



MACKENZIE

School of English



Innovative language, culture & activity programmes for children & teenagers in Scotland





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BEING DIFFERENT

'Every day is a special day at Mackenzie School!'

Mackenzie School of English is proud to be an alternative and we don't believe in run-of-the-mill.

We see ourselves as a shining beacon of quality in a sea of mediocrity. We aim to give your students the experience of a lifetime and don't settle for second best!

We don't accept an 'it will do' attitude and neither should you when choosing a study abroad package. Our commitment to delivering outstanding experiences is vindicated time after time as we consistently receive incredible feedback and plaudits.

Our provision of unique language, culture and activity programmes to learners is second to none. We believe that a trip abroad should be one of the most memorable experiences of a young person's life and we pull out all the stops to make sure this is the case at Mackenzie School.

Our year-round school is open 50 weeks of the year so students can enjoy our programmes at any time!

Don't give your students an average experience... give them an unforgettable life experience... **The Mackenzie Experience!**

What makes us different?

- Our philosophy is 'being the best'. We provide unparalleled care and attention and encourage students to be all they can be.
- We insist on attention to detail from all of our staff and leave nothing to chance.
- We employ modern and forward-thinking teaching methodologies that motivate and encourage students to speak English.
- Our activity programme is an extension of our tuition and encourages learning outside of the classroom combined with a whole lot of fun.
- Every aspect of our programmes was designed with young people in mind and we provide excellent facilities and leisure opportunities.
- We are British Council accredited, members of English UK and one of only two Scottish schools in Quality English.



SAFETY: OUR NUMBER ONE PRIORITY

We know that safety is the biggest concern for parents when their children travel abroad which is why we do everything in our powers to ensure the well-being of all our students.

- Comprehensive insurance is provided free of charge by the school for all our students in conjunction with our partner, Endsleigh Insurance.
- We provide taxis home after all evening activities for students in home-stay. We cooperate with a local taxi firm to ensure all students return home safely.
- We subscribe to a consultancy service provided by Ellis Whittam, which keeps us up to date with all Health & Safety and Employment Law matters.
- A minimum ratio of 1:20 for activity staff to student on all trips and excursions.
- Key staff receive First Aid training and First Aid kits are taken on all trips and excursions.
- The year-round school remains open every night of the week so the students have somewhere to relax when they have free time.
- Students are given 24 hour emergency number cards on arrival.
- Every member of our staff undergoes a criminal record check with Disclosure Scotland.
- We only use reputable and tested partners such as Persevere Taxis and AAA Coaches.





OUTSTANDING YEAR-ROUND SCHOOL

The school is situated in the Leith area of Edinburgh, approximately 1.5 miles from Princes Street. Leith is one of Edinburgh's 'towns within a larger town' and has a real community feel. Students can feel safe in Leith as most people know Mackenzie School and give them a friendly Scottish welcome.

Our rigorously-checked hosts are located mostly on the north side of Edinburgh to ensure that students are placed as close to the school as possible and within an easy bus journey or walk to the school.

The school itself is located in a beautiful Victorian townhouse over-looking a large city park and boasts the following facilities:

- Eight well-equipped, spacious and modern classrooms
- Large front garden with picnic benches and parasols
- Extensive common room with ample seating
- Computer room with high-speed broadband and free wi-fi throughout the school
- Games zone with pool, table football, table tennis, large screen TV with playstation 3, board games and musical instruments
- Mackenzie Monoplex- a cinema system with a 3.5m screen and surround sound

CAREFULLY SELECTED SUMMER RESIDENTIAL CENTRES

We only pick the best locations and venues for our summer centres and each one has a unique point that will take your breath away. Whether it is the location, facilities or accommodation standard, you can be sure that the attention to detail and quality of service that we are renowned for remains the same.

Our summer residential centres operate separately from the main school but you will be guaranteed the following:

- Our tuition methodology and programme is transferred directly to the summer centres. All teachers undergo extensive training to ensure our standards are upheld.
- Activities include the language tasks and games that have always proved so popular.
- Our staff are experienced in the running of residential centres and appropriate measures are taken to ensure the students' safety at all times.
- Our sign-up evening activity system means that there is always something for everyone.
- We know how important food is to hungry youngsters so you can be sure that it will be of a good quality as well as plenty of it!



CHALLENGING LESSONS

We believe that communication is the key as well as the reason for learning languages. We teach students to use language actively, as a tool for real-life communication. Students learn by doing and this is the key factor in successful language learning.

We use the most innovative methodologies and technology to create task-based, content-driven, motivational lessons. We engage students by keeping things close to their hearts and making sure the contexts appeal to them.

In our lessons students will:

- focus on real-life English
- have the opportunity to activate the knowledge they already possess
- be given interesting and challenging tasks
- realise that they are better than they think
- practise all essential language skills
- extend their vocabulary and grammatical awareness

ENGAGING CULTURE & ACTIVITY PROGRAMME

More often than not, it's the activities which leave students with the long-lasting memories of their time at Mackenzie School. Our activity programme reinforces our philosophy of being the best- it not only provides students with a platform to learn about Scotland but boosts their self-confidence, motivation and helps them make friendships.

- Our highly trained activity staff ensure trips and excursions are well-prepared and run smoothly.
- Activities are supplemented with language tasks, team-building exercises and challenges.
- We have used our expert knowledge to pick out the best Edinburgh & Scotland has to offer.
- Our pick & mix off-season programme means that we can make the ideal programme for any budget.

SCOTLAND

Scotland is filled with special and surprising places just waiting to be explored. From wonderful wildlife to decadent castles, you are sure to find something unique. It's an amazing country with endless experiences just waiting to be discovered.

Our towns and cities are equally as spectacular. Be inspired by the vibrancy of Glasgow, Scotland's biggest city or discover the fascinating history of Stirling and admire historic buildings and stunning views of the area.

It's a country where myth meets modernity and the warm welcome you will receive will take you back as much as any of its natural beauties!

Surprise yourself, visit Scotland!

EDINBURGH

Edinburgh is a city of contrasts. A city of two halves: Old Town and New Town. The spiritual birthplace of Dr Jekyll and Mr Hyde. It's neither a city or a town in actual fact. Maybe it's a small city, maybe it's a big town populated by small villages. It's a cosmopolitan capital, yet keeps the stress and clutter at bay that turns other cities into urban jungles. Edinburgh is a city which makes you wonder what a city can be and in fact should be.

A castle slap bang in the middle, a labyrinth of narrow steps and alleyways, highland landscapes in its majestic volcanic rock, Arthur's Seat and the North Sea and Firth of Forth. Edinburgh has something for everyone and nature is in abundance.

A city of stories and storytellers, home of the Scottish Enlightenment and the greatest summer festivals in the whole world. Edinburgh grabs you and won't let go!

TERMS & CONDITIONS

- 1. Application**
 - 1.1. These terms and conditions shall apply in all cases to the provision of Services by the School to the Client.
 - 1.2. In the event of conflict between these terms and conditions and any other terms and conditions (of the Client or otherwise), the former shall prevail unless expressly otherwise agreed by the School in writing.
- 2. Definitions**
 - 2.1. In these terms and conditions, unless the context otherwise requires, the following expressions have the following meaning:

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|---------------------|---|
| “Client” | means the individual, firm or corporate body which purchases Services from the School |
| “Commencement Date” | means the date of a Student's arrival in Edinburgh |
| “Contract” | means the contract between the School and the Client for the supply of Services |
| “the Deposit” | means the non-returnable deposit of 20% of the Fees |
| “Fees” | means the fees which the School charges for the Services |
| “the School” | means The Mackenzie School of English Limited incorporated under the Companies Acts with company number SC331852 and having its registered office at 6 John's Place, Edinburgh, EH6 7EP |
| “Services” | means the programmes and courses agreed to be provided by the School to the Client |
| “Student” | means any person enrolled in a programme offered by the School as a result of the Contract |
 - 2.2. The headings in these terms and conditions are for convenience only and shall not affect their interpretation.
 - 2.3. Words importing one gender shall include the other gender.
 - 2.4. Any notice or communication sent by e-mail, facsimile transmission or similar means shall be deemed to satisfy any requirement for it to be in writing.
- 3. Contract**

The Contract between the School and the Client will only exist when a booking is accepted in writing by the School and the Deposit is paid.
- 4. Payments**
 - 4.1. The Deposit is due and payable as soon as the booking has been accepted and the invoice for the Deposit has been issued by the School.
 - 4.2. The balance of the Fees must be paid by the Client in full not less than one month prior to the Commencement Date or in the case of a booking made within one month of the Commencement Date on receipt of the invoice.
 - 4.3. Payment of the Fees can be made by bank transfer to such account as the School specifies on its invoice. All payments must be made in pounds sterling and include all bank charges.
 - 4.4. In the event of the Client failing to pay the balance of the Fees in terms of clause 4.2 (time being of the essence) the School will be entitled to rescind the Contract and to retain the Deposit as liquidate damages.
- 5. Cancellation**

If the Client wishes to cancel the Contract in respect of a Student, notice in writing should be given to the School as soon as possible providing enough information to identify the booking. If notice of cancellation is received not less than 14 days prior to the Commencement Date, the School will refund the share of the Fees due in respect of that Student less an administration fee of £50. If notice of cancellation is received 7 to 14 days prior to the Commencement Date, the School will refund the share of the Fees due in respect of that Student less a fee of £150 to cover administration and accommodation charges. If notice of cancellation is received less than 7 days prior to the Commencement Date, no refund of the Fees due will be made.
- 6. Study Visa**

If a Student requires a Visa, the School will provide all necessary assistance, subject to the Fees due in respect of that Student having been paid in full. The School will use all reasonable endeavours to support a Student in connection with a Visa application but the School cannot be held responsible for decisions taken by Government departments or agencies. No Student requiring a Visa will be allowed to start his course without obtaining that Visa. If the Student's arrival is delayed because a Visa application is still being considered, the School and the Client will seek to agree a new Commencement Date but in these circumstances the original accommodation cannot be guaranteed. In the event of the School being notified that a Visa application has been refused, the School will be entitled to treat that as notice of cancellation and clause 5 will apply. All Visa letters which are required to be sent by courier will be subject to a charge of £55.
- 7. Early Departure**

In the event of a Student deciding at any stage not to continue his course, the School will not be bound to refund any part of the Fees.
- 8. Expulsion**

The School will not accept antisocial behaviour of any kind including, but not limited to, under age drinking of alcohol, possession or use of illegal drugs, smoking in restricted areas, and malicious damage to property, threatening or aggressive behaviour, law breaking and breach of curfews. The School will be the sole judge of what constitutes antisocial behaviour and the School reserves the right to expel and send home any Student found guilty of such behaviour. In these circumstances the School will be under no obligation to refund any part of the Fees and the Client will be solely responsible for supervising and meeting the cost of the Student's journey home. The cost of making good any malicious damage to property will also be charged to the Student.

- 9. Insurance**

The school provides students with comprehensive health, accident and travel insurance for their stay in the United Kingdom. Students may take out further insurance if they wish to do so. Details of the policy are available on our website.
- 10. Medical and Dietary Information**
 - 10.1. It is essential that the School is notified of any medical condition from which a Student suffers at the time that a booking is made so that the School can assess whether it is equipped to deal with that condition. If not, the School will decline the booking.
 - 10.2. Any Student who arrives with a medical condition not previously disclosed may be asked to leave if the School feels that it is not equipped to deal with a Student in that condition. In that event the School will be under no obligation to refund any part of the Fees and the Client will be solely responsible for supervising and meeting the cost of the Student's journey home.
 - 10.3. It is essential that the School is notified of any special dietary needs of a Student prior to the Commencement Date.
- 11. Supervision**

The School's programme does not include 24 hour supervision of a Student. A Student will be given an emergency telephone number which he will be able to use 24 hours a day.
- 12. Photography and Filming**

The School from time to time may take photographs and videos of the Students for promotional purposes. The School will at all times respect the wishes of any Student who does not wish to participate in such promotions. If a Student does not indicate that he is unwilling to participate in such photographs and videos it will be deemed that he has given his consent to appear.
- 13. Public Holidays**

The School does not close for public holidays but will be closed for Christmas during the period from 24 December 2013 to 2 January 2014 inclusive.
- 14. Transfers**
 - 14.1. The School undertakes to arrange the transfer of Students to and from a local Airport. It is essential that the School is advised of arrival time, flight numbers, and airline and departure point and of any changes thereto at least 7 days prior to the Commencement Date. In the event of the School not being provided with the correct arrival information in good time to arrange the uplift, the School cannot be held liable for any loss or damage thereby arising.
 - 14.2. Students are expected to arrive at and to depart from their accommodation between the hours of 6.30am and 11.00pm. The School must be notified on confirmation of booking should flight arrivals or departures be outwith these hours. The School reserves the right to charge Clients for all arrivals or departures outwith these hours for the extra costs thereby incurred by the School, including (without limitation) additional expenditure in regard to staffing and transport. This supplement will be due and payable by the Client on receipt of the invoice.
 - 14.3. The School's standard departure time is 3 hours prior to flight departure from the school. Any request to change this standard time will be charged at £25.
 - 14.4. Students arriving individually or not part of their group will be charged an additional £45 each way transfer for Edinburgh and £60 for Dundee.
- 15. Programmes and services**

Details of the School's programmes are given in good faith. The School, however, reserves the right to make changes to programmes, courses timetables and accommodation as operational requirements dictate. In particular, the School will be entitled to alter the content, timing and location of courses in addition to the type of accommodation given. The School undertakes at all times to provide Services of a comparable quality to those advertised or to refund a fair proportion of the Fees when this does not happen. No further claim will lie against the School.
- 16. Unnecessary homestay changes**

Any requests to change students' homestay accommodation which is deemed unnecessary by the school and its homestay provider will be charged a supplement equal to the remainder of the student's stay in the accommodation.
- 17. Liability**

Except in respect of death or personal injury caused by the School's negligence, the School will not be liable by reason of any representation, implied warranty, condition or other term, or any other duty at common law, or under any express terms of the Contract be liable to a Student for any loss, damage, costs, expenses or other claims, whether caused by the School or its employees (or those for whom it is responsible in law) in connection with the performance of the Contract.
- 18. Force Majeure**
 - 18.1. The School will not be responsible for any failure to comply with any of its obligations if the failure is occasioned by any cause beyond the School's reasonable control nor shall the School be responsible for any costs incurred by or on behalf of a Student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster and unusually adverse weather conditions.
 - 18.2. Without prejudice to the terms of clause 17.1, the School will use all reasonable endeavours to provide the necessary care for a Student affected by causes beyond its control but the cost of extra accommodation, travel and other expenses thereby resulting will have to be borne by the Student. In any such case, the Student might have to be housed in emergency accommodation which may not be of the same standard or located in the same geographical area as the accommodation that would otherwise be provided by the School. If, notwithstanding that it has no obligation to do so, the School covers any costs for which a Student is responsible, the Client shall be bound to refund the School in full.
- 19. Complaints**

Any complaints about the Contract should be addressed in writing to a Company Director of the School and submitted within 1 month of the termination of the course. In the event of such a complaint being found to be valid, the School will make a refund of such amount as it is in its sole discretion determines.
- 20. Group Bookings**

It is the responsibility of the Client to ensure that a Student and his parents/guardians understand and accept the School's terms and conditions of business. In the event of a Student successfully claiming that he is not bound by the terms and conditions, the Client shall indemnify the School against any loss thereby arising.
- 21. Residential Deposit**

Students in residential accommodation need to pay a deposit of £35 on arrival to cover the cost of lost keys or damage.
- 22. Applicable Law and Jurisdiction**

The Contract shall be governed and construed in accordance with Scots Law and the parties submit to the exclusive jurisdiction of the Scottish Courts.

www.mackenzieschool.com



MACKENZIE

School of English

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