Sapphire Education

Parent Booking Terms & Conditions

Effective for bookings made from 1 August 2026

Please read these Terms before completing enrolment. They form part of the booking contract between the Parent and Sapphire. No separate signature is required where the Parent accepts them through Sapphire's enrolment process.

1. About these Terms

These Terms apply to courses provided by Sapphire International Education Ltd, trading as Sapphire Education, company number 16173339, whose registered office is 22 Milsom Street, Bath, Somerset, BA1 1DE (Sapphire).

Parent means the parent or legal guardian making the booking. Student means the young person applying for or attending the course.

2. Accepting these Terms

The Parent must read and accept these Terms before completing the booking. They apply whether the Parent books directly with Sapphire or through an education agent.

The Parent confirms that:

a. they have authority to make decisions for the Student;

b. the information supplied during enrolment is accurate and complete;

c. they will pay the course fee and any additional charges by the stated deadlines; and

d. the Student will follow Sapphire's Code of Conduct and reasonable staff instructions.

The contract begins when Sapphire confirms the Student's place in writing after enrolment is complete and the required deposit has been received.

3. Age and entry requirements

Sapphire courses are for Students aged 14 to 18. The Student must fall within this age range on the course start date unless Sapphire agrees otherwise in writing.

Students must have an English level of CEFR B2 or above. Sapphire can accept recent and verifiable evidence of the Student's English level. Where suitable evidence is unavailable, Sapphire may assess the Student through an English test, recorded response, interview or another appropriate assessment.

Sapphire decides whether the evidence or assessment meets the required level. A place remains subject to Sapphire confirming that the Student can participate safely and benefit from the course.

Sapphire may withdraw an offer if information supplied during enrolment proves inaccurate or incomplete.

4. Enrolment and booking confirmation

The enrolment process may include:

a. completion of the enrolment form;

b. evidence or assessment of English level;

c. medical, dietary and welfare information;

d. acceptance of these Terms and the Code of Conduct; and

e. payment of the £500 deposit.

Submitting an enrolment form does not guarantee a place. Sapphire will confirm acceptance in writing.

The Parent must tell Sapphire promptly if any information changes before the course begins.

5. Course fees

The course fee includes everything listed as included in the Student's confirmed programme and booking confirmation.

This normally covers tuition, accommodation, meals, scheduled activities, excursions and the standard student insurance arranged by Sapphire. The exact inclusions shown in the booking confirmation take priority.

Airport and other arrival or departure transfers are not included in the course fee. Sapphire will quote and bill these separately where requested.

Flights, visas, passport costs, personal spending and anything not expressly included in the booking confirmation remain the Parent's responsibility.

6. Payment schedule

A £500 deposit becomes due once enrolment is complete and Sapphire offers the Student a place. The deposit forms part of the total course fee.

The remaining payments are due as follows:

a. 12 weeks before the course begins, payments must total 25% of the course fee; and

b. 8 weeks before the course begins, the full remaining balance becomes due.

Where enrolment takes place after one of these deadlines, all payments already due must be paid immediately.

Sapphire may release the place if payment remains outstanding after the deadline. Sapphire will contact the Parent before doing so.

Transfer fees and other agreed additional charges will appear separately on the invoice.

7. Fourteen day cancellation period

The Parent may cancel within 14 calendar days of the contract beginning and receive a full refund, provided the course has not started.

If the Parent expressly asks Sapphire to begin providing a separately requested service during this period, Sapphire may deduct the reasonable cost of any service already supplied.

This section does not reduce any cancellation rights available under law.

Payment and cancellation at a glance

- Deposit: £500 after Sapphire offers the Student a place.
- 12 weeks before the course: payments must total 25% of the course fee.
- 8 weeks before the course: the remaining balance is due.
- After the 14 day cancellation period: Sapphire retains £500 if cancellation is more than 12 weeks before the course, or 25% if cancellation is 12 weeks or less before the course.
- Once the course starts: no course fee refund applies.
- Serious or exceptional circumstances: Sapphire will review each case individually and work with the family to refund as much as reasonably possible.

8. Cancellation by the Parent

After the 14 day cancellation period, the following charges apply:

a. more than 12 weeks before the course start date, Sapphire retains the £500 deposit; or

b. 12 weeks or less before the course start date, but before the course begins, Sapphire retains 25% of the total course fee and refunds any amount paid above this figure.

No course fee refund applies once the course has started. This includes non-attendance, late arrival, voluntary withdrawal and early departure.

Cancellation must be sent in writing to the contact email shown in the booking confirmation. Cancellation takes effect when Sapphire receives it. Sapphire will normally process any refund due within 14 calendar days.

Transfer fees will be refunded where Sapphire can cancel the service without cost. Sapphire may retain any reasonable and irrecoverable supplier charges.

Nothing in this section allows Sapphire to retain more than its lawful entitlement. Sapphire will consider costs avoided, sums recovered from suppliers and whether it has resold the place.

Sapphire recognises that families may sometimes need to cancel because of serious or exceptional circumstances. Sapphire will consider each case individually and work with the Parent to refund as much as reasonably possible. Any additional refund will depend on the circumstances and will take account of costs already incurred, sums recovered from suppliers and whether the place has been resold.

9. Visas and travel documents

The Parent must arrange the Student's passport, visa and any other travel permission.

Sapphire can provide reasonable documents confirming enrolment where required but cannot guarantee that a visa will be issued.

Visa delay or refusal falls under the standard cancellation terms. The Parent should obtain suitable insurance against this risk where the included policy does not provide adequate cover.

10. Transfers and travel arrangements

The Parent must provide complete and accurate arrival and departure details by Sapphire's stated deadline.

Sapphire only accepts responsibility for a transfer that it has confirmed in writing.

The Parent must tell Sapphire in advance if the airline treats the Student as an unaccompanied minor. Any airline or transfer charges connected with this service will be billed separately. Additional costs caused by incorrect details, flight changes, delays outside Sapphire's control or arrival outside the confirmed transfer arrangements may be charged to the Parent.

11. Medical and welfare information

The Parent must provide complete information about the Student's:

a. physical and mental health;

b. medication and allergies;

c. dietary requirements;

d. disabilities, learning needs and reasonable adjustments; and

e. any matter that could affect the Student's safety, welfare or participation.

Sapphire will consider reasonable adjustments and discuss available support with the Parent. Sapphire may decide that it cannot safely meet a Student's needs where suitable support cannot reasonably be arranged.

The Parent must provide any required medication in its original packaging, with clear written instructions.

In an emergency, Sapphire may arrange appropriate medical care where it cannot contact the Parent promptly. The Parent remains responsible for costs not covered by the included insurance.

Failure to disclose relevant information may result in the Student being unable to attend or being required to leave the course.

12. Insurance

Sapphire arranges standard student insurance as part of the course unless the booking confirmation states otherwise.

The policy belongs to an independent insurer and remains subject to its own limits, exclusions and claims process. Sapphire does not act as the insurer and cannot guarantee that a claim will succeed.

The Parent must review the policy and arrange additional cover where needed, including cover for flights, valuable belongings, pre-existing medical conditions or cancellation risks outside the policy.

13. Programme and accommodation changes

Sapphire may make reasonable changes to teaching rooms, tutors, activities, visits, timings or accommodation where needed for safety, availability or proper course delivery.

Any replacement will aim to provide a suitable and comparable experience.

If Sapphire makes a significant change before the course starts, the Parent may accept the revised arrangements or cancel and receive a refund for the affected services.

14. Cancellation by Sapphire

Sapphire may cancel a course where it cannot deliver it safely or to a suitable standard.

If Sapphire cancels the full course before it begins, the Parent may choose:

a. a suitable alternative course, subject to availability; or

b. a refund of course fees paid to Sapphire.

Sapphire is not responsible for separate flights, visas or personal arrangements except where the law requires otherwise.

If an unavoidable event disrupts the course after it has started, Sapphire will take reasonable steps to continue the programme, provide an alternative or refund the part it cannot provide.

15. Student behaviour

Students must follow:

a. the Code of Conduct;

b. safeguarding and welfare rules;

c. accommodation and campus rules;

d. UK law; and

e. reasonable instructions from Sapphire staff.

Sapphire will respond proportionately to misconduct. Action may include a warning, restriction from an activity or dismissal from the course.

Sapphire may dismiss a Student without a prior warning where behaviour creates a serious safety or safeguarding risk, involves violence, bullying, harassment, illegal activity or a serious breach of trust.

Where Sapphire dismisses a Student, the Parent must arrange and pay for their collection or return travel. No refund applies, except where required by law.

16. Attendance and participation

Students must attend scheduled academic sessions and required programme activities unless illness, welfare needs or Sapphire staff excuse them.

Sapphire cannot guarantee a course outcome, qualification, university offer or future academic result. The Student's progress depends partly on their attendance and participation.

17. Personal property and damage

Students remain responsible for their belongings. Sapphire is not responsible for loss or damage unless caused by Sapphire's failure to use reasonable care.

The Parent must pay for deliberate or negligent damage caused by the Student. Sapphire will provide reasonable evidence of the cost.

18. Photography and recordings

Sapphire will manage photography, video and promotional consent separately from these Terms.

Refusing promotional consent will not affect the Student's place or participation.

Sapphire may still use images where necessary for safeguarding, identification, security or internal programme administration.

19. Personal data

Sapphire processes personal data in line with its Privacy Notice and applicable UK data protection law.

Sapphire may share relevant information with accommodation providers, insurers, medical services, activity providers and public authorities where necessary to deliver the course, protect the Student or comply with the law.

Sapphire takes extra care when handling children's information and will only share what is reasonably necessary.

20. Complaints

The Parent should raise concerns as soon as possible so Sapphire has an opportunity to resolve them.

Concerns during the course should first go to the Course Director or the contact named in the welcome information.

A formal complaint should be sent in writing to Sapphire within 28 days of the course ending. Sapphire will acknowledge the complaint and provide a written response after investigating it.

21. Liability and consumer rights

Sapphire will provide its services with reasonable care and skill.

Sapphire does not exclude or restrict liability where doing so would be unlawful. This includes liability for death or personal injury caused by negligence, fraud and the Parent's statutory consumer rights.

Sapphire is not responsible for loss caused by:

a. inaccurate or incomplete information supplied by the Parent or Student;

b. the Student's failure to follow reasonable instructions;

c. services arranged independently by the Parent, Student or an agent; or

d. events outside Sapphire's reasonable control, except where the law provides otherwise.

22. General terms

If one part of these Terms becomes invalid or unenforceable, the remaining Terms will continue to apply.

A delay by Sapphire in enforcing a term does not waive its right to enforce it later.

No person other than the Parent, the Student and Sapphire may enforce this contract, except where the law expressly permits it.

If these Terms conflict with a specific written term in the booking confirmation, the specific written term will apply to that booking.

23. Governing law

These Terms are governed by the law of England and Wales.

The courts of England and Wales will have jurisdiction, although a consumer living elsewhere may retain the right to bring proceedings in their home jurisdiction.