

## Parental Consent – Information for Parents of Students under 18 years old

All parents must give us written consent to look after their children before they come to stay at one of our schools. To help you make the decision whether to give that consent, here is a statement of what we provide and our general terms. Please see our Student Handbook for more specific information.

### **About the Course**

Churchill House provides residential and homestay English language courses. The content of the course varies between centres but we provide full-board accommodation, English lessons, leisure activities and excursions. Churchill House is accredited by the British Council, which sets standards for the management of a language school. Churchill House is also a member of English UK which provides protection for customers.

### **Responsibility**

At our residential schools, the maximum age of any student is 17 years old and, under British law, the school is responsible for all its students while they are in the UK. The school is directly responsible for their safety and wellbeing, and is required to make decisions on their behalf if necessary. Parents cannot give any form of consent that releases the school from any of its legal obligations, nor can they give permission to their children to leave the control of the school.

### **Travelling to the UK**

Airlines have different rules about children travelling alone. If your child is travelling home alone, please check that the airline will carry them – they sometimes charge extra for this service but some airlines will not accept children under 14 years old travelling alone at all.

### **Arrival and Departure Transfers**

All students under the age of 18 must be accompanied to/from the school by a responsible adult, either a parent or a suitably appointed person. Churchill House can provide a secure 'meet and greet' service; students are met on arrival in the UK, supervised at the airport and transferred to the school in secure, licensed transport. On departure, we provide transport back to the port of entry and assist students with check in.

If you choose not to book this service you must provide details of the person bringing the student to/from the school before they arrive at the school, including their name, telephone number and a copy of their passport/ID/photo driving licence. Unless we have this information in advance we may be required to cancel the booking for reasons of student safety. On departure, we cannot allow people unknown to us to take a child from the school, even if they may be close family member, unless we have clear and specific information from the parents in advance.

### **Residential Accommodation**

Students travelling in a group are accommodated together. Students travelling as individuals are mixed with students of other nationalities, where possible, to encourage them to speak English. While we will consider special requests for accommodation (e.g. room type, sharing arrangements) we cannot guarantee to be able to meet all individual requirements. Summer school accommodation requests must be received by 1 June for all summer school bookings and we reserve the right to make changes to allocations. There are strict rules relating to accommodation. Boys and girls are accommodated separately and may not visit each other's accommodation areas. Students are responsible for their own accommodation area and will be charged for any damage they cause to the building or its fittings, whether deliberately or accidentally.

### **Homestay Accommodation**

Homestay accommodation is allocated in advance so any special requests must be made at the time of booking and for summer school bookings requests must be made by 1 June.

Students in homestay accommodation are allowed to travel to/from their homestay independently but must go directly to the school in the morning and directly home again in the evening for their dinner. They cannot return home during the daytime. They are required to take part in all scheduled activities on their programme but when they have no activities in the school they must spend the evening with their homestay. There is a strict evening curfew of 22:30 when all homestay students must be in their rooms.

### **Leisure Activities**

We provide a variety of different leisure activities including sports, arts & crafts, drama, quizzes and competitions. All our activities are risk assessed in advance and managed by our staff for safety. For supervision reasons, students are required to attend all activities on time and for the full duration, but they will not be forced to take part if they are uncomfortable with the nature of the activity.

### **Excursions**

All our activity programmes may include different types of excursions including half day (4 hour) and full day excursions (9 hour) excursions. Most excursions include transport by private coach although we may also use public transport on occasions. The excursion may include a guided tour, entrance to a museum or attraction and usually some free time for shopping. Students under 13 years old will be accompanied by a staff member/group leader at all times but older students will be allowed to have free time within an area designated by our staff and for a limited amount of time before returning to the group.

### **Student Welfare and Supervision**

Looking after the students' well-being is our main concern and we have clear policies in place to manage this. All our staff have a role in looking after students but we also have designated Student Liaison Officers to work with them and the Centre Manager at the school manages any issues relating to student welfare. We have a full safeguarding policy available on our website, which explains what we do to protect students in our care.

We provide staff to supervise and support students at all time. This supervision is sometimes direct (e.g. in a classroom) and sometimes more relaxed, for instance during free time students are free to go to their rooms during the daytime or socialise in the common rooms, while our supervising staff are present to deal with any problems. However, there are restrictions on where they can go during free time and students may not leave the campus without a member of staff.

### **Meals**

Breakfast, lunch and dinner are provided by the school. Lunch and dinner are usually hot meals but we provide packed meals for full-day excursions and for students with late/early airport transfers. There is always a choice of meal – vegetarian or meat dishes – but if your child requires a special diet (e.g. gluten-free) please tell us in advance so that we can order it from the school. We cannot guarantee to be able to provide all dietary requirements and special dietary requirements may be subject to extra charges.

### **Visitors and meetings with family members**

Visitors cannot enter the school without the advance permission of Churchill House. Any visits to the students must be arranged in advance and we must have the name, telephone number of the visitor, plus their photo ID in advance to allow us to positively identify the person. Strict rules will be set on the length/nature of the visit. Any visitor who comes to the school without prior permission will be turned away.

Meetings with family members while on excursions are allowed with the same rules: the meeting must be booked in advance, we must have photo ID of the person meeting them and their contact details in advance, before we can agree conditions to the visit.

### **Medical Provision**

We have first-aid trained staff on-site who can deal with minor injuries. For more serious injuries and illness, we can arrange for students to go to a local doctor or hospital, accompanied by a member of staff or their group leader. If any treatment is needed we may require consent from the parent but, in case the parent is not contactable, we require the parent to grant us consent to use in a medical emergency. Any costs of medical treatment, including transport to/from the medical centre and prescription medicines, are paid by the customer and we recommend that all customers purchase insurance to cover their children's medical needs while they are in the UK. EU students should bring a European Health insurance Card (EHIC) to qualify for reduced cost treatment.

### **Student discipline**

All students must follow the school rules and obey the instructions given to them by our staff or those of the school, as these rules are safety and security of the whole school. Minor breaches of school rules may be punished with extra work, chores (e.g. picking up litter) or exclusion from activities. More serious offences will result in the parents being contacted. Bullying, violent behaviour, prejudice and abusive behaviour will not be tolerated and the students may be given a warning or be expelled. Students may be expelled immediately for committing illegal acts, possessing or drinking alcohol, using/taking illegal drugs or smoking in the accommodation buildings.

### **Feedback**

If you have any feedback about the course, please contact your sales consultant. If you have any issues or queries while your child is at the school, please email [summer.support@churchillhouse.co.uk](mailto:summer.support@churchillhouse.co.uk) and we will answer within 24 hours with a report or resolution.

### **For more information**

We recommend that all parents read these two documents from our website:

- The Student Handbook – This gives information to students about how our school works, the support that we provide for them and our rules and disciplinary policy.
- Our Safeguarding Policy – This explains how the school works to protect students, in line with British law