

Millfield English Language Holiday Courses 10-17 years

Please begin the application process by completing the Student Name and indicating the required length of stay - one or two weeks.

Student Name _____

Please tick ✓ to indicate required length of stay

<input type="checkbox"/> 1 WEEK	Wednesday 4 - Wednesday 11 April
<input type="checkbox"/> 1 WEEK	Wednesday 11 - Wednesday 18 April
<input type="checkbox"/> 2 WEEKS	Wednesday 4 - Wednesday 18 April

Afternoon Options Please choose just one course per week. Please tick ✓ the following boxes. Please note that students may combine courses, e.g. 1 week Preparation for UK Schools and 1 week Sports & Recreation.

EASTER 2018	WEEK 1 Wednesday 4 - Wednesday 11 April	WEEK 2 Wednesday 11 - Wednesday 18 April
Sports & Recreation Choice of many different sports & activities.	<input type="checkbox"/>	<input type="checkbox"/>
Study Skills An intensive academic course. 10-13 years only.	<input type="checkbox"/>	<input type="checkbox"/>
Preparation for UK Schools Must have intermediate English. 14-17 years only.	<input type="checkbox"/>	<input type="checkbox"/>
Academy Cooking Preparation, cooking & presentation skills.	<input type="checkbox"/>	<input type="checkbox"/>
Academy Golf Suitable for players with or without a handicap.	<input type="checkbox"/>	<input type="checkbox"/>
Academy Rock Songwriting, music & vocal skills practice.	<input type="checkbox"/>	<input type="checkbox"/>

To help with the quick processing of your application and to guarantee a place, please make sure that all forms have been completed and returned to the course administrators as soon as possible.

For an instant response you can complete the application form online at:
www.englishholidaycourses.com

Please submit this application by one of the following methods: by e-mail to mahc@millfieldschool.com, by fax to +44 (0) 1458 840 584 or by post to the address below. If you require assistance in completing these forms please contact the course administrators on the telephone numbers below.

Millfield English Language Holiday Courses

Millfield Enterprises, Street, Somerset, BA16 0YD, United Kingdom

T +44 (0) 1458 444 112/458/319/326 F +44 (0) 1458 840 584 E mahc@millfieldschool.com

Student Information

Please complete this form in block capitals (e.g. PETER SMITH). Please print clearly in black ink.

If you will be applying for a visa to travel to the UK please list the student's passport details below which we will list on the student's confirmation letter. Please also attach a copy of the passport to this application form.

For visa information please visit: www.ukba.homeoffice.gov.uk/visas-immigration

Passport Number _____

Place of Issue _____

Date of Issue _____

Expiry Date _____

Student Details

Family Name _____

First Name(s) _____

Preferred Name (if applicable) _____

Nationality _____

Country of Birth _____

Agent Stamp

Date of Birth

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Gender (please tick ✓) Male Female

If the student would prefer to share a room with a friend, please state their name below:

We will do our best to meet any requirements, however, please note that rooms are subject to suitability and availability.

Language Information

First Language (mother tongue) _____

T-Shirt Size

All students will receive a free T-shirt, please tick ✓ to indicate size Small Medium Large

Parent/Guardian Details

Title (Mr/Mrs/Ms/other) _____ Family Name _____ First Name(s) _____

Tel (home) _____ Tel (mobile) _____

Address _____

Postcode _____ Fax _____

Country _____ E-mail _____

General Information

Has the student attended a Millfield English Language Holiday Course previously? Yes No

Have our courses been recommended to you by a travel/education agency? Yes No

If yes, please state the agency name here: _____

Student Medical Information

Office use only

Input date & initials _____

Family Name _____ First Name(s) _____

Please tick ✓

Male Female

Day Month Year

Date of Birth

Age (at time of course) _____

Nationality _____

A nurse or an agreed member of staff is on duty throughout the course to treat your child and administer the following over-the-counter medicines: Paracetamol tablets or sugar-free suspension, throat lozenges, anti-histamine and travel sickness tablets.

 Please tick ✓ if you are **NOT** happy for this treatment to be given and explain your reason _____

Please note that all medication brought on campus must be given to the houseparent upon arrival.

For reasons of safety, there are strict regulations for the management of medicines. We are only able to accept responsibility for drugs licensed in the UK. Please do not send medicines with your child unless prescribed by a doctor together with an English translation.

(please tick ✓)

Has your child suffered in the past from any major illness or injury?

Yes No

If yes, please give details _____

Does your child suffer from any current medical issues of which we should be aware?

Yes No

If yes, please give details _____

Is your child currently taking any long-term or repeated medication?

Yes No

If yes, please state the name, dosage and time for the medication to be administered.

Does your child have any significant allergies or special dietary requirements (e.g. require halal option or are allergic to peanuts) and does he/she carry an EpiPen? If yes, please give details _____

Yes No

Parent/Guardian with parental authority. Please sign to confirm the information on this form is correct.

Signature _____ Print Name _____ Date _____

Please provide us with two emergency contact names and numbers where we can reach you, or a suitable alternative, for contact at any time of the day or night.

Emergency Contact (name)	Relationship (e.g. parent/guardian)	Phone Number (with country/area codes)

Emergency Treatment

In the event of an emergency, staff will make every reasonable effort to contact a parent or legal guardian before permitting treatment to proceed as advised by the medical authorities present.

Please inform us immediately if any of this information changes.

This information will be accessed and used by staff who are responsible for looking after the welfare of your child.

Student Travel Details

Please tell us your travel plans before 7 March 2018
even if you are not using the Millfield airport transfer service

Student Details

Student Name _____ Age (at time of travel) _____

Parent/Guardian/Agent travel contact name: _____

Please make sure you are contactable 24/48 hours prior to departure in case we need to reconfirm travel plans.

Contact mobile/telephone: Day _____ Evening _____

Method of Travel (please tick ✓ one option only)

Do you require a standard airport transfer? Please complete section 1

Do you wish to make your own arrangements? Please complete section 2

Section 1 (for students requiring standard airport transfers)

Airport Arrival Please tick ✓ to indicate on which date you will require an arrival transfer:

Wednesday 4 April Wednesday 11 April

Unaccompanied Minor Please tick ✓ if the student will be travelling as an unaccompanied minor (this must be arranged with the airline directly)

Travelling from _____ Airport

Please tick ✓ to indicate which airport you will be arriving at: Bristol Heathrow Gatwick

Terminal no. _____ Flight no. _____ Flight arrival time _____

Airport Departure Please tick ✓ to indicate on which date you will require a departure transfer:

Wednesday 11 April Wednesday 18 April

Unaccompanied Minor Please tick ✓ if the student will be travelling as an unaccompanied minor (this must be arranged with the airline directly)

Travelling to _____ Airport

Please tick ✓ to indicate which airport you will be departing from: Bristol Heathrow Gatwick

Terminal no. _____ Flight no. _____ Flight departure time _____

You can contact Mark Greenow with any urgent questions or travel enquiries on the day:

E-mail greenow.m@millfieldschool.com or Telephone +44 (0) 7885 613 692

- All students will be met by a Millfield representative who will be wearing a red Millfield T-shirt and carrying a 'Millfield' sign
- All students must report and introduce themselves to our representatives as soon as they land/arrive
- All students must go to the Information Desk in the airport if they cannot find our representatives, or phone Mark Greenow on the details above
- Some airlines will request details of the name and address of an individual responsible for meeting the students, please give the following information:
Mark Greenow, Millfield Enterprises, Street, Somerset, BA16 0YD, United Kingdom or telephone +44 (0) 7885 613 692
- As flights land at different times, some students will inevitably have to wait with our staff for other students to arrive, please be prepared for this. Where possible students should plan their travel so that their flights arrive and depart between 12.00 & 18.00. We do pick up earlier and later if this is not possible.
- Unaccompanied Minor documents for arrival and departure must be completed by the parent/guardian. Millfield are not responsible for this.

Section 2 (for students making their own arrangements)

Arrival at Millfield

Date _____ Arrival Time _____

Name of accompanying adult _____

Contact number _____

Departure from Millfield

Date _____ Departure Time _____

Name of accompanying adult _____

Contact number _____

Course Fees

Length of Stay

As a special promotion for Easter 2018, if a two week course is booked a 50% discount is applied to the second week's course fees. This discount has already been allocated to the cost given below. Please note that this discount applies to course fees only and does not apply to airport transfers.

Please tick ✓ to indicate the student's choice of week blocks.

1 week £1325

2 weeks £1985

Full fees will be retained if students cancel on or after 7 March 2018.

Standard Airport Transfers

If the student will require a standard airport transfer please tick ✓ which airport.

The transfer prices are for return journeys (arrival and departure travel) on the arranged Wednesdays only. Halve the cost if only one way is required. Students arriving at Gatwick will be collected for onward travel via Heathrow.

Bristol (1 hr) £175

Heathrow (2½ hrs) £175

Gatwick (3½ hrs) £175

Total Course Fees

Please calculate the total amount due by writing the figures in the applicable boxes.

Confirmation documents can be sent by DHL (international courier) at a cost of £60

£ Course Fees + £ Airport Transfers + £ DHL = £ TOTAL

Payment

This section must be completed.

Please tick ✓ whether you will be paying the £300 deposit or full course fees at this stage

Please note, for those paying £300 deposit, the remaining balance will be due by 7 March 2018

I am paying the deposit of **£300**

I am paying the full course fees of £ (please state the amount you are paying)

Please note that any booking made on or after 7 March 2018 must be accompanied by full payment.

Please tick ✓ to indicate your chosen method of payment

£ Sterling Cheque (Payable to 'Millfield')

Credit/Debit Card (Complete Section 1)

Bank Transfer (Complete Section 2)

Section 1

Please indicate how you will be paying for the course if using a debit/credit card. Please ensure you return this form before making payment, and our course administrators will give you instructions on how to complete your chosen method of payment.

Online on the millfieldenterprises.com website*

By phone

By fax

*If you choose to pay online you will receive an e-mail with instructions on how to make payment shortly after submitting your application to the course administrators.

Section 2

To make payment by Bank Transfer please use these details:

IBAN (International Bank Account Identifier) GB21 LOYD 3098 2800 081813 **BIC** (Bank Identifier Code) LOYDGB21241 **SWIFT Code** LOYD GB2L

Address: Lloyds Bank, 64 High Street, Street, Somerset, BA16 0ED **Account No:** 0081813 **Sort Code:** 30-98-28 **Account:** Millfield

Please include a reference with any bank transfers to include 'MELHC' followed by the student's family name.

I understand that I will be responsible for any charges incurred when payment is made by Bank Transfer (please tick ✓).
Please complete and e-mail/fax to us with a copy of your Bank Transfer.

Declarations and Agreement

Declarations by the Parent/Legal Guardian/International Education Travel Agency

- 1. Terms and conditions:** Before submitting this completed and signed application form I have read and understood and I agree to the Millfield English Language Holiday Courses' Terms and Conditions. I have retained a copy of the Millfield English Language Holiday Courses' Terms and Conditions with my records.
- 2. Legal contract:** I understand that a legal contract between the Millfield English Language Holiday Courses and myself will be formed when I submit my completed and signed application form and pay the non-refundable deposit of £300/full course fees.
- 3. Cancellation rights:** I understand that I may cancel this agreement at any time within 14 days of the date of acceptance only if it is formed entirely at distance by means of post, fax or electronic communication.
- 4. Confirmation of declarations:** I confirm that the declarations made on this acceptance form are true and that I have disclosed all information required in the declarations. I understand and agree that the School has the right to terminate this contract for educational services immediately if any declaration is found to be untrue.

Authorities given by the Parent/Legal Guardian/International Education Travel Agency

I give the following express authorities on behalf of myself/my child/my client.

- 5. Off-campus trips, excursions and transport:** I consent to my child/client taking part in all off-campus trips and excursions whilst he/she attends the Millfield English Language Holiday Courses. I also consent to my child/client travelling by any form of public transport and/or in a motor vehicle driven by a responsible adult who is duly licensed and insured to drive a vehicle of that type.

	To be completed by the Parent/Legal Guardian/International Education Travel Agency
Signature	
Title (e.g. Mr, Mrs, Ms)	
Name in Full (please include all names)	
Date of Birth	
International Education Travel Agency Name (if applicable)	
Relationship to Child	
Telephone Number	
Address	
Postcode	
Date	

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Terms & Conditions

1 Introduction

1.1 The School organises English language holiday courses for students aged 10 to 17 years during the Easter holidays and 6 to 17 years during the summer holidays. Parents can book a course for a period of one or two weeks' duration in the Easter holidays, or a period of two to six weeks' duration in the summer holidays.

1.2 **Terms and Conditions:** These terms and conditions together with the completed forms in the application form are the basis of a legally binding contract between the Parent and the School for the provision of educational services.

2 Terminology

2.1 **The Course:** means the Millfield English Language Holiday Courses operated by the School.

2.2 **The Course Fees:** means the Course Fees as shown in Form 7 (Summer) or Form 5 (Easter) of the Course application form.

2.3 **The Director:** means the Director of Holiday Courses and Events.

2.4 **The Parent or You:** means the parent or legal guardian of the Student and who has submitted the completed application form.

2.5 **The School or We or Us:** means Millfield as now or in the future constituted (and any successor). The School is constituted as a charitable company limited by guarantee.

2.6 **The Student:** means the person named on the application form.

3 Application

3.1 **Application:** The Parent may book a place on the Course for the Student by completing all forms in the application and submitting these to the School together with the deposit. The amount of the deposit is set out in the application form. Except where clauses 3.3 or 4.4 apply the deposit is non-refundable.

3.2 **Consideration of application:** An application will only be considered by the School if all forms in the application form are completed and the deposit paid.

3.3 **Availability:** Places on the Course are subject to availability. If a place is not available, the deposit will be refunded to the Parent.

3.4 **Equality:** The School welcomes students from many different ethnic groups, backgrounds and creeds. We will do all that is reasonable to ensure that the School's culture, policies and procedures are made accessible to students who have disabilities and to comply with our legal and moral responsibilities under equality legislation in order to accommodate the needs of applicants and students who have disabilities for which, after reasonable adjustments, we can cater adequately.

The School's policies can be accessed on its websites millfieldschool.com or englishholidaycourses.com.

4 Fees and Cancellation

4.1 **Course Fees:** The Course Fees include tuition, accommodation, meals, laundry, most excursions and activities. The Course Fees do not include transport to and from an airport, examination fees, London, Oxford or Alton Towers weekend excursions which will be charged separately to the Parent. The Course Fees will be payable in the amounts and in accordance with the provisions set out in Form 7 (Summer) or Form 5 (Easter) of the course application form.

4.2 **Pocket money:** The Parent shall provide the Student with pocket money for use while participating on the Course. The School shall retain £30 on the Student's arrival as a deposit for any damage caused by the Student. All or part of this deposit may be used by the School if the Student causes damage to the School or other person's property. The balance held by the School shall be returned to the Student on departure.

4.3 **Refund or waiver:** Fees will not be refunded or waived:

- 4.3.1 if the Student does not complete the Course; or
- 4.3.2 if the Course duration is shortened; or
- 4.3.3 if the School is temporarily closed due to adverse weather conditions; or
- 4.3.4 unless there is a legal liability under a court order or under the provisions of this agreement to make a refund; or
- 4.3.5 save as set out above, for any reason other than exceptionally and at the sole discretion of the Director; or

4.4 **Non-payment of Course Fees:** The School may refuse the Student to participate in the Course if the Course Fees are not paid when due in accordance with Form 7 (Summer) or Form 5 (Easter) of the course application form.

4.5 **Cancellation:** Means the cancellation of the Student's place on the Course which occurs after submission of the application form and before the start of the Course or the date on which the Student arrives at the School.

4.6 **Cancellation rights:** If the contract with You is formed entirely at distance by means of post, fax or electronic communication without a face to face meeting with a member of the School staff. You may cancel this agreement at any time within 14 days of the date of the application form. In such circumstances the Deposit will be refunded together with any Fees paid at the time.

4.7 **Course Fees on Cancellation:** If the Parent gives written notice to the Director

of the cancellation of the place before the date specified in Form 7 (Summer) or form 5 (Easter) of the application form the School shall refund any part of the Course Fees paid. Other than as provided for in clause 4.6, if notice of cancellation is received by the School after the specified date there will be no refund of the Course Fees paid and the Parent shall be required to pay the balance of the Course Fees immediately.

5 Education and welfare

5.1 **Provision of education:** We will exercise reasonable care and skill in providing educational services for the Student but cannot guarantee that s/he will achieve his/her desired examination results.

5.2 **Organisation of the Course:** We reserve the right to organise the Course and its delivery in a way which, in the professional judgement of the Director, is most appropriate to the Course as a whole. We will endeavour to inform you of changes and the reasons for them as soon as practicable.

5.3 **Complaints:** Any question, concern or complaint about the pastoral care or safety of the Student or any educational issue or other matter connected to the School must be notified to the Director as soon as practicable.

5.4 **Medical care:** The Parent must comply with the School Medical Officer's recommendations which may include a reasonable decision to send the Student home if he/she is unwell and unable to continue on the Course.

5.5 **Confidentiality:** The Parent authorises the Director to override his/her rights and (so far as they are entitled to do so) the Student's rights to confidentiality, and to impart confidential information on a "need to know" basis where necessary to safeguard the Student's welfare or to avert a perceived risk of serious harm to the Student or to another person at the School or to inform members of staff about the Student's particular needs.

5.6 **Student's personal property:** The Student is responsible for the security and safe use of all his/her personal property including money, mobile phones or devices, watches, computers, and for property lent to them by the School.

5.7 **Insurance:** The School maintains those insurances as required by law. The Parent is responsible for any other insurance including insurance of the Student's personal property whilst at School or on the way to and from School or any activity away from School premises organised by the School.

5.8 **Liability:** Unless negligent or guilty of some other wrongdoing causing injury, loss or damage, the School does not accept responsibility for accidental injury or other loss caused to the Student or for loss or damage to property.

6 Student behaviour

6.1 **Behaviour and conduct:** The Parent accepts that the Student will be subject to the School's rules and regulations and policies on behaviour and conduct while attending the Course or associated with the School. The School's policies can be accessed on its website millfieldschool.com or requested in writing to the Director.

6.2 **Sanctions:** The Parent accepts that the Director may impose an appropriate sanction on the Student following breach of the rules for behaviour or conduct which for more serious breaches may include requiring the Student to leave the Course.

7 General contractual matters

7.1 **Data Protection:** We use the information collected about you and your child to provide the Course and to fulfil our statutory duties. Our privacy notice, which contains further information about how we use personal data can be found here: <http://millfieldschool.com/privacy-policy>. Please read this carefully. If your child is aged twelve or over, then you must ensure that your child has read this as well.

7.2 **Consumer rights:** Care has been taken to use plain language in these terms and conditions and to explain its provisions. If any words alone or in combination infringe the consumer rights laws or any other provision of law, they shall be treated as severable and shall be replaced with words which give as near the original meaning as may be fair.

7.3 **Information for Parents:** We provide parents of students and prospective students with information about the School, the Course and the educational services we provide in good faith. This information may be contained in the Course brochure, website or other promotional literature or in statements made by staff. If the Parent wishes to take account of the information provided to them when deciding whether to enter into this agreement, he/she should seek specific confirmation from the Director that the information is accurate before submitting a completed application form.

7.4 **Third party rights:** Only the School and the Parent are parties to this agreement. The Student or any third party is not a party to it. No person other than a party to this agreement shall have any rights to enforce any term of this agreement.

7.5 **Interpretation:** These terms and conditions supersede those previously in force and will be construed as a whole. Headings, unless required to make sense of the immediate context, are for ease of reading only and are not otherwise part of the terms and conditions.

7.6 **Jurisdiction:** This agreement was made at the School and it, together with each matter relating to the provision of educational services by the School, is governed exclusively by the law of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

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 7th March 2018 (Easter Course) or 4th June 2018 (Summer Course). 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. 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, students can make their own travel arrangements.

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 and returning it to us by the date specified on the form. Students making their own travel arrangements should aim to arrive at Millfield between 10.00 and 17.00. Departure is normally on Sunday (or Wednesday for the Easter 2018 course).

Written confirmation will be given to confirm receipt of the Student Travel Details form. 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 & Medication

Although everything needed is included in the price of the course, students may wish to bring pocket money to purchase souvenirs. Along with £30 damage deposit, we recommend around £50 per week and a maximum of £100 per week. Students should bring their pocket money in cash sterling. We have a cash machine facility on Street campus for which students can use a Debit or Preloaded Cash Card. Houseparents will exchange any foreign money. Pocket money, passports and tickets will be collected from students on arrival, and be stored in a locked safe monitored by the student's Houseparent. Alongside pocket money, all medication both prescription and non-prescription should also be handed in to the Houseparent and they should be informed of any medication that the student may need to keep with them e.g. Inhalers, Epipens, Insulin etc.

Course Changes

If a course change is processed after a student arrives a £10 (cash) administration fee will be charged for each course change per student.

Photographs and Videos

Names, photographs and videos may be used electronically for marketing purposes, online and/or in print. Please note, these photos and videos may also be used by carefully selected third parties as agents act on our behalf to recruit students onto the Millfield English Language Holiday Courses. Objections will be respected – please make these in writing to the course administrators prior to the start of the courses.

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 (09.00 – 17.00 hours UK time):

T +44 (0) 1458 444 112/458/319/326 (after-hours answer phone)
F +44 (0) 1458 840 584
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. Students must bring their own bath towels. Bed linen is supplied and changed once a week.

Meals

All meals are provided and most are served in the dining hall on each campus. The quality of the food is very high and the schools are experienced in catering for different religious persuasions and lifestyle preferences. At breakfast we offer a choice of cooked food, cereal 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. Please specify any special dietary requirements on the Medical Information form/online section.

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 a nurse at one of the Medical Centres. The nurse assesses the student and either provides medication or advice, or advises visiting the local Doctor's surgery. An appointment can usually be made for the same or next day. In an emergency the student is taken to the local hospital. We will make every reasonable effort to notify the parent/agent prior to the hospital visit. 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. Please ensure that the Medical Information form/online section is completed and returned. In addition, please send medicine prescription translated in English.

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.



MILLFIELD
ENTERPRISES

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