

8 June 2020

Closure of Irish Schools and Colleges Extended

The Irish Government announced that the closure of schools and colleges, including language schools, has been extended. Unless there is a further instruction, the school will re-open in August or September, on a date to be decided. This is a measure to contain the spread of Coronavirus.

Although some students have returned to their countries, many remain in Dublin. Existing students have been offered online tuition, with live classes, and this will shortly be available for new students and information will appear on our website.

People are being advised to stay at home and only leave to:

- shop for essential food and household goods
- attend medical appointments, collect medicine or other health products
- care for children, older people or other vulnerable
- travel to work if you provide an essential service - be sure to practice physical distancing
- you may now travel within your own county, or up to 20 kilometres from your home if crossing county boundaries

The health, safety and well-being of our students, staff, and homestay hosts is our priority in this situation and we are following the guidelines and advice given by the Irish Departments of Health and Education, the National Public Health Emergency Team and the World Health Organisation (WHO).

Visas & Online Tuition

- Students who didn't finish their course and returned to their country can come back and complete their course.
- From 8 June online class attendance will be recorded and communicated to GNIB. In order to comply with their visa, students must attend Frances King online classes. These will replace classes normally taught in the school whether or not students attend.
- Students will automatically have 100% attendance for the dates between 13th of March and 5th of June.
- If students' courses expire before the school re-opens, they must extend their online course.
- Students who attend online classes are able to work (for up to 40 hours a week).
- Only students who took online classes for the 8 week period from the first week of school closure until 11 May can request holiday weeks.
- Visas ending between 20 May and 20 July have been renewed for 2 months. If your visa originally expired on the 25 March it now expires on the 25 July. If it originally expired on the 25 June it now expires on the 25 August.

There may be changes to these guidelines. More announcements may be made by Irish Government Departments and there are logistical considerations.

Features of Frances King Online

- Students can study online with Frances King's friendly highly qualified and experienced teachers
- Live virtual classrooms with students from around the world
- Access to Frances King Virtual Learning Environment (VLE) to do project work and socialise with our learning community
- Courses designed to develop learners' communicative ability in English for professional, social and academic contexts
- For adults – General English & IELTS Preparation

We are also planning courses for children.

Students who have lost their job

Students who lost their job due to the closure of the business will be entitled to state benefits. The package of benefits that was originally announced for a €203 pay out per week has been increased to €350 per week until August for those who earned more than €200 per week prior to Covid'19.

From 8 June those earning less than €200 prior to Covid-19 will receive €203 per week. Students should contact their employers in the first instance in relation to their entitlements.

Student Welfare

The welfare of our students is of the utmost importance to us. We are keeping in touch on the Edmodo platform and staff are taking telephone and Zoom calls.

Please continue to email us with your enquiries as all emails are being monitored. If you or your students are due to start a course in the weeks between now and 18 May, please contact our team at dublin@francesking.com to discuss the options available to you. Alternatively, one of our staff will get in touch with you directly.

Terms and Conditions Update

Terms and conditions including our cancellation policy during this challenging time can be found below.

We thank all our partners and students for their understanding and support in these unprecedented times.

Deferral/Credit Note (voucher) Policy: FAQ

1 Existing Students (currently in Ireland)

(Q). The school is closed what are my options?

(A). We are offering current students, online tuition to continue their studies.

If a student chooses to take a course holiday or return home, the school will issue a credit note (voucher) for the full value of the tuition missed while the school is closed. Students have the option of using this to extend their stay after the school re-opens OR for a future booking.

Long term Stamp 2 holders can take holidays from their course for a maximum of 8 weeks, this will extend their finish dates accordingly.

(Q). The school is closed and am I currently staying in accommodation. What options do I have? What if I go home? Can you refund my accommodation fees?

(A). You are welcome to stay in the school's homestay accommodation while the school is closed.

Homestay accommodation

If you choose to leave the host-family accommodation you must inform the school of the date of your departure and from that date the school will issue you a credit note for the full value of the accommodation remaining. Students have the option of using this credit note for a future booking. Note that your accommodation choice may be subject to availability.

Residence Accommodation

You are welcome to stay in the school's residential accommodation while the school is closed. If you choose to leave the accommodation you must inform the school of the date of your departure and from that date the school will issue you a credit note for the value of the accommodation remaining, less the notice period. Students have the option of using this credit note for a future booking. Note that your accommodation choice may be subject to availability.

The expiry date to use credit notes is December 2021. The credit note will be in the name of the student who postponed and is transferable to his/her family, friends or colleagues.

Students are advised to make insurance claims wherever possible to cover any charges.

2 Pending arrivals before the school re-opens in August or September

Students will not be able to attend classes in the school but can study online.

Travel restrictions may apply and you should check with your carrier. In addition, The Irish Health Authorities currently require anyone coming into Ireland, apart from Northern Ireland, to restrict their movements on arrival for 14 days. Check the [Irish Health Service COVID-19 Advice Page](#) for full information on these requirements.

If anyone wants to change their travel arrangements, we will accept postponements without penalty.

We will be contacting students and partners individually.

(A) The school advises course commencement once the school re-opens in August or September.

Until then, the school proposes 3 options:

- 1) Joining your course online (minimum age 16).
- 2) Postponing course commencement date. The school can re-issue all relevant documentation with no change fee.
- 3) Issuing a credit note (voucher) for the full value of the booking (course and accommodation). The credit note will be in the name of the student who postponed and is transferable to his/her family, friends or colleagues.

The schools voucher system has the following flexible features:

- Vouchers may be used until the end of 2021.
- Students may postpone more than once if necessary.
- Vouchers are valid for any Frances King course or accommodation type, including online courses.
- Vouchers are transferable to students' relatives, friends and colleagues.
- If a student paid through an agent or Tour Operator, that Tour Operator may use the student's voucher money for another customer's course or accommodation, after full value of that voucher is refunded by the Tour Operator to the original student. Frances King will accept the use of the voucher in this way, subject to receipt of a clear agreement between the original student and the Tour Operator, and evidence that the original student has been refunded to the full value of the voucher.

Students are advised to make insurance claims wherever possible to cover any charges.

3 New bookings for remainder of 2020/2021

(Q). For those worried about booking in case they need to defer. What is your policy?

We have a special offer in this difficult time, 'Book with Confidence'

No change fees or cancellation charges for courses or accommodation for new bookings received between 16 March and 30 June in London and Dublin – you can change your booking to start on any date in the next 12 months *

*12 months from first date chosen. Dates are subject to availability. For some courses you will need to choose from published starting dates in 2020 and 2021: IELTS, Cambridge Preparation, Family & Teenager Summer Programmes.

This is a temporary policy change to our General Terms & Conditions in response to the Government Directive and current circumstances and is subject to change. We will publish a notification on our website when General Terms & Conditions come back into force.

All credit notes (vouchers) will be issued as follows:

ETO bookings: direct to the ETO

Direct bookings: direct to the individual student

- Notice of cancellation must be provided in writing and applies from the date it is received.

Contact with the enrolment office

The schools are closed, and most staff are on leave so we ask for your patience. Responses may take longer than usual. We ask that contact is by email only.

DUBLIN dublin@francesking.com

LONDON london@francesking.com

For group quotes you can still contact groups@francesking.com

School Board

Frances King School of English

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