

Millfield English Language Holiday Courses 2020

General Information

Arrival and Departure

It is the parents'/agent's responsibility to arrange flights. Please inform us of the student's flight details and request airport transfers if required by completing the Student Travel Details form/online section and returning it to us before 2nd March 2020 (Easter courses) or 8th June 2020 (summer courses). Ideal times for arrival or departure at UK airports are between 12.00 and 18.00 on the allocated transfer day. Some students may have to await the arrival of other students before leaving the airport. Students who have requested a Millfield transfer will be met at the airport by a Millfield Representative who will be wearing a red Millfield t-shirt and carrying a Millfield sign. For students who have requested a Millfield transfer, on departure staff will accompany students back to the airport and supervise the check-in procedure.

All journeys outside the offered transfer days and to and from different airports than those offered will need to be arranged by the parent/agent. Alternatively, the parents/guardians of students can arrange for a named adult to deliver and collect the student to/from the courses.

Please note: Millfield Enterprises will not accept responsibility for organising airport transfers other than on the specified dates or at the designated airports. Students making their own travel arrangements need to inform us of their plans by completing the Student Travel Details form/online section and returning it to us by the date specified. Students making their own travel arrangements should aim to arrive at Millfield between 10.00 and 17.00. Arrival and departure days are normally on Sunday (or Wednesday for the Easter 2020 course).

Written confirmation will be given to confirm receipt of the student travel details. To ensure that we are aware of last minute changes, please ensure that you receive written confirmation from the course administrators at Millfield.

Pocket Money & Valuables

Although everything needed is included in the price of the course, students may wish to bring pocket money to purchase souvenirs or for special events/excursions.

Along with 30 GBP damage deposit, we recommend around 50 GBP per week and a maximum of 100 GBP per week. Students should bring their pocket money in cash sterling. We have cash machine facilities nearby for which students can use a Debit or Preloaded Cash Card. Houseparents will exchange any foreign money.

Pocket money, cards, passports and plane/train tickets will be collected from students on arrival, and be stored in a locked safe monitored by the student's Houseparent. Houseparents will distribute pocket money to students when requested and will keep note of each withdrawal. Any pocket money remaining at the end of the student's course will be returned to the student prior to their departure.

Photographs and Videos

First names, photographs or images (including video recordings) may be taken and used online and/or in print for use in promotional material (such as adverts and brochures), on our websites or on social media. Please note, these may also be used by carefully selected third parties who are working on our behalf to recruit students for the Millfield English Language Holiday Courses. On occasion, these may be used for press and media purposes, or for educational purposes as part of the curriculum, or extra-curricular activities. We may seek specific consent from Parents or Legal Guardians before using a photograph or video recording where we consider that the use is more privacy intrusive. Where the student is of sufficient maturity (usually when aged 12 years or older) we may seek the student's specific prior consent (which may be obtained verbally) in addition to or instead of the Parents' or Legal Guardian's consent.

Accommodation

We have separate accommodation for boys and girls, and students may only mix in recreational areas of the houses. Some of the older students or students with a medical condition may be allocated their own single room with shared bathroom facilities (although some may have en-suite), while younger students share 2, 3, 4 or 6-bedded rooms and bathroom facilities. Some students may be required to change houses. We will do our best to avoid disruption and students will be informed in advance during their stay. Student Wi-Fi is available and each house has payphones which can receive incoming calls. Important messages can be left with the course administrators during office hours (Monday - Friday, 09.00-17.00 hours UK time):

T +44 (0) 1458 444 112/319/326/369/458 (after-hours answer phone)
E mahc@millfieldschool.com

Clothes and Laundry

Students should bring, as far as possible, machine washable casual and sports clothes for everyday activities and variable weather conditions, and some smart clothes for special occasions.

England can sometimes be wet and cold. Please ensure students have a jumper, a waterproof coat and suitable footwear. Please also bring a sun hat and sun cream for warmer weather.

Clothes are laundered twice a week by the school. Students have to sort their own clothes when they are returned clean, so please label them clearly with the student's first name and family name. We recommend that names are carefully stitched into the fabric as it is common for labels to fall off during the washing/drying process. Students must bring their own bath towels.

Bed linen is supplied and changed once a week.

A full list of what students need to bring is provided in the Parent/Guardian Guide and Student Guide which will be made available to parents/guardians and students once their application form has been processed.

Food

All campuses provide a variety of great food choices for students to try with a combination of international dishes and great British classics.

Each meal time there is a choice of different healthy food options. Special dietary requirements can also be catered for including religious persuasions and lifestyle preferences.

Students can eat as much as they like and are encouraged to try different foods to promote a healthy and balanced diet.

Most meals are served in the dining hall on each campus and staff and students eat together. At breakfast we offer a choice of cooked food, cereals, toast and fruit. At lunch and supper we offer both hot food and salad. Vegetarian options are available at all meals. Packed lunches are provided on excursions and occasionally supper will be a special barbecue outside.

Refreshments are provided in the afternoon break.

Fruit, snacks and drinks are also provided in the boarding houses for the evenings.

Please specify any special dietary requirements on the Medical Information section of the application form.

Health and Welfare

A Houseparent is appointed to manage each house and they have responsibility for the health and welfare of all students in their house. Students who report that they are feeling unwell are initially seen by their Houseparent or Assistant Houseparent who will assess their condition. If deemed necessary by their symptoms, they will then be taken to the Medical Centre where they will be seen by the nurse. The nurse will assess the student and either provide medication or advice, or advise visiting the local doctor's surgery. The doctor's surgery is located locally and an appointment can usually be made for the same or next day for urgent cases or within three days for minor cases. The doctor can provide a prescription for any medication that is required.

In an emergency, the student is taken to a local hospital which has an Accident and Emergency department or Minor Injuries department, either by school transport, taxi, or by ambulance if required. We will make every reasonable effort to notify the Parent/Guardian prior to the hospital visit. In order to provide any treatment whatsoever, it is essential for the school to have the Medical Information section of the application form filled in and signed by the Parent/Guardian along with two contact numbers, one of which should be the student's Parent/Guardian. If you have not informed us of any medical conditions or prescription medicines on the application form, please ensure you contact our course administrators by Monday 2nd March for students attending the Easter courses and Monday 8th June for students attending the summer courses.

In all cases of illness, the Houseparent and other members of staff will check the student regularly and ensure that he/she is comfortable. Students are supervised 24 hours a day and we ensure that as many of our staff as possible are qualified in First Aid.

How to solve a problem

If a student has a problem, it is important that they bring it to the attention of staff as soon as it arises. Any member of staff can be approached and will be willing to give assistance. For specific help, they can speak to the Pastoral Manager for accommodation, health and nutrition issues; the Academic Manager for any learning or teaching issues; and the Activities Manager for sport and activity issues.

If the problem is not resolved satisfactorily they should contact the Centre Manager who has overall responsibility for the course. He/she can be approached directly or through other staff at any time. Official complaints should be directed to the Director of Holiday Courses and Events, Mr Mark Greenow on:

T +44 (0) 1458 444 457
M +44 (0) 7885 613 692
E greenow.m@millfieldschool.com

The Director is available at all times on his mobile phone in case of emergencies.

If you are not satisfied with the response from your accredited centre, you can contact English UK for further advice. The way they will handle your complaint will depend on the course provider you're studying with. For private schools and language centres, English UK will attempt to mediate. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school.

<https://www.englishuk.com/en/students/complaints-procedure>

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