYMENT

All students must book in advance of their course start date. Full booking fees are due and must be paid at least 28 days prior to the arrival date. At their discretion, the booking team may accept deposits of 30% for Non-Visa Students and Direct Visa Nationals on the provision that the request is made in writing and authorized by a manager, and full payment is paid at least 28 days prior to arrival. If you require the services of a courier to deliver your documentation, the cost incurred will be paid by you. All payments are to be made in Pounds Sterling. In some cases these rules do not apply to wholesale partners whose payment terms are outlined in the wholesale agreement made between the two parties.

You can pay by cash, bank transfer, cheque or credit card. For credit card payments, we add a 3% surcharge on the total amount to cover card charges. There may be a charge for direct debit card payments, please ask at time of payment. Please do not send cash in the post. Bank details for bank transfers and details for whom to make cheques payable should be requested at time of booking. Cheques should be paid at least 5 days before the start date.

We reserve the right to cancel a booking without refund or compensation if payments are not made when due.

THE PRICE YOU PAY

All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. You will be advised of the current price of the course, or the course and accommodation that you wish to book before your contract is confirmed.

IF YOU MAKE A CHANGE TO YOUR BOOKING

If you wish to make a change to the date of your booking, the person who made the booking must put such request in writing to us at least 56 days before the booking start date or the arrival date whichever is earlier.

If such notice is not given an amendment fee of £60 will be charged. If you change the date of your booking more than once, an amendment fee will be charged for the second and any subsequent changes, irrespective of notice given.

IF YOU CANCEL YOUR COURSE

If you wish to cancel a booking for any reason, the person who made the booking must put such request to cancel in writing to us. If you wish to cancel a booking due to a visa refusal, we will refund any booking fees which have been paid by you, less the registration fee and any other charges we may incur as a result of your cancellation, provided that:

a) Notice of your visa refusal is sent to us a minimum of one week before your course commences; and

b) Official written confirmation of the visa refusal from the Home Office or British Consulate/Embassy is sent to us before the course was due to commence. If you wish to cancel a booking for any reason other than visa refusal, booking refunds for such cancellations depend on the amount of notice given and are as specified below:

- More than 56 days before the booking start date or the arrival date, whichever is earlier: refund of total booking fees, less registration fee and any other charges we may incur as a result of your cancellation.

- Between 28 days and 56 days (inclusive) before the booking start date or the arrival date, whichever is earlier: refund of 70% of total course fees and less registration fee and any charges incurred as a result of your cancellation.

- 28 days or less before the booking start date or the arrival date, whichever is earlier: no refund will be given.

In the event that Experience English cancels a programme or session, all monies paid for such shall be refunded in whole.

ACCOMMODATION

Experience English Limited reserves the right to charge a supplement for any student or group arriving between the hours of 21:00 – 09:00.

ARRIVAL / DEPARTURE DATES

Arrivals should be on a Sunday ready for starting your course on a Monday. There will be no compensation due for late arrivals and/or missed lessons, activities and excursions missed as a result of not arriving on a scheduled arrival date.

ATTENDANCE AND ABSENCES

Full attendance is required. Absence from lessons is not compensated.

CERTIFICATE

All Young Learner students are issued with a certificate at the end of your course, providing you have attended 100% of your course.

POLICIES ON HOLIDAYS

Holidays from your course are not permitted.

TRANSFERS

Where a coach or private taxi transfer has been booked through the Company, flight details should be received no later than 14 days prior to arrival. The Company reserves the right to levy a charge of £20 per person should these details not be received within the 14 days. Please see the 'Course fee list' for the conditions of the transfer prices.

ADMINISTRATION CHARGE

All changes outside the notice period in course dates or accommodation, including holidays, have a charge of £60, which must be paid before the change is processed.

IF WE CHANGE OR CANCEL YOUR BOOKING

Whilst we aim to provide the course, and where applicable accommodation, as booked, we reserve the right to change or cancel your booking. Operation of all bookings are dependent on a minimum number of persons booking the course and we reserve the right to cancel or change your booking for reasons of consolidation due to minimum numbers not being attained on your course.

Subject to 'Our Liability' section below:

(a) if we make a minor change to your booking we will advise you as soon as reasonably possible;

(b) if we make a major change to your booking we will advise you as soon as reasonably possible if there is time before your course start date or your arrival date whichever is earlier. You will have the choice of either (i) accepting the change of arrangements, (ii) accepting an offer of alternative arrangements of comparable standards from us if available (you will pay the difference if it was advertised as a higher price than your original booking, or receive a refund of the difference if it was advertised at a lower price than your original booking) or (iii) accepting a refund of the monies you have paid to us for your original booking.

Subject to 'Our Liability' section below, if we cancel your booking, we may be able to offer you an alternative. If you accept it, you will pay the difference if it was advertised at a higher price than your original booking, or receive a refund of the difference if it was advertised at a lower price than your original booking, or we would refund the monies you have paid to us for your original booking. We will not be responsible to pay any compensation following a change or a cancellation by us and we will not be liable to reimburse you for any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts.

CONDUCT AND BEHAVIOUR

When you make a booking through us, you accept responsibility for the proper conduct of all parties included on your booking. We reserve the right to cancel at any time any student's course, or course and accommodation, with no refunds, in the event that, in the reasonable opinion of the Company or the school, the student's behaviour is disruptive or unsatisfactory (including without limitation causes or is likely to cause danger, upset or distress to anyone else or damage to property). Our decision is final. We shall be under no obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of your course, or course and accommodation, being terminated. Please note that if your visa status in the UK changes or you are found to be in contempt of visa regulations, we reserve the right to terminate your course without refund of course or accommodation fees.

OUR RIGHT TO SUBCONTRACT

We shall take reasonable care and skill in providing our services to you in accordance with industry standards. We reserve the right to subcontract various elements of our services (for example accommodation) to reputable companies selected by us. We shall procure that our subcontractors also take reasonable care and skill in providing such subcontracted elements of our services to you in accordance with industry standards. During peak periods we may use additional classrooms on other premises to conduct lessons.

OUR LIABILITY

We will not be liable: (a) where any failure in the performance of the contract is due to: i. you; or ii. acts, events, omission or accidents beyond our reasonable control or the reasonable control of our suppliers, including without limitation war, threat of war, riots, civil disturbances, actual or threatened terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, flood, and any other similar events; (b) for loss of students' property. No compensation, costs, expenses or any other sums will be paid by us in these circumstances. Nothing in this contract shall limit or exclude the liability of either party for death or personal injury resulting from negligence.

INSURANCE

Insurance is not provided by Experience English. Once a booking has been accepted, your group leader or the adult paying for your course agrees to source your own insurance. It is essential that every student, group leader, and/or accompanying adult takes out insurance to cover such events as course cancellation or curtailment; loss of personal effects; loss of passport or tickets; medical expenses and repatriation; personal liability and personal accident. Failure to do so could cause serious problems in the case of an emergency. It is your responsibility to ensure that you are adequately insured. For students staying in accommodation (homestay or residential) arranged by the Company, insurance covering personal liability is mandatory. If you do not have an insurance policy and an incident occurs, you will be responsible for all costs incurred.

COMPLAINTS

If you have a complaint regarding any aspect of the services provided, you should immediately notify your Centre Manager. In the unlikely event this is not resolved to your satisfaction; you should make an immediate complaint in English in writing to head office at Experience English Customer Service, Edinburgh Language Centre, 62-66 George Street, Edinburgh, EH2 2LR. We will investigate your complaint and if we judge it to be reasonable we will make an appropriate recompense (financial or otherwise). In order to be given a reasonable chance of addressing your complaint, please ensure it is received within one month of the end of your course. If the complaint is not resolved to your satisfaction, you may contact English UK.

BRIBERY

Experience English Limited shall not engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK.

PUBLICITY

These booking conditions, our brochures, our website and other publicity materials are the responsibility and property of the Company and the details are published in good faith as of 1st September 2016. We cannot be held responsible for any changes that become known or happen after the brochure is produced and the most up-to-date information can be found on our website. We will use reasonable endeavours to inform you of any material changes for your course before commencement of the course.

USE OF PHOTOS, VIDEOS AND COMMENTS

By agreeing to these terms and conditions you acknowledge that we, Manchester City, our partner companies and the Real Experience Group may use any photos, images or videos that we, or someone on our behalf, have taken of you. We may also use any comments you make during or in connection with the programme for promotional or marketing purposes (e.g. brochure, website, social media) without obtaining your further specific permission or making any payment to you. Such use may include mentioning your name, age and country of residence.

EMAIL CONTACT

By agreeing to these booking conditions, you consent to us (including Manchester City, our partner companies and the Real Experience Group) using your email addresses gained at the time of booking and during your period of study for future marketing purposes from time to time, such as promoting special offers, products and services by email. For further details regarding use of your information, please see the 'Privacy Policy' section below, including for information on how to unsubscribe to future marketing by us (including Manchester City and the Real Experience Group).

PRIVACY POLICY

The Company's Privacy Policy sets out what information we collect, how we collect it, and what we do with it.

(a) Your Information: this refers to information such as your name, contact details, travel preferences and special needs, disabilities or dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us. We will update your information whenever we can to keep it current, accurate and complete.

(b) Our Use of Your Information: (1) For the purpose of providing you with our services, we may disclose and process your information outside the UK/EEA. In order for you to travel abroad, it may be mandatory (as required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. These requirements may differ depending on your destination and you are advised to check.

Even if not mandatory, we may exercise our discretion to assist where appropriate. (2) We may collect and process your information for the purposes set out in our registration with the Office of the Information Commissioner, and disclose the same to our group companies for business purposes and also to companies who act as "data processors" on our behalf, or to our service providers operating systems or business functions on our behalf (some of whom are located outside the UK/EEA). These business purposes include administration, providing services (and contacting you where necessary), customer care, service quality, business management and operation, reorganisation/structuring/sale of our business (or group companies), risk assessment, security, fraud and crime prevention/detection, monitoring, research and analysis, marketing, customer purchasing preferences and trends, dispute resolution, credit checking and debt collection. (3) Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to disclose relevant information and sensitive personal data to us in circumstances where we need to act on your behalf or in the interest of passengers or in an emergency. If you do not agree to Our Use of Your Information above, we cannot do business with you or accept your booking.

(c) Direct Marketing Material: (1) We (including Manchester City, our partner companies and the Real Experience Group) may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our group companies. Our websites will assume you agree to e-communications when you make a booking. (2) You may indicate your preference regarding receiving third party direct marketing material. (3) If you do not wish to receive such information or would like to change your preference, please refer to point (2) of "Your Rights" below.

(d) Your Rights: (1) On completing our Data Subject Access Request form, you are entitled to a copy of the information we hold about you (for a £10 fee) and to correct any inaccuracies. (2) You have the right to ask in writing not to receive direct marketing material from us. If available, you can amend your previous preference on our website(s) or use our "unsubscribe email" feature. Once properly notified by you, we will take steps to stop using your information in this way.

(e) Foreign Controls: Outside the European Economic Area (EEA), note that controls on data protection in such countries may not be as strong as the legal requirements in this country.

(f) Use of Tools/"Cookies" and Links to Other Websites: If our contact and dealing with you is via our website(s), we may use "cookies". Cookies allow us to identify your computer but not you personally. You can set your web browser to refuse cookies. However, you may not be able to enjoy all the facilities or book via our website if you do so. However, if you also receive our email marketing, we will tailor the information we send you unless you tell us not to. This means we may use information we hold and cookies to identify your individual web site search behaviour and preferences. This will enable us to send you more personalised and relevant communications. You will be given the opportunity on every communication to opt-out of this personalisation. We collect information relating to customer trends and patterns and use cookies and software tools to measure site usage and related information. If you are making a purchase, we may also use cookies to keep track of the transaction from one web page to another. Our website(s) may contain links to other sites not controlled by us. It is your responsibility to check the status of these sites.

(g) Monitoring: To ensure that we carry out your instructions accurately, improve our service and for security, we may monitor and/or record: (1) telephone calls; (2) activities using CCTV in and around our premises; and (3) transactions and activities on our website. All recordings are and shall remain our sole property.

(h) Security Statement: We have taken all reasonable steps and have in place appropriate security measures to protect your information.

(i) Changes to this Policy: Any changes to this Policy will be either posted on our website, brochure and/or made available on request.

TERMS FOR YOUNG LEARNERS AND MINORS (Under 18s)

If you are under 18 then your parent or guardian is hereby deemed to accept the terms and conditions stated above, with the exception of terms that explicitly state they are relevant to adult students only. Your parent or guardian further accepts that:

1. They will provide a signed consent form at the time of booking, specifying details of the guardian who will be required to sign you in and out of school daily (if applicable).
2. They will permit you to travel by public transport;
3. They authorise you to take part in all tourist, sporting and cultural activities associated with the course;
4. They permit you to be treated by a doctor in an emergency. Experience English Limited will use all reasonable endeavours to make contact with your parent or guardian in this event;
5. They will pay any third party fees associated with the above treatments;
6. They will provide the school with a contact telephone number in case of emergencies.

AGENTS

All of the above terms are applicable to direct students and to agents unless prior alternative arrangements are agreed in writing between the agent and Experience English.