



LIVING  
LEARNING  
ENGLISH

Home Tuition  
Courses



“Your new home  
for English”



MAKE OUR HOMES YOUR SCHOOL





### *As I sit down to write this...*

I can reflect on the development of LLE over the past 20 years from a handful of teachers providing homestay and tuition in Bristol, to a UK-wide network of professional English teachers who can deliver a huge range of courses to every type of language learner from young children to executives.

This growth has occurred naturally and organically as students have returned from their stays and spread the word amongst family, colleagues and friends. Teachers too, have recommended us to other teachers and we are fortunate to be able to work with wonderful families offering first-class hospitality, giving their time and attention so that every student has the best possible experience.

The LLE team in Bristol works exceptionally hard to ensure we offer an individual, bespoke service, backed up by quality processes that allow us to achieve our values and ensure you are supported at every stage of your journey with us from your initial enquiry through to booking, your arrival and your course in the UK.

I am immensely proud of the feedback we receive which demonstrates that we can deliver the courses that you really need and the difference that we have made to people's lives – helping you progress in your education and career and in some cases providing life-changing experiences.

We hope to have the opportunity to offer you a unique and world-class educational experience.



*Kate Hargreaves*

*Kate Hargreaves*

Principal of Living Learning English



“You can practise  
your English  
everyday in real-life  
situations with your  
teacher and your  
teacher’s family.”

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# Welcome

## *Total Immersion in the English Language*

Learn English successfully, intensively and rapidly by living and studying with your teacher.

You will be welcomed into your teacher's home where you will experience life in the UK as part of a warm, friendly family. You will speak only English every day and your teacher will help you find the right words in daily conversation. Your course is specifically designed to meet your individual needs for learning English.

- high-quality, intensive courses
- 1:1 and 2:1 tuition
- excellent recommendations from past students
- total immersion in English
- professional teachers
- all levels from beginner to advanced
- maximise your progress
- special emphasis on listening, speaking and communication skills
- a specialised programme of study designed for each student
- flexible dates – start on any Sunday
- a full 60-minute teaching hour
- a safe, secure learning environment for children
- short courses to prepare for exams or business meetings
- activities and excursions arranged according to your interests
- visits to famous and interesting places
- a choice of city, seaside or countryside locations
- progress report, certificate and advice for future study
- easy registration and efficient administration

## *A Wide Range of Courses*

- **General English:** this course is aimed at developing all your English language skills according to your needs and requirements.
- **Business and Professional English:** this course is aimed at the English you need for your work. It focuses specifically on communication skills and the language you need in your professional life.
- **Crash Course (four days):** designed for busy professionals who need to learn the maximum amount of English in the shortest possible time.
- **English for Examinations:** intensive preparation for the Cambridge English exams, TOEFL, TOEIC or English examinations in your country.
- **IELTS Exam Preparation:** prepare for the IELTS test with an experienced tutor and take the test at a local IELTS test centre.
- **Young Learner Courses:** fully supervised courses of General English plus a programme of activities for under 18s.
- **Academic English:** prepare for study at school or university in the UK or revise for GCSE and A-level examinations.
- **English for Teachers:** an advanced English course to brush up on your communication skills, vocabulary and use of English for the classroom.
- **English Plus:** a great way to combine studying with a holiday! General English lessons plus activity sessions with your teacher. Courses include: guided sightseeing (historic houses, cathedrals, castles and Roman Britain); walking; cookery; art and design; flower arranging; gardening and visiting formal gardens; literature, poetry, theatre and creative writing.





### *Social and Cultural Activities*

We will arrange visits and excursions to places of interest and you will have free time to spend as you choose. You will be able to practise your English every day in real-life situations with your teacher and your teacher's family and friends. This is the natural way to learn English and to gain confidence in using the language.

*“The best way  
to improve your  
English is talking  
– and we talked  
a lot!”*



## Your Stay

“Study with a teacher in over 500 amazing locations.”



### *A Wide Variety of Locations*

You can choose to study with a teacher in the city, in the countryside or by the sea.

We can offer courses in major cities such as Bristol, Manchester, London and Liverpool; in fashionable coastal towns such as Brighton and Bournemouth or peaceful countryside villages set in national parks or by the coast.

Please state your preferred location on the booking form or let us advise you of the most suitable teacher and location according to your preferences.



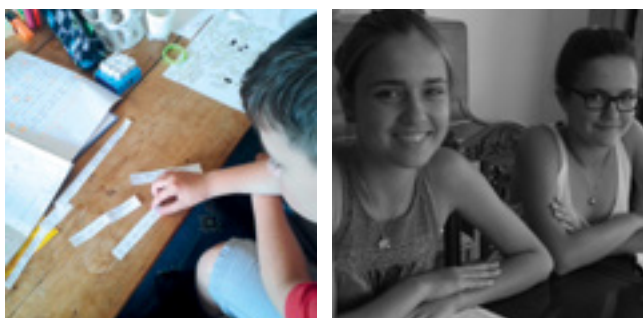
“Our stay was perfect because we had a lot of activities and our teacher was amazing. We can now speak real English!”



*“A very productive immersion. The family was great, we had lots of fun, I worked hard and made good progress in a very pleasant atmosphere. I just want to come back next year!”*

### *Lessons*

The lessons will consist of a range of all skills (reading, writing, listening, speaking, vocabulary, grammar and pronunciation) and culture according to your language learning needs.

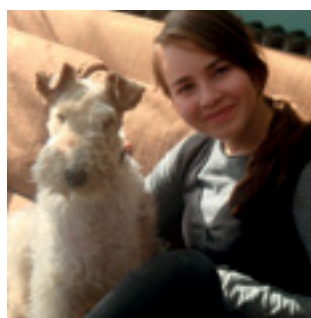


Usually the tuition is in the morning, leaving the afternoons and evenings free for activities, visits and excursions or private study. At the beginning of the course, the teacher will assess your level of English and requirements, and plan a programme of study. You will be assessed again at the end of the course to record progress. A full report of lesson content, achievement, and recommendations for future study will be sent to you after the end of the course, as well as your certificate. The great advantage of this programme is that you live in the home of your teacher, so that learning doesn't stop at the end of the lesson. In every conversation your teacher is helping you to speak English – finding the right words and correcting grammar and pronunciation.

### *Family Time*

Time spent with your family during meals and evenings is a good opportunity for you to practise your spoken English and to use the language you have studied in the lessons.

You can learn as much during these times as you do in your lessons! Living with your teacher also gives you a unique opportunity to experience and learn about UK culture and way of life.



“ You can choose  
from a huge range  
of local excursions  
and activities.”





# Your Week

## Example of a one-week, 15-hour General English course for adults

	Morning	Afternoon	Evening
Sunday		Arrival between 3pm and 9pm Getting to know your teacher and family	Evening walk in the local area
Monday	Lessons (3 hours)	Orientation with your teacher	Private study, free time or conversation
Tuesday	Lessons (3 hours)	Free for study, shopping or sightseeing	Visit a traditional British pub
Wednesday	Lessons (3 hours)	Afternoon excursion with your teacher	Private study, free time or conversation
Thursday	Lessons (3 hours)	Free for study, shopping or sightseeing	Film night at home
Friday	Lessons (3 hours)	Afternoon excursion with your teacher	Relaxing with the family and conversation
Saturday	Departure between 9am and 12pm (one-week courses) or full day excursion to local place of interest (two weeks +)		

All excursions and trips depend on the age and interests of the student. Please note that your teacher will accompany you on two LOCAL afternoon or evening excursions per week (one-week courses) plus one day visit at the weekend (courses of two weeks +) so that you will also have free time to explore the region by yourself. Any entrance fees to museums and travel by public transport etc. for the student and teacher must be paid by the students (adults). On Young Learners courses, excursion fees for local excursions with your teacher are included in the fees.

### Insurance

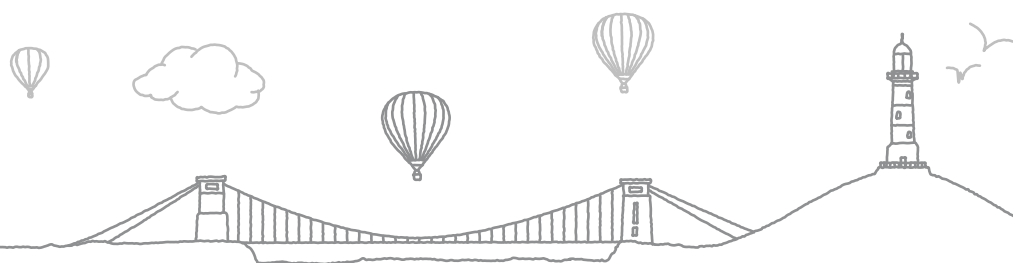
Living Learning English offers you FREE travel insurance with Studentguard+. Your insurance policy will be issued with your course booking documents. Cover commences as soon as you leave home on the first day and ends when you reach home on the last day of your trip.

### The International Student Policy covers:

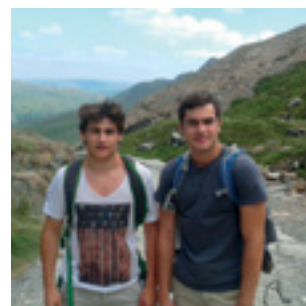
- personal injury and medical expenses
- personal money, passport and documents
- repatriation
- course fees
- cancellation or curtailment charges

- personal liability
- personal belongings
- travel delay, missed departure, delayed or lost personal belongings

To view the travel insurance summary of cover, please visit our website <https://www.livingenglish.com/booking-info/booking-terms>



## Excursions



The social programme is built around your needs and wishes so that, whatever your interests, you can fully enjoy your stay. You can choose from a wide range of local excursions and activities including sports (for example golf, tennis, swimming, walking), cultural activities such as museums and exhibitions; bowling, cinema, theatre, restaurants and local attractions depending on the location of the course.

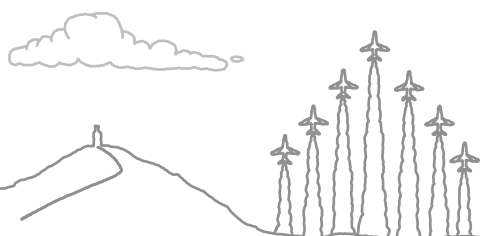
Our towns and cities have excellent shopping centres, tourist attractions and traditional pubs. Britain is famous for its many magnificent historic stately homes and gardens. During the summer there are many special events including music festivals and local carnivals.

Your excursions and trips will be planned at the start of the course with your teacher according to your individual interests. The teacher will accompany you on two half-day or evening local excursions per week (one-week courses) and one day trip at the weekend (courses of two weeks or longer). You can state on the booking form which activities you would prefer and we can then advise on cost and availability.

**Excursion Fees:** Adults should pay all entrance fees to museums and travel by public transport etc. including fees for your teacher. Young Learner courses are fully inclusive of all costs for local activities and excursions. If Young Learners on 1:1 courses wish to book excursions to large attractions e.g. theme parks, visits to London or extra lessons such as golf, tennis or horse-riding, then extra fees are payable in advance to cover the extra cost for teacher and student.



*“My trip was a perfect combination of learning the language and a cultural journey that allowed me to meet new places, new customs and new people.”*



## Travel



A local transfer from the nearest bus or train station to your teacher's home is FREE. If you are a fairly confident traveller, it is easy to get from the airport to the teacher's home town by bus ([www.nationalexpress.com](http://www.nationalexpress.com)) or by train ([www.nationalrail.co.uk](http://www.nationalrail.co.uk)).

**Airport Transfers:** If you require a personal airport transfer, we can arrange this with either your teacher or one of our highly trusted taxi drivers – the cost will be advised at the time of booking and is dependent upon the distance from the airport to the teacher's home.

Arrival at your teacher's home should be scheduled for Sunday afternoon/evening (3pm to 9pm) and departure on Saturday morning (9am to 12pm). Transfers can be arranged for flights arriving/departing during these times. Any flights outside these times will incur an additional charge or we may recommend a hotel stay prior to arriving at or departing from your teacher's home.

Please note that all Young Learners are required to book a transfer service with LLE.

*“Thank you LLE for helping me to achieve my goal.”*



## A Wide Variety of Locations

You can choose to study with a teacher in many locations all over Britain, in the city, in the countryside or by the sea! Many of our teachers live in or near the cities of Bristol and Bath, but we also have teachers in other good locations all over the UK: Cornwall, Devon, Gloucestershire,

Oxfordshire, Hertfordshire, Kent, the Lake District (Cumbria), Leeds, London, Liverpool, Manchester, Southampton, the South Coast (Brighton, Hastings), Scotland, Wales, Northern Ireland and many more! Here are just some of our locations:

“Immerse yourself  
in English.”

*River Thames,  
London*



*The Royal Crescent, Bath*



*Snowdonia, Wales*



*Bournemouth*





*St Michael's Mount, Cornwall*





# General English

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Elementary - Advanced level	18+



### *Rapid progress in English*

Living Learning English specialises in providing individually designed, one-to-one intensive English language courses in your teacher's home. You will make rapid progress in English on a Living Learning English course because you are totally immersed in the English language and we offer you a course specially designed for all your individual needs.

The lessons consist of a range of all skills (reading, writing, listening, speaking, vocabulary, grammar and pronunciation) and culture.

### *Programme of study*

At the beginning of the course, the teacher will assess your level of English and requirements, and plan a programme of study. You will be assessed again at the end of the course to record progress. A full report of lesson content, achievement and recommendations for future study will be sent to you after the end of the course, as well as your certificate.



*“I really enjoyed this trip because my family was very friendly and the little medieval town was beautiful.”*



# Business and Professional English

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Elementary - Advanced level	18+



“My teacher helped me with the specialised vocabulary I need for my work.”

## Professional English courses

A Living Learning English Professional Course will help you with the English you need for business meetings, negotiations, making presentations and attending international conferences. Your professional English will improve and you will also practise the social English you need when meeting and entertaining your clients, looking after your overseas visitors and travelling on business.

## Skills and techniques







You will learn skills and techniques for telephoning, for writing reports, for business correspondence (letters and emails) and taking notes. We can help you with the specialist vocabulary you need for your work in a wide range of fields, e.g. engineering; information technology; medicine; law; finance, banking and accountancy; marketing and sales; human resources and many others.



“The one-to-one experience is the best way to improve your communication skills in a short time.”



# Crash Course

						<b>AGE</b>
20 hours	5 hours per day	1:1 2:1 mini-group	Start any day	4 days	Elementary - Advanced level	18+



## *An intensive English course in only four days*

This intensive 1:1 course is the same as a normal week's course, but in only four days. You can come any four days of the week including the weekend. The lessons will be on Business, Professional or General English. Conversational English will be practised in social situations with your teacher and family.







- 20 hours 1:1 tuition
- self-study time
- individual assessment
- certificate of attendance
- study bedroom in your teacher's home
- all meals
- course workbook
- many extra hours communication skills practice with your teacher and family
- progress report and recommendations for future study
- one accompanied excursion (excluding entrance fees to museums etc.)
- transfer from local train/bus station

	Morning	Afternoon	Evening
Day 1	Arrive at teacher's home; Lunch with teacher	4 hours 1:1 lessons	Dinner with teacher and family, conversation and private study
Day 2	4 hours 1:1 lessons; Lunch with teacher	Short excursion to local place of interest	2 hours 1:1 lessons; dinner with teacher and family, conversation and self-study preparation for the following day
Day 3	3 hours 1:1 lessons; Lunch with teacher	3 hours 1:1 lessons	Dinner with teacher and family, conversation and self-study preparation
Day 4	4 hours 1:1 lessons; Lunch with teacher	Departure	





# English for Exams

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Elementary - Advanced level	18+



## Intensive preparation

With Living Learning English you can study intensively with an experienced teacher to prepare for your English examination. All sections of the exam will be covered using up-to-date exam preparation materials. Your teacher will advise you on exam strategy and help you overcome your individual difficulties. There will be opportunities to do practice tests and timed exam practice. Your teacher will give an assessment of your predicted grade. You can study for:



*“This morning I received my IELTS result and I’m very happy with my score. My teacher was excellent and her help was fundamental. Thank you for your contribution to my success.”*

**English exams offered in your country** – for example, the Abitur (Germany) or Baccalauréat (France). In addition to grammar, reading, writing, listening and speaking skills, you can also study English literature. Please advise us in advance which novels you are studying.

**IELTS** – the preferred English language qualification for UK and Australian universities. We prepare you for all four modules – reading, writing, listening and speaking.

**TOEFL** – an English language qualification for universities in the USA and Canada.

**TOEIC** – The Test of English for International Communication is used by institutions, companies and government agencies worldwide to measure the English proficiency of non-native English speakers.

**Cambridge English Examinations** Preliminary (Preliminary English Test); First (First Certificate in English); Advanced (Certificate of Advanced English); and Proficiency (Certificate of Proficiency in English).



## Young Learners

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Elementary - Advanced level	10 - 17



### *Young Learners 1:1 (ages 10–17)*

A Young Learners course is the ideal way for children and teenagers to spend a study holiday in the UK or as preparation for a longer stay in the UK at school or university. Students will be gently introduced to the English language and culture in a sympathetic environment and will have an individually designed programme of lessons and activities. Lessons can focus on the English needed at school, General English, Academic English or English for Exams. This course is fully inclusive of all costs for local excursions and activities, the only money needed is personal spending money.

### *We take care of your child*

You want the very best for your child and so do we. We understand your worries about sending your child to the UK, especially for the first time.

We are dedicated to ensuring that the children in our care make rapid progress in English and also enjoy an unforgettable experience in a safe, homely, fully supervised environment.

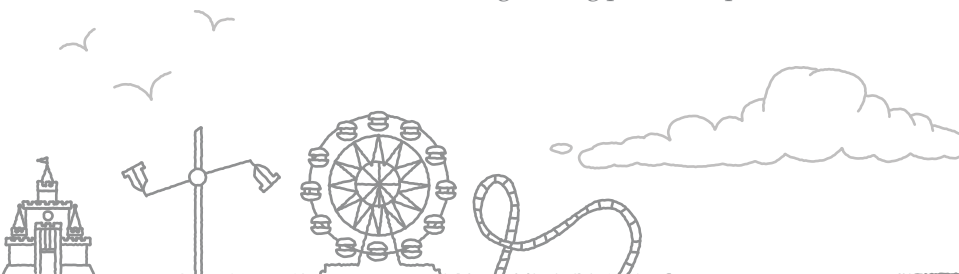
All Living Learning English teachers are experienced, professional and qualified and have been thoroughly investigated by us. Living Learning English has fully comprehensive safeguarding policies in place

and you can read the full LLE safeguarding policy here: <https://www.livingenglish.com/courses/young-learners>.

### *Young Learners under 14*

In addition to English tuition and the usual LLE excursion programme, Young Learners aged 10 to 13 have daily activities in the home such as baking, crafts or projects to ensure their time is fully supervised by the teacher.

These daily activities are included in the course fees for students aged 10 to 13 but may also be purchased as an additional package for students aged 14 to 17 on Young Learners 1:1 courses.



## Summer 2:1

						<b>AGE</b>
15 hours per week	3 hours per day	2:1	Start any Sunday	2 - 9 weeks	Elementary - Upper Intermediate	12 - 21



### *Summer 2:1 – two students with one teacher*

Come with your partner or be matched by us!

**For:** Young Learners (ages 12–17) and Young Adults (ages 18–21)

**English Level:** Elementary to Upper Intermediate

Choose a Summer 2:1 course and we can match you with a student of a different nationality or first language. Your language learning partner will be carefully selected to match your age, interests and level of English. This is an excellent opportunity to share your course and to make a new friend from another country. You can also choose to come with a friend or member of your family and study together.

- 15 hours 2:1 English tuition per week
- three excursions per week with your teacher
- afternoon activities with your partner
- all local excursions and activities included in the fees
- minimum stay two weeks

The matching service for Summer 2:1 courses is available from the last week in June until the end of August.

In the unusual situation that we don't find a suitable partner for you after you have booked your Summer 2:1 course, you will be upgraded to a 1:1 course for no extra fees.


Students on a Summer 2:1 course may share a bedroom with their partner.

Summer 2:1 courses are General English courses. If you have a specific individual requirement for your course e.g. exam preparation or advanced English, please book a 1:1 course.

*“My experience with LLE was fantastic! My homestay was brilliant, my family was perfect! I got on very well with my teacher and partner and we still keep in touch.”*



# Academic English

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Pre- Intermediate - Advanced	18+



## *Specially designed for your individual needs*

Living with your teacher is one of the best ways to learn English and prepare for study at school or university in the UK because we offer you a course specially designed to meet your individual needs. You will learn the spoken English needed to communicate with teachers and students. You will also learn about English culture and way of life so that you feel prepared to study in an English-speaking environment. We concentrate on the academic reading and writing skills needed for GCSE, A-Level or Degree courses.





## *Learn how to structure and write essays*

You will improve your skills in writing summaries and reports and learn how to structure and write essays. We can help you with the specialised vocabulary and language you need for your subjects, for example science, maths and business studies. You can combine this course with English for Exams and prepare for tests such as IELTS or English exams offered in your country, including English literature.

“With my teacher’s help,  
I felt prepared to enter  
university in the UK.”



## English for Teachers

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Intermediate - Advanced level	18+



*“It is rare in life that you experience a language course where everything is perfect. My teacher was professional but also like a friend, caring and understanding. The house, my room, the food was great. The school material matched my needs exactly.”*







### *An advanced course*

This is an advanced course for teachers of English who need a refresher course to brush-up communication skills, vocabulary and use of English for the classroom. The course will be with an experienced English teacher who will use a wide range of authentic materials to extend your range of idioms, expressions and

language skills. You can fine-tune pronunciation and discuss topical issues with the teacher and family. The ‘English for Teachers’ course is extremely flexible and is tailored to meet individual requirements. You decide when you want to come, how long you would like to stay, and the number of hours of tuition per week – 15, 20, 25 or 30.



## English for Parent and Child

						<b>AGE</b>
15 - 30 hours per week	3 - 6 hours per day	2:1 1:1	Start any Sunday	1 - 52 weeks	Elementary - Advanced level	7+



### *Enjoy a study course together*







This is a General English course specially designed for a parent and child who want to enjoy a study holiday together. You can either study English separately (1:1 course) or together if you have the same level of English and learning objectives (2:1 course). We recommend 15 or 20 hours' tuition per week in total and these

may be shared lessons or divided between parent and child. The minimum age we can accept a child for tuition is seven. If your child is under seven then they may come as an accompanying child without tuition. In some locations we have two teachers available for 1:1 lessons for parent and child at the same time.

“It was great to be able to travel and study together with my daughter.”



# English Plus

						<b>AGE</b>
7+ blocks of 3 hours per week	1-2 blocks of 3 hours per day	1:1 2:1 mini-group	Start any Sunday	1 - 52 weeks	Beginner - Advanced level	18+



### *Enjoy a study holiday*

An English Plus course is specially designed for those who want to enjoy a study holiday. You can choose from a wide range of courses:

Guided Sightseeing; Walking – in the countryside, by the sea or in the mountains; art and design; cookery; flower arranging; gardening and visiting formal gardens; poetry and/or literature; English for tourism; explore London; creative writing; local history; cycling; art history; cake decoration and many more!

### *Mix and match*

**Course Structure:** on an English Plus course, you choose the number of English lessons and the number of activity lessons per week in blocks of three hours. You can mix and match the number of blocks and even combine courses, for example you can do English plus cooking for one week and an English plus sightseeing course the next week.

### *Created around you*

The minimum number of blocks on a one-week course is seven. If you have an interest or hobby not mentioned here, please ask us – our teachers have a wide range of interests and talents and we are happy to design an individual course for you!

Courses are 1:1 or 2:1 so you can come on your own or with a partner, friend or family member. Please note that course fees include your teacher’s time and full board and accommodation in your teacher’s home, but exclude all entrance fees and tickets to museums etc. for the student and teacher which must be paid by the student.

*“Everything I did from the adventurous hikes to conversations with the family will always be a wonderful memory.”*



## What's included

### *Course Fees Include:*

- individual tuition (number of hours as requested) designed to meet your needs
- individual assessment at the start of the course
- study bedroom in your teacher's home
- all study materials
- Living Learning English student handbook
- progress report and recommendations for future study
- certificate of attendance
- full board: breakfast, lunch and dinner with your teacher
- accompanied LOCAL excursions: two per week (one-week courses) and one per weekend (two weeks+), excluding entrance fees on adult courses
- transfer from the local train or bus station
- 24-hour support from Living Learning English staff
- comprehensive travel insurance

### *Course Fees Do Not Include:*

- travel to/from the UK
- airport transfers. An optional meet-and-greet service is available. Fees for airport transfers will be advised at the time of enquiry
- entrance fees to museums, exhibitions, cinema, theatre etc. for you and your teacher (except Young Learners courses, where fees for local excursions are included)
- any examination and administration fees for external exams

## Booking



### *To book a course please:*

1. Complete the booking form online at [www.livingenglish.com/booking-info/online-booking](http://www.livingenglish.com/booking-info/online-booking)
2. Pay a deposit of £200

### *Course Fees:*

This year's course fees can be found on our website here: [www.livingenglish.com/booking-info/course-fees](http://www.livingenglish.com/booking-info/course-fees).

### *Payments:*

**Secure payments can be made by debit or credit card on our website:**

[www.livingenglish.com/make-payment](http://www.livingenglish.com/make-payment)

**DEPOSIT:** The deposit is part of the total fees due. The deposit is necessary to reserve your teacher and course.

**PAYMENT OF FEES:** Full payment of fees must be paid not later than four weeks before the course starts.

If you make a late booking, full payment must be made immediately.


**FINAL DETAILS:** Travel instructions and information about your teacher and family will be sent after the deposit has been received.








“Undoubtedly for me,  
this is the best way to improve  
your English.”

 Find us on Facebook  
Living Learning English

 Follow us on Twitter  
@LLE\_English

 See us on flickr  
Living Learning English

 Read student reviews  
[www.livingenglishreviews.com](http://www.livingenglishreviews.com)

[www.livingenglish.com](http://www.livingenglish.com)



# Terms & Conditions

## Living Learning English Limited Terms and Conditions for the supply of services

### 1 Definitions

- 1.1 When the following words with capital letters are used in these Terms, this is what they will mean:
- Booking:** means your order for the Services;
- Booking Form:** means the booking form available on the Website through which you may make a Booking; Confirmation is defined in clause 2.6;
- Course Fee:** means the fee for the Services that are the subject of your Booking, as determined by our price list at the time of our Confirmation (see clause 6.4 for further details);
- Deposit:** means the deposit of £200 payable in order to make a Booking;
- Event Outside Our Control:** means any act or event beyond Our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, failure of public or private telecommunications networks or failure by any of Our contractors;
- Proposal:** is defined in clause 2.3;
- Services:** means the provision to you by Us of a home tuition language course, as further defined at clause 4.2;
- Terms:** means the terms and conditions set out in this document;
- We/Our/Us:** means Living Learning English Limited;
- Website:** means the Living Learning English Limited website found at [www.livingenglish.com](http://www.livingenglish.com).

- 1.2 When We use the words "writing" or "written" in these Terms, this will include e-mail unless We say otherwise.

### 2 Our Contract with You

- 2.1 These are the Terms on which We supply Services to you. These Terms will apply to any contract between Us for the provision of Services to you ("Contract"). The Contract comprises these Terms and the Confirmation (as defined in clause 2.6 below). Any terms that you submit to Us shall be of no effect unless We agree otherwise in writing. Please read these Terms carefully and make sure that you understand them, before ordering any Services. Please note that before making a Booking you will be asked to agree to these Terms. If you refuse to accept these Terms, you will not be able to order any Services.
- 2.2 If you wish to make a Booking you shall send an enquiry to Us, either using the online enquiry form <http://www.livingenglish.com/online-booking> or by emailing Us at [info@livingenglish.com](mailto:info@livingenglish.com), which sets out your requirements and the Services you are interested in.
- 2.3 In response to your enquiry, We shall provide you with a proposal, which shall set out the anticipated Course Fee and details of the Services (the "Proposal"). Please see clause 6.4 regarding possible changes to the Course Fee between the date of our Proposal and the date of our Confirmation.
- 2.4 If the Proposal is acceptable to you then We shall issue you with an invoice for the Deposit. If you wish to complete the Booking you shall:
- 2.4.1 complete the Booking Form; and
- 2.4.2 pay the Deposit.
- 2.5 It is your responsibility to ensure that the Booking Form is complete and accurate before you submit it. If you think that there is a mistake or require any changes, please contact Us to discuss. We will confirm any changes in writing to avoid any confusion between you and Us.
- 2.6 The Contract will only be formed on Our acceptance of the Booking Form, which shall be effected by

Our despatch of Our confirmation in the form of a welcome letter with information about your course including Course Fee, details of the course dates, your teacher and travel instructions (the "Confirmation"). We are under no obligation to accept any Booking Form.

- 2.7 If We are unable to supply you with the Services, We will inform you of this and We will not process your Booking.

- 2.8 If any of these Terms conflict with any term of the Proposal, the Proposal will take priority.

### 3 Changes to Contract or Terms

- 3.1 We may revise these Terms from time to time to comply with changes in relevant law and regulatory requirements or to meet Our changing business needs.
- 3.2 If We have to revise these Terms We will contact you to give you reasonable advance notice of any changes to these Terms before they take effect. You can choose to cancel the Contract in accordance with clause 9.3 if you are not happy with the changes.
- 3.3 If you wish to make any changes to your Booking then you should contact Us. We are not obliged to accommodate any requested changes and We reserve the right to charge you a fee if We agree those requested changes.
- 3.4 If you wish to cancel the Contract before it has been fulfilled, please see your right to do so in clause 9.

### 4 Providing Services

- 4.1 We will supply the Services to you between the dates outlined in the Proposal and confirmed in the Confirmation.
- 4.2 The Services shall include:
- 4.2.1 1:1 or 2:1 tuition designed to meet your needs (in line with the number of hours of tuition requested);
- 4.2.2 Individual assessment at the start of the course;
- 4.2.3 All study materials (to include a course student book and work book);
- 4.2.4 A Living Learning English student pack;
- 4.2.5 A progress report and recommendations for future study;
- 4.2.6 A certificate of attendance;
- 4.2.7 A study bedroom;
- 4.2.8 Full board: breakfast, lunch and dinner;
- 4.2.9 Accompanied excursions/activities including entrance fees to museums, cinema etc. for young learners only (excluding entrance fees to museums, cinema etc. for those aged over 18);
- 4.2.10 Transfer from the local train or bus station;
- 4.2.11 Free comprehensive travel insurance; and
- 4.2.12 24-hour support from Living Learning English staff.
- 4.3 In the event that We provide assistance obtaining or organising visas for you (or the person who will be studying the course if you are booking on behalf of someone else) such assistance shall be dependent on the timely provision of the necessary information by the relevant person (being either yourself or the person who will be studying the course if you are booking on behalf of someone else). We shall have no liability for failing to obtain any visa in time for the course start date if and to the extent that We have not been provided with the necessary information.
- 4.4 The Course Fees do not include the cost of flights, airport transfers or extras as set out in Our price list.
- 4.5 We will make every reasonable effort to commence and complete the Services on time. However, there may be delays due to an Event Outside Our Control.

- 4.6 We reserve the right to change your allocated teacher at any time before or during the provision of the Services in the unusual event that such teacher is for any reason unavailable.

- 4.7 We may from time to time make reasonable changes to the nature and content of the Services where this is necessary. We will contact you to let you know in advance where this occurs, unless the problem is urgent or an emergency.

### 5 If There Is A Problem with the Services

- 5.1 In the unlikely event that the Services are not provided in accordance with the Contract, please tell Us as soon as reasonably possible and give Us a reasonable opportunity to remedy the problem.
- 5.2 We will use every effort to remedy a problem identified pursuant to clause 5.1 as soon as reasonably practicable.
- 5.3 As a consumer, you have legal rights in relation to Services not carried out with reasonable skill and care, or if the materials We use are faulty or not as described. Nothing in these Terms will affect these legal rights.

### 6 Price and Payment

- 6.1 In consideration of the performance of the Services, you shall pay Us the Course Fee (less any Deposit already paid) in full no later than four weeks before the start date of the Services. We reserve the right to cancel any Contract where the Course Fee has not been paid for in full by this time.
- 6.2 Payments shall be made by:
- 6.2.1 Debit or credit card or
- 6.2.2 International Bank Transfer
- 6.3 If you make a late booking (within four weeks of the start date of the Services) then full payment of the Course Fee shall be paid to Us immediately.
- 6.4 The price of the Services will be as set out in Our price list in force at the time that we send our Confirmation. Depending on the time period between the Proposal and the Confirmation, there could therefore be a difference between the Course Fee quoted in the two documents. If there is any difference between the price quoted in the Confirmation and that set out in our Proposal then you may cancel your Booking pursuant to clause 9.
- 6.5 The Course Fee, Deposit and Services are VAT exempt.

### 7 Our Liability To You

- 7.1 If We fail to comply with these Terms or are negligent, We are responsible for loss or damage you suffer that is a foreseeable result of Our breach of the Terms or Our negligence, but We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of Our breach or negligence or if they were contemplated by you and Us at the time We entered into this contract.
- 7.2 Subject to clause 7.1 and clause 7.3, our total liability to you shall be limited to the amount of 2 x the Course Fee.
- 7.3 We do not exclude or limit in any way Our liability for:
- 7.3.1 death or personal injury caused by Our negligence or the negligence of Our employees, agents or subcontractors;
- 7.3.2 fraud or fraudulent misrepresentation;
- 7.3.3 any matter for which it would be unlawful for Us to exclude or attempt to exclude Our liability.

## 8 Events Outside Our Control

- 8.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under these Terms that is caused by an Event Outside Our Control.
- 8.2 If an Event Outside Our Control takes place that affects the performance of Our obligations under these Terms:
- 8.2.1 We will contact you as soon as reasonably possible to notify you; and
- 8.2.2 Our obligations under these Terms will be suspended and the time for performance of Our obligations will be extended for the duration of the Event Outside Our Control. Where the Event Outside Our Control affects Our performance of Services to you, We will restart the Services as soon as reasonably possible after the Event Outside Our Control is over.
- 8.3 You may cancel the contract if an Event Outside Our Control takes place and you no longer wish Us to provide the Services. You may cancel a Contract by writing to Us using the details set out in clause 9.3. We will only cancel the contract if the Event Outside Our Control continues for longer than two weeks in accordance with Our cancellation rights in clause 11.

## 9 Your Rights to Cancel

- 9.1 If you are a consumer, you have the right to cancel the Contract within 14 days without giving any reason.
- 9.2 The cancellation period will expire after 14 days from the day of the conclusion of the Contract.
- 9.3 To exercise the right to cancel, you must inform Us in writing to Living Learning English Limited, 27 Portland Square, Bristol BS2 8SA, or info@livingenglish.com of your decision to cancel the Contract by a clear statement (e.g. a letter sent by post or e-mail).
- 9.4 We will communicate to you an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by e-mail) without delay.
- 9.5 If you expressly request Us to begin the performance of Services within the cancellation period then you acknowledge that your right to cancel shall be lost at the point when the Services have been fully performed.

## 10 Effects of Cancellation

- 10.1 Subject to clause 10.5, if you are a consumer and you cancel the Contract pursuant to the cancellation rights under clause 9 we will reimburse to you all payments received from you.
- 10.2 We will make the reimbursement without undue delay, and not later than 14 days after the day on which We are informed about your decision to cancel the Contract.
- 10.3 We will make the reimbursement using the same means of payment as you used to pay the Course Fee, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.
- 10.4 We will not be liable for any loss arising as a result of reimbursements that are subject to a currency exchange performed by your bank when processing the reimbursement.
- 10.5 If you expressly requested Us to begin the performance of Services within the cancellation period and you subsequently cancel the Contract pursuant to clause 9 prior to full performance of the Services, you shall pay Us an amount for the provision of the Services for the period for which they are supplied until the time when you inform us

of your decision to cancel, which is in proportion to what has been performed in comparison with the full coverage of the Contract.

- 10.6 Subject to clause 9.1, clause 9.5 and clause 10.5, if you cancel your Booking before the final balance is due (four weeks before the course start date) you will lose only your Deposit. After this time, the following fees are payable to Us:
- 10.6.1 between 28 and 15 days of the start of the course: 80% of the total Course Fee;
- 10.6.2 within 14 days of the start of the course: 100% of the total Course Fee. The Course Fee shall not be refundable in whole or in part if a student arrives late or leaves before the end of their course.

## 11 Our Rights to Cancel

- 11.1 We may have to cancel the Contract before the start date for the Services, due to an Event Outside Our Control or the unavailability of key personnel or key materials without which We cannot provide the Services. We will promptly contact you if this happens.
- 11.2 If We have to cancel the Contract under clause 11.1 then We will refund you your Deposit (and the Course Fee if this has been paid prior to Our cancellation).
- 11.3 Once We have begun to provide the Services to you, We may cancel the Contract at any time by providing you with at least 14 calendar days' notice in writing. If you have made any payment in advance for Services that have not been provided to you, We will refund these amounts to you.
- 11.4 You shall be expected to follow reasonable rules of conduct set by your teacher. If We find that you are in breach of those rules of conduct then We reserve the right to cancel the Contract.
- 11.5 We may cancel the contract for Services at any time with immediate effect by giving you written notice if you break the Contract in a material way and you do not correct or fix the situation within seven calendar days of Us asking you to in writing.

## 12 Information About Us And How To Contact Us

- 12.1 We are a company registered in England and Wales with the name Living Learning English Limited. Our company registration number is 06132639 and Our registered office is at 10 Burghley Road, St Andrews, Bristol BS6 5BN.
- 12.2 If you have any questions or if you have any complaints, please contact Us. You can contact us by telephoning a member of Our team at 44 (0) 117 9269400, by e-mailing us at info@livingenglish.com or by writing to us at Living Learning English Limited, 27 Portland Square, Bristol BS2 8SA
- 12.3 If We have to contact you or give you notice in writing, We will do so by e-mail, by hand, or by pre-paid post to the address you provide to Us in the Booking Form.

## 13 How We May Use Your Personal Information

- 13.1 We will use the personal information you provide to Us to:
- 13.1.1 provide the Services;
- 13.1.2 process your payment for such Services; and
- 13.1.3 inform you about similar products or services that We provide, but you may stop receiving these at any time by contacting Us.
- 13.2 We will not give your personal data to any third party.

## 14 Other Important Terms

- 14.1 We may transfer Our rights and obligations under these Terms to another organisation, and We will always notify you in writing if this happens, but this will not affect your rights or Our obligations under these Terms.
- 14.2 The Contract is between you and Us. No other person shall have any rights to enforce any of its terms.
- 14.3 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.4 If We fail to insist that you perform any of your obligations under these Terms, or if We do not enforce Our rights against you, or if We delay in doing so, that will not mean that We have waived Our rights against you and will not mean that you do not have to comply with those obligations. If We do waive a default by you, We will only do so in writing, and that will not mean that We will automatically waive any later default by you.
- 14.5 These Terms are governed by English law. You and We both agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.



*“I learned more in two weeks with my teacher at home than in six weeks at a school.”*



[www.livingenglish.com](http://www.livingenglish.com)

TOTAL IMMERSION IN THE ENGLISH LANGUAGE

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