

Pre-course information

Courses for young learners

remember to visit the **eZone** to find out more
www.bellenglish.com/eZone

UNLOCK THE POWER OF ENGLISH

Course countdown

To do now:

Book flights/arrange travel

If a flight cannot be booked for the course start date, before booking another flight you must contact us on +44 (0)1223 275598 or email younglearners@bellenglish.com

Register the student as an unaccompanied minor if under 15

We recommend you register your child as an unaccompanied minor with your airline for outward and return flights.

Submit travel details online

Visit www.bellenglish.com/travel to complete our online travel form so we can arrange the safe collection of the your child. You must do this as early as possible to guarantee a transfer.

Arrange visa, if required

We have enclosed a letter of acceptance to help you do this.



6 weeks to go

Pay balance of course fees (see enclosed invoice).



2 weeks to go

Transfer confirmation

You should now have received a transfer confirmation for the student. If you have not yet received this, please contact us on + 44 (0) 1223 275598 or email yl.travel@bellenglish.com

Last chance to send pocket money in advance

Please send pocket money at least two weeks before the course starts. For more details visit www.bellenglish.com/eZone



1 week to go

Start packing!

Clothing: Make sure all clothing is clearly labelled with your child's name so that all items from the weekly laundry service are returned to them.

Valuables: Bell cannot be responsible for the safety of valuable items and students wishing to bring them do so at their own risk.

Luggage: Please check with your airline for any weight restrictions on luggage for outward and return flights and don't forget to attach your Bell luggage labels.

On the day:

Contact Bell if there are any delays to your journey

If the flight/train is delayed, cancelled or diverted, please contact us on **+44 (0)7885 559618**.

What to bring



Travel documents

Students must make sure they carry the following documents when travelling:

- flight/train tickets
- valid passport or valid ID for travel to the UK (and visa, if required)
- Bell booking confirmation (plus proof of payment, if required)
- signed letter of authorisation to travel
- Bell travel confirmation leaflet with arrival and departure procedures checklist
- Bell name badge (to wear on arrival in the UK).

Clothing

Students do not need a lot of clothing, but please remember that it can sometimes be cold in Britain. We recommend:

- casual clothes for everyday wear
- warm sweaters
- something to wear at a party or disco
- walking shoes
- a warm coat or jacket (preferably waterproof)
- sweatshirt and jogging pants
- sportswear and sports shoes (non-marking shoes must be worn in all indoor sports halls)
- towels for washing and for swimming.

A free **laundry service** is provided each week to cover essential items such as underwear and socks. Please ensure all clothes are suitable for machine washing at temperatures up to 40°C and can be tumble-dried. They should also be labelled with the student's name. Bell cannot accept liability for damage to clothing which cannot be laundered in this way.

Pocket money

We recommend that pocket money is sent in advance so that students do not carry large amounts of cash with them when travelling to the UK.

Pocket money can be sent in advance by bank transfer only. Payments can take up to two weeks to process so please allow plenty of time to make payments. Credit cards are not accepted.

Bank transfer: Barclays Bank plc, Benet Street, Branch PO Box 2, Cambridge CB2 3PZ
UK Bank sort code: 20 17 19 **Account number:** 03338908
Bank reference: Bell Educational Services Ltd
IBAN number: GB57BARC20171903338908
SWIFT code: BARCGB22

Please note that you will be liable for all bank transfer charges. Please write your child's name and student number on the transfer documents and send us a copy of the banking papers. We recommend that students bring about £100 per week for pocket money. For further information please visit the eZone at www.bellenglish.com/eZone














Damage/key deposit

All students must pay a refundable damage/key deposit at the start of the course. For more information please visit www.bellenglish.com/terms

READ OUR RULES
on the next page
and make sure you
understand them
before arriving at
the school.

School rules

The following rules apply to behaviour on our courses, including during study tours and in all accommodation.

-  Students may not leave the school or be absent from meals without permission from the centre manager.
-  Students must attend all lessons, activities and study tours.
-  Students must observe the rules relating to IT software.
-  Students must observe bedtimes, and silence must be maintained in bedrooms after lights out at night.
-  Students are not allowed into the bedrooms occupied by students of the opposite sex.
-  We will not tolerate any bullying. In serious cases students may be sent home.
-  Students must not misuse centre facilities including the activation of alarms without due cause. Fire escapes are for emergency use only.
-  Mobile phone, iPods and other electronic devices must be switched off during lessons, activities and after lights out.
-  No smoking is allowed on any Bell young learner course at any time. Electronic cigarettes are not permitted.
-  School swimming pool rules must be strictly observed. Students may not enter the pool if there is no lifeguard present.
-  Students must hand in their airline tickets, passports, pocket money and credit cards for safekeeping.
-  Students should keep all valuables safely locked away, or hand them in to their houseparent for safekeeping.
-  Students found to possess, use or supply alcohol or illegal drugs will be sent home with no refund of fees.

Any students breaking these rules, or English law, or persisting in serious anti-social behaviour will be disciplined and may be sent home early with no refund of fees. If a student is expelled from the course, parents/guardians will be responsible for departure travel arrangements. Bell staff will arrange the transfer to the departure point and transfer charges will apply.

Contact details

Before the course starts

Email: younglearners@bellenglish.com

Tel: + 44 (0)1223 275598

During the course

Find the contact telephone number for your chosen school at

www.bellenglish.com/eZone

Arrival and departure days

If there are any late changes to your child's travel arrangements (delayed, cancelled or diverted flights), please contact

+44 (0)7885 559618

(This number is for travel purposes only. Students/centres cannot be contacted using this number.)



Course information

Arriving in the UK



Before leaving home, students must have:

1. Flight/train tickets.
2. A valid passport (and visa if required).
3. Proof of payment of fees (if required).
4. Bell booking confirmation.
5. Letter of authorisation to travel completed and signed by parent/guardian.

On arrival in the UK, the student should:

1. Wear the Bell student name badge so that Bell representatives can spot them at the airport.
2. Go through immigration control and collect their luggage from the baggage hall.
3. Go through customs.
4. Go to the arrivals hall where the Bell representative will be waiting at the barrier with a Bell sign.
5. Register with the Bell representative.

Bell representatives meet all students at the arrivals gate. They will be carrying a Bell sign and an ID card.

Please contact Bell on **+44 (0)78855 59618** with any late changes to travel (delayed, cancelled or diverted flights) so that we can meet the student.

Staff will encourage all students to telephone home upon arrival at the school.

Unaccompanied minors

If a student is travelling as an unaccompanied minor, the airline staff will take them to meet the Bell representative in the arrivals hall. The Bell representative will have a letter with the student's name to show to airline staff.

IMPORTANT: Your child should only leave the airport with a Bell representative.

If your child cannot see the Bell representative at the arrivals gate, they should:

1. Wait up to 15 minutes at the barrier in the arrivals hall.
2. Then go to the information desk nearby and ask:
'Please can you ask the Bell representative to come to the information desk?'
3. Wait at the information desk for a Bell representative to come to meet them.
4. If there is a problem, telephone Bell on **+44 (0)7885 559618** (ensure your child has this number with them when they travel).

Student welfare



Phoning home

We encourage all students to contact home upon their arrival at the school.

If a student is bringing their own mobile phone, please make sure the SIM card is activated for use in the UK.

UK SIM cards are also available to purchase on the course.

Contacting students

You can contact students during the course by calling the course staff. Contact telephone numbers are available at www.bellenglish.com/eZone. Please note that it may not be possible to speak with the student immediately so an alternative time to call may need to be arranged. Any messages are passed to students and they are asked to return the call.

Course visits

Parents are welcome to visit the course. Contact Bell on **+44 (0)1223 275598** to arrange this in advance or contact the centre manager when the course has started (find centre numbers on www.bellenglish.com/eZone).

If the student is to be accompanied off site for the day or a weekend, written arrangements must be made in advance with the centre manager.

Supervision

Students are not allowed unaccompanied off site at any time.

On study tours, students may be allowed to visit a specified location (e.g. selected shops) unaccompanied by staff. This is only allowed if they are in a group of at least three students and they return at an agreed time and to an agreed meeting place where a member of Bell staff is waiting.

IMPORTANT: if you do not wish your child to be unaccompanied during a study tour, you must inform us in writing prior to the course.

Medical treatment

A nurse is available for students on site every morning, except for study tour days, and a local doctor is on call. We cannot take responsibility for any student's health unless we have received the completed Registration Form and Medical Form.

Lost property

At the end of every course, we find items of lost property. We return any identifiable items on request, but charge for postage. After three months, any unclaimed lost property is donated to charity.

For more information on student welfare visit www.bellenglish.com/eZone