

EXAM TERMS AND CONDITIONS

Thank you for choosing to sit your exam at Live Language. Please take a few minutes to read the basic terms and conditions.

Acceptance:

By using the services provided by Live Language, you agree, without limitation or qualification, to be bound by, and to comply with, these Terms and Conditions.

Definition of the Actors involved in these Conditions:

The term 'company' means Live Language or Live Language.com The term 'The client' means the person in whose name the booking is made and shall include the person or persons on whose behalf the same is made. 'Force Majeure' shall mean any event outside the company's control which prevents the prompt performance of its obligations.

School Holidays in 2016:

- Easter: Friday 25 March and Monday 28 March
- Monday 2 May 2016
- Monday 30 May 2016
- Monday 26 September 2016
- Christmas: Wednesday 21 December – Tuesday 3 January 2017 (School closes on 21st December and reopens on 4th January)

Examination Fees:

You must pay the total fees for your exam in advance before the published application deadline. We cannot book you a place for the exam if the full fees are not paid.

Fees are paid in Sterling (GBP) at the time of payment.

Fees may be refunded under the following conditions:

- A full refund is given if the candidate withdraws **before** the exam application deadline.
- If the candidate withdraws after the application deadline, we cannot guarantee a refund, but we will make an application to Cambridge English on the behalf of the candidate.
- If a candidate is unable to come on the day of the exam due to illness, they must provide a medical certificate to qualify for a refund.

Please add £20 to your total fees to cover bank charges if you pay by bank transfer.

Examinations:

All exams will take place in 9 Somerset Place or 10 Somerset Place unless otherwise stated in the Exam Confirmation Letter.

Exams are undertaken at the candidate's own risk. Live Language cannot be held liable for damage or accident to candidates' persons or property.

Examinees will be provided with pencils, pens and paper etc. on the day of the exam

Reception will be open from 8.00 am on the day of the exam and close at the following times:

Monday 7:00 pm, Tuesday 7:00pm, Wednesday 7:00pm, Thursday 7:00pm, Friday 5:00 pm

If you are sick on the day of your exam, you will receive a refund if a medical certificate is produced.

If you are late on the day of your exam, contact the supervisor immediately. To be respectful to other students, on principle we will not allow you to enter the exam. You will only be allowed to enter the exam under extreme or exceptional circumstances.

Complaints Procedure for Candidates:

We want to:

- Give you the best possible customer service
- Find the best way to help you quickly, confidentially and in a positive way
- Understand everything correctly, tell you what is happening and what we will do to help you
- Be equal and fair with everyone, both candidates and Live Language staff
- Deal with any complaints according to the law, British Council requirements and Live Language's policies.
- Resolve any complaints within 14 days of the complaint first being raised with us.

1. If you are not happy about a person who works in the school, a school service or a school facility, please ask anyone at reception for help. They will tell you who will help you – either the Director of Studies (DoS), or the School Director (SD).

2. We will then give you an appointment to discuss your problem. We will try to help you informally first. We can usually solve problems quickly and informally.

3. If the problem is serious or if you want to make a formal complaint, we will ask you to give us your complaint in writing.

4. We will tell you what we are going to do.

5. After we have looked at the complaint and tried to solve the problem, we will meet with you and discuss what we have done. We will give you a written report. We hope you will be happy with the result at this point.

6. If you are still not satisfied, we will try again to help you by reviewing our staff, services or facilities. Then we will meet you again and tell you what we have done, and give you a final written report.

7. If you are still not satisfied but we have done everything possible to help, we will tell you in writing how you can make a complaint outside the school ie. We will give you the contact details of Cambridge English.

Attitude:

All candidates are expected to behave with responsible attitudes and treat staff, school property or fellow examinees with respect. Ignoring school guidelines may result in expulsion without a refund of examination fees.

Conditions and Procedures of Expulsion from Live Language:

An examinee may be expelled at any time, without refund, if the School Director is reasonably satisfied that the examinee's conduct (whether on or off the premises) has been prejudicial to good order or School discipline or to the reputation of the School. The School Director will act fairly and in accordance with the procedures of natural justice and will not expel a candidate other than in grave circumstances. The decision to request removal of a candidate and the manner and form of any announcement shall be at the sole discretion of the School Director. An examinee who has been excluded, suspended or removed from the School for any reason shall not be re-admitted without written permission from the School Director. In the event of expulsion or of an examinee's removal being required, the School Director will advise the candidate/parents of the procedure under which a written application for a review of the decision may be made. A candidate who has been withdrawn, excluded, suspended, removed or expelled from the School has no right to enter the School premises without the written permission of the School Director.

Computer Use:

Examinees may use the computers provided by Live Language for their own use during break times. Inappropriate use of the Live Language computers may result in the candidate being asked to leave the school without a refund of their fees.

Privacy policy regarding visitors to the Live Language website:

Live Language is committed to preserving the privacy of all visitors to its website. Please read the following privacy policy to understand how we use and protect the information that you provide to us. This policy may change, so we recommend that you check it from time to time.

What information does Live Language collect on its website?

In certain areas of our site you may be asked to provide certain information about yourself including your name, title and postal and/or email address. We may also collect information about your usage of the website.

How does Live Language use the information gathered from its website and during registration?

We use the information we collect about you to help us understand how our site / services are used and to send you communications about us which we think may be of interest to you. It will also enable us to contact you where necessary if (for instance) you have registered to take a language test or have requested information regarding the services that we provide. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services. By agreeing to the terms and conditions you consent to us using your information to let you know about other products and services which we offer which may be of interest to you and we may contact you by post, telephone or fax, as well as by email. **If you don't want to be contacted in the future, please let us know by emailing info@live-language.com or writing to Marketing, Live Language, 10 Somerset Place, Glasgow, G3 7JT, Scotland, UK or calling us on : +44(0) 141 221 0793** and we will be happy to remove you from any mailing list.

Disclosure of your information

Live Language requires to process data about candidates in order to carry out normal administration. When you register with Live Language you will be giving us permission to process data about you. If you do not give your consent to this processing, Live Language may not be able to accept you as a candidate.

Live Language will not share, sell or rent your information to any other third party. Finally, if Live Language merges with another business entity, your information may be disclosed to Live Language's new business partners or owners.

Updating and correcting or deleting your information

If you change address or if any of the other information that we hold about you is inaccurate or out of date, please let us know by emailing us at info@live-language.com or writing to Marketing Live Language, 10 Somerset Place, Glasgow, G3 7JT, Scotland, UK or calling us on +44(0) 141 221 0793. with the correct details. If you no longer wish to receive correspondence from us, please contact us at either of the addresses or the given telephone number to inform us of this and we will remove your details from our records when they are next being updated.

Office Hours:

Monday 8:30 – 7:00 pm

Tuesday 9:00 – 7:00 pm

Wednesday 9:00 – 7:00pm

Thursday 9:00 – 7:00 pm

Friday 9:00 – 5:00 pm

You must agree to the **TERMS** and **CONDITIONS** before a booking can be accepted.