



IMPORTANT INFORMATION FOR AGENTS

We are so glad you have decided to send a group to study with us at Mackenzie School of English. Prior to their arrival, we have a list of essentials we will need from you and we have also collected together some information to help your clients get ready for their trip.

Please read the following information for yourself and take a look at our 'Get Ready!' section on our website for downloadable forms and info sheets to pass on to Group Leaders, parents and students. If you have more questions don't hesitate to contact us.

PRE-ARRIVAL

In advance, please ensure you get this information to us:

- Agent Declaration
- Student and Group Leader details (names, ages, allergies, dietary requirement and sharing preferences)
- Parental Consent Forms for all students signed and sent back to us
- Over 18s Declarations
 - If your group are travelling with students older than 17 as part of your group we will need them to sign this form.
 - **N.B. In the summer we do not accept students older than 17 or younger than 12**
- Evidence of Police checks
 - We have a duty of care to all students under the age of 18 and as a result we must follow British Council Guidelines on this matter
 - Please read the Police Check document for more information on this
- Decision on Curfew from Parents/Group Leaders (home-stay only)
 - The school is open in the evening from 19.30 – 22.00. Curfew is normally 22.30 but it can be as late as 23.00. It can also be earlier. It will depend on the students' ages and what we agree in advance
 - If parents choose to consent to their children socialising at school in the evenings we encourage teachers to go along with this
 - Group Leaders are must come into the school in the evenings if their students are allowed into school. Staff are also on duty in the school every evening and look after the students as they socialise in our common room
 - Keeping our students safe is always our top priority and there are systems in place to ensure their safety. In the evenings:
 - Students sign in and out



- Students must tell their hosts where they are going and for how long
- A member of Mackenzie staff supervises while they are at school
- Students cannot visit the city centre unless they are with a teacher or Activity Leader
- Mackenzie staff make calls to hosts to check students are at home if they have not signed in at school
- Hosts contact us if students are late home and miss their curfew
- If the Parental Consent Forms say the students must stay in with hosts in the evenings then, of course, this will be adhered to.

TO PREPARE

- Read our Terms and Conditions
- Deposit (residential only)
 - There is a £40 deposit (or 50 Euros) that will be taken on arrival and given back on the day of departure.
 - This deposit is per student not per room.
 - This deposit is for damage to rooms or loss of keys etc.
 - All students will need to pay this, without exception, so please prepare your students and give them enough notice to withdraw the cash.
- Ask as many questions as you need. We are happy to help so, if you have any doubts or questions from parents or teachers, please let us assist you and give you the right answers.
- Manage expectations
 - Try to give your group as much information as possible before they arrive. Direct them to our 'Get Ready!' page on our website for more information or download these documents and send them on yourselves.



✓ CHECK LIST ✓

AGENT DECLARATION SIGNED AND RETURNED	
PARENTAL CONSENT FORMS RETURNED	
STUDENT & GROUP LEADER DETAILS EMAILED	
POLICE CHECKS DONE FOR GROUP LEADERS	
OVER 18S DECLARATIONS (WHEN NECESSARY)	
CURFEW DECIDED (HOME-STAY ONLY)	
EMERGENCY TELEPHONE NUMBERS FOR TRAVEL	
MEET & GREET NUMBER FOR ARRIVAL GIVEN TO GROUP LEADERS OR INDIVIDUAL STUDENTS	
STUDENTS & GROUP LEADERS GIVEN PRE-ARRIVAL INFORMATION FROM WEBSITE	