



HANDBOOK

STUDENT



Celtic English Academy
2021/2022

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Part 1: Celtic information

Celtic English Academy operates out of three neighbouring buildings close to the city centre. They are a short walk from the main shopping centre and many of the city's tourist attractions such as Cardiff Castle, the Principality Stadium and the National Museum of Wales. Please see the map on the back page of this booklet for the location of the academy.



Address:
Celtic English Academy
12, 14 & 18 Park Grove
Cardiff
CF10 3BN



Email:
info@celticenglish.co.uk



Phone:
0044 2920 344805



Facebook
[@celticenglishacademy](https://www.facebook.com/celticenglishacademy)



Instagram
[@celticenglishacademy](https://www.instagram.com/celticenglishacademy)



Twitter
[@celticenglish](https://twitter.com/celticenglish)



LinkedIn
[@celticenglishacademy](https://www.linkedin.com/company/celticenglishacademy)

Opening times:

- Reception/Admissions: 08:00 – 18:00, Monday to Friday
- Academic Office: 10:00 – 16:00, Monday to Friday

EMERGENCY NUMBER AVAILABLE 24 HOURS A DAY:

0044 07803 495 154

2022 Term Dates / Recommended Start Dates*

Winter	4 th January – 11 th February
	14 th February – 25 th March
Spring	28 th March – 6 th May
	9 th May – 24 th June
Summer	27 th June – 12 th August
	15 th August – 23 rd September
Autumn	26 th September – 4 th November
	7 th November – 16 th December

Celtic English Academy Holidays

18th Dec 2021 – 3rd Jan 2022

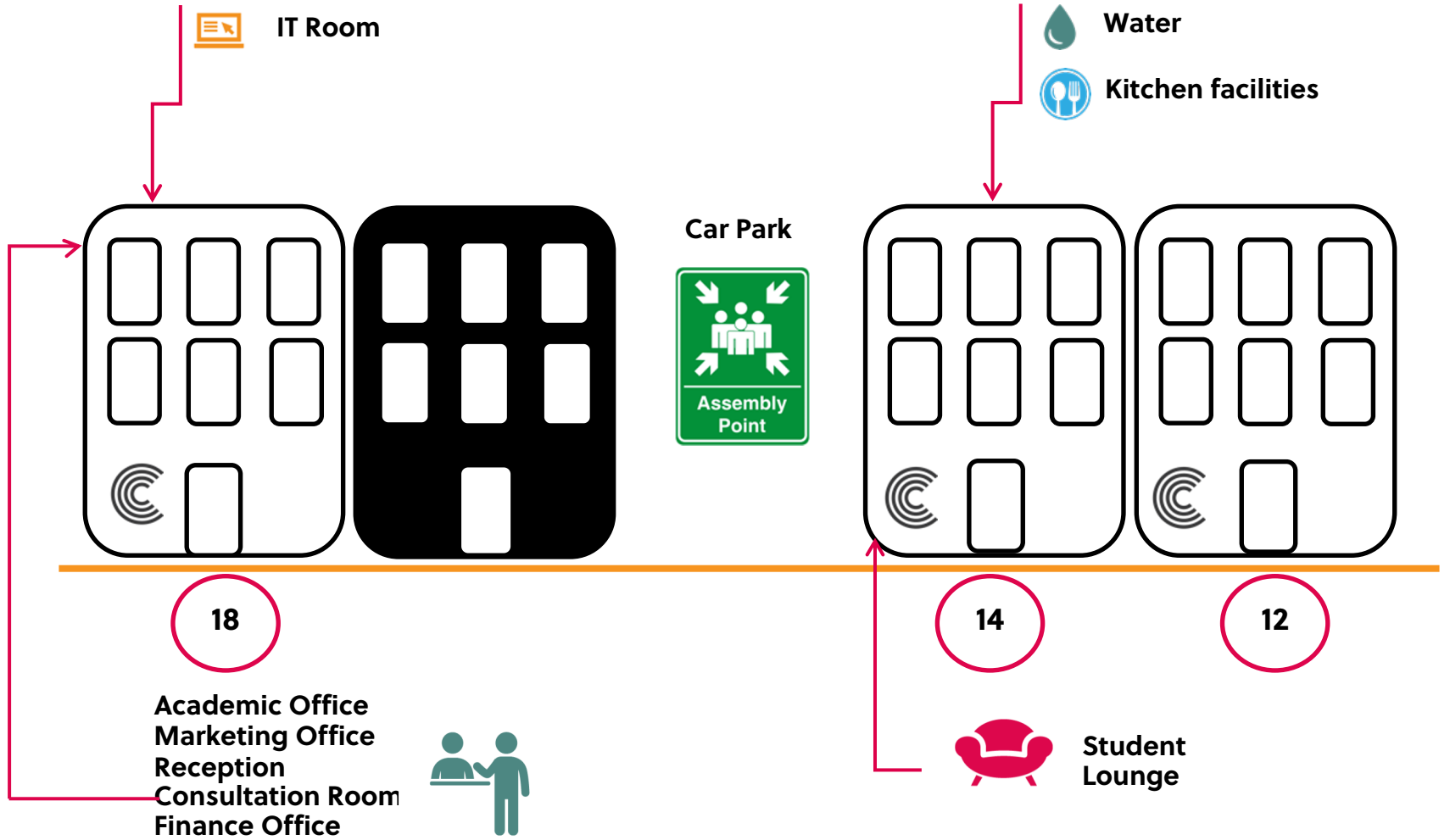
17th Dec 2022 – 2nd Jan 2023

National Holidays

	2021	2022
New Year's Day	1 st January	3 rd January
Good Friday	2 nd April	15 th April
Easter Monday	5 th April	18 th April
Early May Bank Holiday	3 rd May	2 nd May
Spring Bank Holiday	31 st May	2 nd & 3 rd June
Summer Bank Holiday	30 th August	29 th August
Christmas Day	27 th December (substitute day)	26 th December
Boxing Day	28 th December (substitute day)	27 th December

*Although students can start any Monday (or Tuesday, when Monday is public holiday), Celtic English Academy recommends starting the course on one of the "Recommended Start Dates". It is best to avoid the last week of the term as this is often used for revision and testing.

Premises



Part 2: Booking a course

If you want to book a course at Celtic English Academy, you can:

- Fill in the online booking form on our website: www.celticenglish.co.uk > Apply online
- Alternatively, send the booking form and a copy of your passport to info@celticenglish.co.uk

We will answer your questions, guide you through the booking process and help with anything you need before you come to the academy. We can also help you book accommodation through Celtic and arrange transfers to and from the airport.

To book a course, please follow the procedure below:





Part 3: Visas & Immigration

All students coming from non-EEA countries must apply for a UK visa. There are different types of visas depending on how long you would like to study for.

You can find application forms and more information on the UK visa website: <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

Visa letters & accommodation

The UK Visas & Immigration (UKVI) policy states that any student who books accommodation with a school must supply the address of their accommodation with their visa application.

Student	What you need	What to do
Private Student (non-EU)	If you book accommodation with the academy, you must supply the address of the accommodation with your application.	You must pay your tuition and accommodation fees in full. If you are not staying at the same accommodation for the full duration of your course, you may need to provide evidence to the UKVI of where you will be staying afterwards.
Government Sponsored Students (non-EU)		You must provide a financial guarantee. If you would like Celtic to arrange your accommodation, you must pay for a minimum of 4 weeks' accommodation before you arrive at the homestay or residence address on your visa letter.

If you have any difficulties applying for your visa or if you have any queries, please contact us on +44 (0)2920 344 805 or email info@celticenglish.co.uk.

Visa refusals

It is your responsibility to submit your visa application in good time. You can check how long you need to make your application by visiting the following website: <https://visa-processingtimes.homeoffice.gov.uk/>

Status of your visa:	What you MUST do:
Your visa is issued before the start date of your course	You MUST arrive on time to start your course. No refund will be given if you arrive late.
Your visa is delayed in being issued	You MUST inform us before the start date of your course so we can change your course dates.
Your visa is refused	You MUST inform us at least 5 working days before the start date of your course. You must provide proof of the refusal by sending us the full visa refusal notice in writing via email. In this case, we will refund any course fees paid (minus the enrolment fee) should you not wish to reapply for your visa.
	If you do not notify us of your visa refusal before the start date of your course, we will retain the 100% of tuition fee and the enrolment fee.

You may also incur accommodation charges if you have booked accommodation with us. Please see the Terms & Conditions for further information.

Part 4: Before you come

Travel information



Airport transfers

If you are worried about getting to Cardiff or to your accommodation, we can arrange for a Celtic English Academy representative to come and collect you. They will pick you up from the airport and take you directly to your accommodation. If you would like to book an airport transfer with Celtic, please indicate this on your booking form.

Airport Transfer Fees			
Airport	One-way	Return	Extra passenger per journey (up to 3)
Cardiff Airport	£40	£75	£15
Bristol Airport	£90	£175	£15
Heathrow Airport	£185	£360	£25
Gatwick Airport	£220	£430	£30
Stansted Airport	£300	£595	£35

If you are going to make your own way to Cardiff, please tell us. If you are staying with a **homestay provider**, you should contact them before leaving your home country and tell them when you will arrive to make sure someone is in the house to meet you.

Part 5: What to bring

Preparing to study abroad can be stressful, so we have made you a checklist to make sure you do not forget anything!

Airport:

- Information of the person you are staying
- Visa letter (if needed)
- Celtic emergency numbers
- Passport / ID Card
- Travel insurance documents
- Return flight tickets details
- Details of the airport collection/transfer

Clothing:

- Informal, practical and comfortable clothes
- Rain coat and hat
- Strong, comfortable set of shoes for walking
- Any particular uniform or safety equipment if you are doing a work placement
- If you enjoy sports or athletics, bring suitable clothing

School:

- Pen
- Notebook / Exercise book
- School bag
- Small pocket dictionary
- A good dictionary and a grammar reference book (if you are a long term student!)

Extras:

- Travel adaptor
- Camera
- Laptop
- Umbrella – an important part of living in Wales!
- Pocket money (no more than £400 in cash!)
- Unblocked phone (we will give you a SIM card)

Part 6: At the Academy

Timetable

Weekly:

Programme	Monday	Tuesday	Wednesday	Thursday	Friday
AM	08:45 - 10:15	08:45 - 10:15	08:45 - 10:15	08:45 - 10:15	08:45 - 10:15
	10:30 - 12:00	10:30 - 12:00	10:30 - 12:00	10:30 - 12:00	10:30 - 12:00
MIDDAY	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00	12:30 - 14:00	
PM	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45	14:15 - 15:45
	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30	16:00 - 17:30

Your first day






What do I need to bring on my first day?

- An enrolment letter from Celtic
- Your passport (copies cannot be accepted)
- A passport-sized photograph (if you don't want your passport photo to be used for your Student ID card)

What will I be given on my first week?

- A course book and journal
- A timetable
- You will be given a Student ID card on Wednesday
- A letter to register at the police station (if you are studying on a certain type of visa)
- Letters for the GP or to open a bank account, if needed

Attendance

90% - 100%		Excellent! - Attending all of your classes is an important part of your time at Celtic.
80% - 89%		Could be better! - If you are absent from class, please make sure that you catch up and get any additional notes/hand outs from your teacher or classmates.
Less than 80%		Very bad! - Your attendance will be reported to the Academic team if it falls below 80%. If you are going to be absent, you must inform the academy.

Punctuality

Please come to all classes and arrive on time for your lessons. We allow 10 minutes from the start of each class for late arrivals.

If you arrive:

After 08:55 (mornings), 12:40 (lunchtime) or 14:25 (afternoon)	You will not be allowed into class until after the break.	You will be marked absent for the first half of the lesson.
More than 5 minutes late back after the break	You will not be allowed into class.	You will be marked absent for the second half of the lesson.

It is important that you attend all your classes but if you have any problems and can't attend a class, please contact us: +44 (0) 29 2034 4805.

Changing your timetable

If you join a class and find it too easy or difficult, you must speak to your class teacher within the first week.

Teacher

- The teacher will be able to advise and support you on the best way to continue your studies and make suggestions for the best class for you.
- If your teacher agrees that you should move class, he/she will then speak to the Director of Studies.

Director of Studies

- You will be informed of your new class, when you start it and where you need to go.
- Students cannot request a particular teacher or class. If you are unhappy with your teacher, please speak to the Director of Studies.

Your study



Class organisation

We always try to make sure there is a balance of nationalities. Also remember that the teacher needs to provide a balance and consider the needs of ALL the students.



Teachers

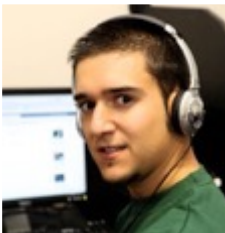
All our teachers are highly professional, qualified and experienced. Your teacher will usually change when you change your level. Your morning and afternoon teachers are likely to be different.

If you want to contact your teachers, ask them for their e-mail.



Tests

You will be tested weekly. The weekly tests are small, but the results are recorded and used to measure your progress. You will also receive a bigger test half way through the term and at the end of the term. You must achieve a minimum of 70% in the end of term test to progress to the next level of study.



Certificates & Reports

You will be given a progress report twice a term which will give you advice about how to improve.

Additionally, at the end of your course, you will be given a Certificate of Attendance if your attendance is above 80%.



External examinations

The University of Cambridge produces General English language exams at 5 different levels. There are opportunities to take these throughout the year at a local centre.

IELTS exams cost between £175 and £200. If you would like us to help you book your exam, please speak to our Academic team.

Class rules



Please keep your mobile phone on silent. Do not answer your phone in class or send text messages!



Only speak English in the class and around the academy.



Please come to all classes and arrive on time for your lessons. Your attendance **MUST** remain above 80% every week.



Please put all rubbish in the bins provided. Do not leave anything on the desks!



Please take your coffee cups with you and pour anything you don't drink away. Only put **EMPTY** coffee cups in the bin!



Please do your best to get on with your classmates and teacher. Please be respectful to all students and staff at the academy!



Remember that making mistakes is a good thing because they will help you learn.



Always ask the teacher if there is something you do not understand. Remember the teacher is there to help you.



Please do not leave any valuables (money, phone, laptop, etc.) unattended in your classroom or in the student lounge. It is better to keep everything with you at all times.





Holidays

Celtic is closed for two weeks at Christmas/New Year (see page 4) and on bank holidays. The rest of the time, the academy is open. If you would like to take a holiday, you **MUST** speak to Operations team first to arrange your holiday.

Students sponsored by their embassy must also get approval from their supervisor and give this to the Operations Manager.

If you are studying for 1 - 12 weeks	You are not allowed to take a holiday. Any time off that you take will be considered unauthorised.
If you are studying for 12 – 23 weeks	You can take a holiday for 1 week, but it MUST be approved by the Operations team before you take it. You MUST give at least 10 working days' notice. Holidays can be taken for whole weeks only
If you are studying for 24 – 35 weeks	You can take up to 2 weeks holiday, but it MUST be approved by the Operations team before you take it. You MUST give at least 10 working days' notice. Holidays can be taken for whole weeks only (minimum 1 week, maximum 2 weeks)
If you are studying for 36 – 44 weeks	You can take up to 3 weeks holiday, but it MUST be approved by the Operations team before you take it. You MUST give at least 10 working days' notice. Holidays can be taken for whole weeks only (minimum 1 week, maximum 2 weeks)

If you do not speak to arrange your holiday with the Operations team, you will be marked absent and no note will be recorded. You will also need to get a holiday letter from reception to keep with you when you are on holiday.

Any holidays that you take (up to a maximum of two weeks) can be added to the end of your course providing you have enough time left on your visa for this to happen. If you do not have the time left on your visa, your holiday weeks will not be added, and no refund will be given for this time.

Free Language Workshops

Make the most of these extra learning opportunities, from Celtic to you.

FREE



Conversation Café

Conversation Café is held weekly to help you make friends and practise your English in a relaxed, informal and friendly environment.



CV Writing Workshops

Our CV writing workshops are designed to help you improve your CV writing skills. Learn about the language and layout of your CV in English.



TED Talk Thursdays

Watch a TED Talk video and discuss the theme of the talk. A great way to practise speaking, listening and debating skills.



Language Doctor

Language Doctor sessions are available by appointment so you can get personal assistance with your English language questions from a teacher.



Pronunciation Workshops

Our pronunciation workshops focus on different aspects of pronunciation and could help you to sound more like and understand native speakers better.



University Presentations

Find out more about going to university in the UK by attending a talk given by a representative from one of our partner universities.

Student Services



24-hour Assistance

All students are given a 24-hour emergency telephone number so you can feel completely safe and supported during your stay.



Student App

We have a new range of digital services (i.e. book social activities, check your timetable, send requests to our staff) to support you day-to-day which you can easily access from your phone.



Visa Information

Celtic will guide you through the stages of getting your visa and arriving in the UK. You can check visa eligibility from your country at www.gov.uk/check-uk-visa



WhatsApp Service

Send a WhatsApp message to **+44 (0)7803 495154** for any questions you may have during your stay in Cardiff. We will answer within 30 minutes, during UK office hours.



Opening a Bank Account

We can issue you with a letter to help you open a bank account in the UK if you are going to study with us for over 6 months.








Student ID

You will be issued with a Celtic Student Card at the start of your course. This shows you are a full-time international student and can be used to obtain discounts during your stay.



Part 7: Welfare

We want you to be happy during your stay with us. If you have a problem or need advice, please speak to one of the Celtic support staff:

If your complaint is to do with:	Your teacher, timetable or class	The school premises or student services	Accommodation homestay or residence
Please see:			
Name:	Academic team: Ceri and Louise	Operations team: Marta (Operations Manager) and Elodie	Operations team: Carla (homestay) and Josh (residence)
Step 1		Step 2	
<p>Please speak to the relevant Manger regarding your complaint.</p> <p>They will either fix the problem when you are there, or arrange a time to speak to you again after the matter has been investigated.</p>		<p>If you still feel unhappy then you can ask to meet Shoko, the Chief Executive Officer.</p> 	<p>If you still feel that the situation has not been satisfactorily resolved then you can contact English UK. Please find the attached procedure.</p> 

You can always find a member of staff either at reception or in the academy office (on the top floor of our building). If you would like to speak confidentially, please just let us know. If you have a complaint, you can follow our complaint procedure. You can find this on the notice boards around the academy. If someone in your class or accommodation is making you unhappy, then you must tell us so that we can help you.

Dealing with homesickness

It is a big change to be live away from home with the added pressures of studying in a foreign country. It can be exciting to study in a new country but it is also natural to feel a homesick sometimes. It is important to remember that you are not alone.

Keep in touch with your friends and family

Technology makes it easy to stay connected – even when you are on the other side of the world. Text messages, Zoom and social networks give everyone the opportunity to stay in touch.

It is important that you keep the connection to your friends and family back home while you are away. But be mindful of how much contact you are having as too much can really make you feel like you are missing out on things.

Do not spend too much time in your room

Staying in your room all the time might seem like a good idea, but it can make you feel worse. Joining our social activities, mixing up your study routine with trips to the library, spending time outdoors and organising day trips to local attractions are all great ways to spend your time.

Food

Missing your favourite foods can not only make you hungry, but it can also add to your homesickness. Due to the multicultural nature of Cardiff, you will find lots of foreign foods in speciality markets, restaurants and supermarkets. You may also try the local cuisine. Maybe your new favourite food will become Marmite on toast, fish and chips or welsh cakes.

Connect with your homestay host and new friends

Getting to know your host family and our new friends at Celtic English Academy. Feeling comfortable around them is one of the best solutions to feelings of homesickness. Maybe your host enjoys evening walks so you could join them. If someone in your accommodation loves to cook and try new foods, teach them how to make one of your favourite meals from home. Any positive interactions you have will help you build a solid relationship with your host and new friends.

Bring home comforts

It does not matter if it is a photo of your hometown, a key ring, or something you've had since you were a child, we all have things that make us comfortable. Bring them with you to your homestay if you need to.

Ask for help

Talk to your homestay host, our student support officers, teachers or anyone from our staff if you need help with homesickness. We have all felt homesick at one time in our lives. We will do our best to help you.

Stay healthy

Keeping your body active is a great way to keep your mind happy. A daily walk or run is a good way to stay healthy. There are many beautiful parks, trails and places to discover in Cardiff.



Safety advice

Cardiff is a very safe and friendly city, However, like everywhere in the world, you need to follow everyday safety rules when you are out.

- Keep your student card with you all the time
- Be careful with your bag, money and mobile phone.
- Do not carry or show large amounts of cash. You can use your credit/debit card almost everywhere and cash machines (ATMs) are available at lots of locations.
- Make sure your mobile phone is fully charged when you leave the home
- Always have the phone number of your host (if you are staying at homestay) and the academy's emergency phone number (**+44 (0) 7803495154**) saved in your phone. It is a good idea to have them written on a piece of paper in case your phone runs out of battery.
- When you are in town, always be aware of your surroundings.
- Follow the rules of road safety. Do not forget, we drive on the left here, so be careful when crossing the road.
- Try not to walk home alone when it is dark. If you do, always try to walk on the main streets and well-lit areas.
- Never speak or meet up with people you do not know. Leave if you feel uncomfortable or something does not seem right. Do not accept any presents from strangers. Do not worry about being rude or impolite.
- Please report any suspicious behaviour to us at academy, to your host or to the police.

Falling behind with your studies

It is important that you attend your classes on a regular basis and do your homework. However, falling behind with your studies can happen to some of the best students. It can make you sad, anxious or even angry, but it is important to know that there are many ways to catch up and there is help available.

Here is some advice to help you.



Ask your teachers for help

If you are falling behind with your coursework, make sure you ask your teacher for help. Your teacher will support and help you. Letting your teacher know about your situation early can help them help you. They might be able to offer advice, extra support and resources. If you do not feel comfortable speaking to your teacher, you can always speak with our academic team.



Speak to other students

Speaking with other students can make you feel less isolated and more motivated to do your work. Ask other students about their approaches to study. This may give you ideas which help you. Arrange study groups or discuss topics together.



Think about where you are now

It is easy to look at all the things you have to do, without looking at how far you have already come. Take a moment to reflect upon your achievements.







Remember – you do not have to be perfect

It is impossible for any student to be 100% perfect. Do as much as you can and keep your goals in sight. The most important part is to attend all your classes and not to miss your classes. Study a little bit every day and you should soon be well on your way to catching up with your studies.

Safeguarding Officers & Mental Health First Aiders

Here at Celtic English Academy, we have designated Safeguarding Officers and Mental Health First Aiders

	Safeguarding Lead Officers	Mental Health First Aiders
Please see:	 	 
Name:	Marta & Louise	Marta & Louise

Information Services Directory

Resource	Information	Category
NHS Direct	Helps find local NHS services	Healthcare
Walking Britain	Walking guide in the UK	Leisure & Wellbeing
Age UK	Wellbeing directory for seniors	Wellbeing
Visit Cardiff	Local events in Cardiff	Information
Prospects	Advice on getting a job	Information
Recovery Cymru	Alcohol and drug misuse help	Help
Mind in Wales	Free confidential advice on a range of mental health issues.	Help
Amber Project	Support for any young person (aged 14-25) in Cardiff and the surrounding areas who has experience of self-harm	Help
Meetup	Directory for various social groups in Cardiff	Social
Cafe International	Social group for meeting new friends, language exchange and a place to enjoy all things international	Social

Core UK Values

DEMOCRACY



Everyone has a voice

RULE OF LAW



A law put in place to ensure everyone is treated the same

INDIVIDUAL LIBERTY



Freedom to make your own choices

RESPECT + TOLERANCE



Celebrate diversity and treat everyone how you would like to be treated

Promote tolerance and respect towards everyone.

Part 8: General information



First aid

A first aid kit is kept in reception. If you have an accident in the academy, please go to reception. One of our trained staff members will treat your injury or arrange further medical help .

Trained first aiders wear a green first aid name badge.

On school trips, the activity leader carries a first aid kit.



Smoking

Smoking is forbidden in all areas in the academy. If you wish to smoke, please move away from the main entrance doors of our buildings and try to stay away from the entrance doors of other buildings on the street.

There are ashtrays provided for you to put your cigarette ends in. PLEASE USE THE ASHTRAYS!



Fire alarms

We test our fire alarm once a week. This happens between 11 and 11:30 every Wednesday. The alarm usually rings for less than 10 seconds and you do not have to leave your class.

If the alarm sounds more than 10 seconds at any time, you **MUST** leave the building as quickly as you can. Follow the green signs and leave through the back door. Your teacher will take you to a safe place outside the building.



Notice boards

There are notice boards around the academy buildings. Please check the notice boards daily for information about any changes to your class/room and information about social activities.



UK law

As well as the academy rules, you should also be aware of UK laws which might be different to the laws in your country. For example, did you know that if you drop rubbish in the street you might have to pay up to £100?

Please be aware that the following things are illegal in the UK:

- Not wearing a seatbelt in a vehicle (e.g. a bus, car, or taxi)
- Cycling a bike in the night without lights
- Cycling on the pavement
- Downloading music illegally
- Smoking in public places
- Buying alcohol under the age of 18

Bullying

Celtic does not tolerate bullying. Bullying can be:

- Unwanted physical contact
- Jokes
- Offensive language
- Hurtful letters/e-mails/text messages
- Social exclusion
- Sexual harassment
- Pressure to take alcohol or drugs

Putting pressure on someone else to agree with extreme political or religious views is also bullying. If this happens to you, please tell a member of the academy staff.

A student who does not stop bullying other students may be asked to leave the academy.

Social activities



Celtic's social programme will help you make the most of your time in the UK.

Our social activities give you a chance to practise your speaking skills, make friends from around the world and have fun while exploring a new city and country!

Our social activity calendar can be found on the Student App and on posters around the academy. You should also look out for regular social activity updates on our Celtic Facebook page.

Bespoke Trips

We are always open to suggestions when it comes to social activities, so if there is anywhere you want to go or anything you want to do, tell us in advance and we'll try our best to organise it for you.

We can help find and book hotels, organise tours and arrange transport to and from Cardiff for destinations throughout the UK. All you need to do is ask and we can happily take care of the rest.

Example of Social Activity cost

Walking tour of Cardiff	Free
Local festival	Free
Cinema night at Lumis residence	£2
National Museum	£2
Picnic in the park	£3
Pub quiz	£4
Escape Rooms	£8
Full day trip to Bath	£25
Full day trip to Oxford	£25
Full day tour of West Wales	£40
Full day trip to London	£40

Social activities



Museums

- National Museum of Wales, Cardiff
- St. Fagans Museum
- Big Pit Coal Museum
- Techniquest Science Museum
- Royal Mint Museum



St. Fagans Museum



Castles

- Cardiff Castle
- Castell Coch
- Caerphilly Castle
- Chepstow Castle



Tenby



Social Activities in/near Cardiff

- Aquabus & Cardiff Bay
- Principality Stadium Tour
- Barry Island
- Penarth and Cosmeston Lake
- Bridgend Designer Outlet
- Many local festivals



Bath



Sports Activities

- Bowling
- Mini-golf
- White Water Rafting



Gower



Evening Activities

- Cinema
- Pub Quiz
- Cocktail Masterclass



Oxford



Stonehenge

Places to visit when you first arrive



Cardiff Castle

Cardiff Castle, in the centre of Wales' capital city, is a great place to learn about our history.

Opening times: 09:00 – 17:00 every day

Within walking distance from Cardiff Central, Cardiff Queen Street, Cathays train stations

Price: £9.50 – £13.50

Top tip: A guided tour can be a great way to learn all about the castle and practice your listening skills.



Cardiff Bay

Cardiff Bay is an exciting and modern part of the city with lively bars, shops and plenty of entertainment.

Take the train from Queen Street to Cardiff Bay or travel there by bus (BayCar). It's about 30-40 minutes on foot from the city centre

Top tip: Visit the Welsh Assembly Government building (the Senedd) to learn more about modern Wales.



Victorian Shopping Arcades

Cardiff's Victorian arcades have been attracting shoppers for over a hundred years. They are a great place to go shopping with lots of local shops.

Located all over the city centre, the arcades offer a unique shopping experience

Top tip: If you want to try traditional Welsh cakes, go to Fabulous Welsh cakes in Castle Arcade!

Part 9: Accommodation

Residence accommodation

If you would like to have your own space and to be more independent, choose our standard or studio residence accommodation.

Our modern residence provides a relaxed place to return to after your day studying at Celtic. Our residence accommodation is located in the heart of Cardiff city centre, within 15 minutes' walking distance of our academy. There is a choice of standard or studio rooms on offer.

£100 refundable deposit is charged at the time of booking which will be refunded in full 7 days after your departure date if there is no damage caused at your residence.

Please refer to page 36 for full residence accommodation Terms & Conditions.

Includes:

- Communal living and study areas
- Games room
- Cinema room
- On-site gym
- En-suite shower
- 4ft double bed
- WiFi
- Shared kitchen (standard)
- Own kitchen (studio)
- TV with TV license
- Bike racks
- Drying £1.60*
- Washing £3.00*



Studio room



Standard room



En-suite bathroom



Shared kitchen

We provide

- ✓ Bedding
- ✓ Kitchen equipment – pots, pans, cutlery, plates and more
- ✓ Cleaning products for cluster kitchens

We do not provide

- x Towels
- x Hairdryer
- x Toiletries e.g. soap, toothpaste, shampoo, toilet roll etc.
- x Food

Note: Residence accommodation is only available for students 18+

Homestay accommodation

The best way of discovering the of life here in Cardiff is to stay with one of our Homestay Providers.

Living in homestay accommodation offers a unique experience and is one of the best ways to practise English outside the classroom. It also helps you to experience our culture and way of life first-hand.

All our homestay accommodation providers are carefully selected by our team. They are all welcoming and caring, regardless of age or circumstances. We listen carefully to our students' feedback and our personal attention helps guarantee both students and homestay providers are happy. It is important to note that our homestay providers come from different backgrounds and mutual respect is expected.

You can choose from two types of homestay accommodation: standard and superior (private bathroom). If you are under 18, full-board accommodation is compulsory.

All accommodation options above have the following as standard:

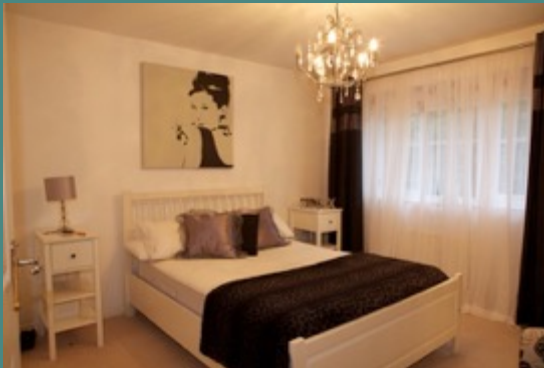
- Own room (sharing as part of a group)
- Daily breakfast and evening meal with lunch on weekends
- Bedding and towels
- Communal living area
- Bath or shower
- Washing facilities
- Free wifi



Standard Homestay



Superior Homestay (with private bathroom)



Privately arranged accommodation

We are very happy to arrange homestay or residence accommodation for you. If, for whatever reason, you prefer to arrange your accommodation privately you can find some tips below.

There is plenty of accommodation in Cardiff that is let out by private landlords, or through letting agents, to students. Such accommodation consists of shared houses and flats. Occasionally, you may find a room in a house that you would share with the owner. If you intend to find private accommodation, we recommend that you come to Cardiff at least one week (possibly more) before the start of your course to view properties. We do not recommend signing up to a tenancy contract without viewing the property, meeting any possible housemates and ensuring you are happy with the contract.

These are websites where you can find advice and useful tools if you want to rent privately in Cardiff. You can also search for available properties and rooms here in Cardiff.

<https://www.cps homes.co.uk/renting.aspx>

<https://www.rightmove.co.uk/property-to-rent/Cardiff-County-of.html>

<https://www.qumtree.com/property-to-rent/cardiff>

<https://www.spareroom.co.uk/>

<http://easy-apartments-to-rent.com/>

If you prefer to use services of an estate agency, you can find a list of Cardiff based estate agents here: <https://www.zoopla.co.uk/find-agents/estate-agents/cardiff/>

If you have any questions or need help with house hunting, please do not hesitate to contact our accommodation office. You can send your query to info@celticenglish.co.uk, call us on +44 (0) 2920 828282 or drop in personally to our accommodation office at the school. We will be very happy to help you with any questions you might have.

Please note that Celtic English Academy do not take any responsibility for privately arranged accommodation.



Part 10: Transport

Getting around Cardiff and the UK

Cardiff is a compact city and it's very easy to get around. You can walk to many areas in the city centre.

Bus



The best way to travel around the city is by bus.

You can buy your ticket from the bus driver by contactless or cash **you will need the exact money**. The bus driver will not be able to give you change!

You can buy tickets:

- Cardiff Bus Office - 47 Westgate Street, Cardiff
- Online: [Cardiff Bus website](#) and view bus routes and live departures.
- Download the [Cardiff Bus App](#)

Train



The nearest train stations to Celtic English Academy are Cathays (6-minute walk), Cardiff Queen Street (10-minute walk) and Cardiff Central (20-minute walk)

If you need a train pass to travel from your accommodation to school, you can buy a train pass from:

- Any train station
- Online: [Transport for Wales](#)
- Download the [Transport for Wales App](#)

Bicycle



Cycling is a great way to get around the city and is actively encouraged as more cycle lanes are being introduced in Cardiff. Public bicycles are available to hire: [Next Bike](#)

IMPORTANT

Please read and understand the UK rules for cyclists as explained in The Highway Code before cycling. They can be found here: [Rules for cyclists](#)

Travelling to airports / other cities



National Express coaches travel to all major cities and airports in the UK. The coach station is located at [Sophia Gardens](#). National Express coach tickets can be bought online [here](#).

There is a regular shuttle bus service between [Cardiff Airport](#) and the Rhoose Cardiff International Airport railway station. The journey takes approximately 10 minutes and then you can take a train to Cardiff city centre.

Part 11: Other useful information

Places of Worship

There are many religious organisations and places of worship for students in Cardiff. Please ask in reception for more details or find check online: https://en.wikipedia.org/wiki/List_of_places_of_worship_in_Cardiff

Police

The nearest police station to Celtic English Academy is [Cardiff Central Police Station](#), King Edward VII Avenue, Cardiff, CF10 3NN

NON-EMERGENCIES

If an immediate response from the police is **not** necessary, please call the non-emergency number free on 101

EMERGENCIES ONLY

If you need immediate and urgent response from the police, please call the emergency number free on 999 or 112

National Health Service

If you come from a European Economic Area (EEA) country, you and your family qualify for full NHS treatment. If you are Swiss, you will have the same healthcare eligibility as EEA nationals. If you are not from an EEA country, check this table:

Medical treatment	
If your course lasts for 6 months or more:	<ul style="list-style-type: none">- You are entitled to free medical treatment from the beginning of your stay- If your family is living with you as dependents, they will also be entitled to NHS treatment
If your course is less than 6 months:	<ul style="list-style-type: none">- You will have free accident and emergency hospital treatment- You will have to pay for any other treatment as a private patient- You should take out medical insurance for the duration of your visit to the UK
NHS treatment free of charge:	<ul style="list-style-type: none">- Treatment given in an accident and emergency department or casualty department- Family planning services- Treatment for certain communicable diseases- Compulsory psychiatric treatment

Registering with a doctor (GP)

When you arrive in Cardiff it is important to register with the doctor, if you need to. We particularly recommend registering at your local GP if you are staying in Cardiff for more than 3 months. Do not wait until you become ill to register! Celtic English Academy will give you a letter to help you register at the doctor and will suggest which surgery you should go to depending on where you live.

- Urgent doctor appointments are available during working hours (09:00 – 17:00).
- There is an out of hours emergency doctor service available during the evening, nights and weekends.
- Students from non-EEA countries should purchase their own medical insurance before travelling and should bring a copy of the insurance documents with them.

Medication

If you are taking any medication, you should bring this with you in correctly labeled packaging. If you must go to the doctor or the hospital, they will ask you about your medication, so please make sure you know what it is called.

Health

NHS waiting times can be quite long. In a non-emergency, please refer to NHS direct before going to hospital <https://www.nhsdirect.wales.nhs.uk/> where you can check your symptoms and ask questions to medical professionals.

Boots Pharmacy offer a wide range of health and medical advice. They can vaccinate against many diseases and illnesses, the staff are trained to advise about which medication to take, which you can also buy in store. You can also get eye tests and hearing tests in store.

The nearest Boots Pharmacy to Celtic English Academy is on Queen Street.

NON-EMERGENCIES

Visit the NHS Direct website or call +44 (0)845 46 47 where you can talk to someone in your own language!
<https://www.nhsdirect.wales.nhs.uk/Language/>

For non-emergency medical help call 111

EMERGENCIES ONLY

University of Wales Hospital (Heath Hospital)
Heath Park, Cardiff, Wales CF14 4XW
+44 (0)2920 747747
call 999 or 112 if you need an ambulance in a real emergency!



Part 12: Terms & Conditions



Scan the QR code to
download our
Terms & Conditions
or

[Download here](#)

Get in touch with us!

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www.celticenglish.co.uk

facebook.com/celticenglishacademy
instagram.com/celticenglishacademy
twitter.com/celticenglish
linkedin.com/company/celticenglish
youtube.com/c/celticenglishacademy



Cardiff City Centre





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