

WALES

HAND BOOK



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1 . Belongings

☐ **Passport**

At least 6 months remaining (Just in case you lose your passport here, a photocopy of your passport and at least two 2X2 id pictures would be needed).

☐ **Flight ticket**

Return ticket is also needed when you enter.

☐ **ATM**

Credit card (VISA, MasterCard) , Cash card (PLUS, CIRRUS) , Debit card

☐ **Insurance**

Medical - some students get sick after a few weeks because of the environment. Also, include the loss of expensive gadgets such as laptops and smart phones and so on.

☐ **Clothes**

Jackets, hoodies (sweaters), jersey, sandals/flip-flops, swim wear, sweatpants

☐ **Dictionary**

Using Wi-Fi inside classrooms is prohibited. We recommend you to bring electronic dictionaries or use offline dictionaries in your phones.

☐ **Commodities**

Medicine, cosmetics – make-up and toiletries (Some are not available in the Philippines or are expensive).

☐ **Textbook**

We provide textbooks written only in English. If you have textbooks that you want to use for self-study time, please bring them. However, you cannot use the books written in other languages during class.

2-1. Flow from arrival at the airport to entrance to the academy

□ Pick-up

When you avail a group pick-up, the flight ticket should be booked at around 6:00 PM on Saturday to 1:00AM on Sunday. For more information, please check "BESA pick up guide".

1 . Terminal 1

DUTY FREE

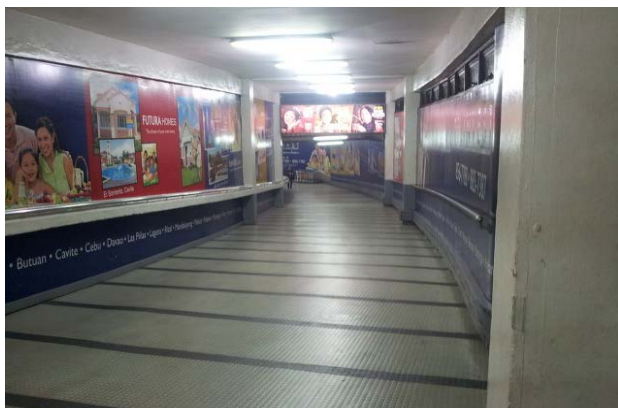
After going through the arrival area, there is a cross walk (Picture 1). There is a sign board, says M-Z (Picture 2) and you can turn right. Please go straight (Picture3) and turn left. Then you can find DUTY FREE.



1 .



2 .



3 .

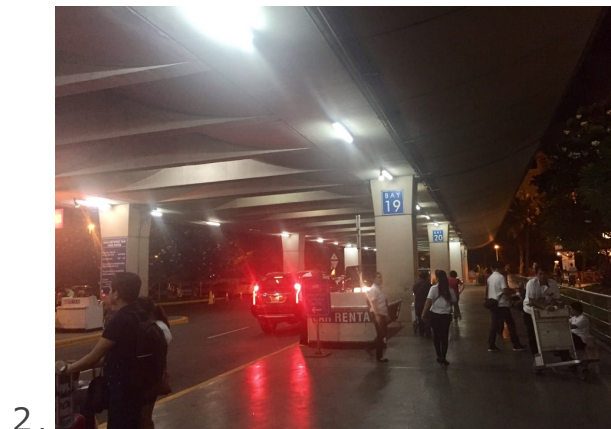


4 .

2. Terminal 2

At Jollibee, near BAY 19

You can see BAY area after going out (Picture1). Please turn right and follow picture 2 to 5, you can finally see Jollibee.



3. Terminal 3

In front of BURGER KING

You can go right side after picking your luggage and there is a sign (picture 1). Then you can see BURGER KING beyond.



4. Emergency

- Flight delay ...

- Pick-up staff is checking the flight schedule whether it has been delayed and will wait until your arrival.
- In case you will be delayed for long, a first batch would be bound for Baguio. A staff is going to wait for you and take a taxi and bus to go to Baguio.

- Being stranded in the airport...

You can avail Wi-Fi in the airport (Smart Wi-Fi NAIA / Globe Wi-Fi NAIA) . If you can use LINE,

Skype, message or call, please contact the pick-up staff. The numbers are written below this hand book.

- Don't decide to go somewhere without giving information, please!!

In some cases, our pick-up might be delayed because of traffic or unavoidable situations. Also, if the pick-up cannot be contacted because there is no network or Wi-Fi signal, please follow the pick-up information above and stay at the pick-up point. Never use a taxi and go to the bus terminal or anywhere else on your own without information.

☐ Schedule after arrival at WALES

1 .Sunday

11:45 AM ~ 12:30 PM – Lunch

1:00PM – Shopping commodities

2 .Monday

9:00 AM ~ 11:50 AM – Assessment Exam, Interview, at B5 floor (Please bring your passport)

1:00AM ~ 2:00PM – Assessment Exam

2:00 PM – Orientation

3 .Tuesday

9:00 AM – Starting classes

2-2. When you are leaving the academy



☐ Booking for the return bus (Joybus)

Passenger booking reference slip	
Date of booking	Apr. 15
Date of travel	Apr. 29
origin	Baguio
destination	Terminal 3
Time of travel	2:30 AM
Name/s of passenger/s	RJD
And cellphone number	6727768

You need to book your return bus 2 weeks before your departure. You can book a ticket at Joybus station. Fill out your name, departure point, destination, departure date and time on the form. After you get a ticket, please double check it.

MANILA GENESIS CHARTERS & TOURS, INC.	
BOARDING PASS No. 105912	
Name of Passenger	RJD
Date of Travel	Apr. 29
Time of Travel	2:30 AM
Origin	Baguio
Destination	Terminal 3
Remarks	luna
Client's Copy	

At night, it takes about 5 hours. And during the daytime, it takes about 8 hours. On your departure day, better go to the bus station 30 minutes before the departure time.

3 . School rules

□ Classes

- Students need to follow school's schedule (Holiday, end term exam and so on...) regardless of their duration or arrival date.
- 1 term consists of 20 school days (at least 18 days) which is based on school's term, not student's duration. In case we can't provide sufficient number, we are going to make up for those with additional classes.
- Class schedule and Shuffle of teachers are done at the end of term.
- If ever you want to swap group class to one-on-one class, it costs 4,000 pesos.
- If you want to have additional man-to-man classes, there would be an additional payment.

ESL : 6,000 pesos

IELTS / Pre-IELTS / IDP(Business) / TOEIC / TOEFL : 7,000 pesos

- You are required to take the end term exam. If you do not take it, your requests for next term would not be granted.

1 . Attendance

- When you are absent, you need to fill out an absence form and submit it to the office. You need to fill in the reason for your absence and get your teachers' sign.
- Entering your classroom 3 minutes after starting time, it is counted as 1 tardiness. 3 tardiness equal 1 unexcused absence.
- 15 minutes late is counted as 1 unexcused absence. When you get 3 unexcused absences, you can't take that class anymore for that term.
- When you want to be absent because of sickness, you need to fill out an absence form. 4th absence form needs to

be attached with a medical certificate depending on the situation.

2. Textbooks

- Students need to buy their own books. NO REFUND policy shall be implemented for the unused books.
- We do not accept any textbooks which includes students' native languages inside the classrooms (You can use them only for your self-study) .
- If you want to have listening audios, you can request them after finishing your book or when you leave the academy.

3. Wi-Fi

You can use Wi-fi in all dormitory rooms and dining area, not inside classrooms.

4. Requests about teachers and courses

- All requests need submission of request forms.
- We grant the requests depending on terms or schedules provided by school.
- You can request only in the first week of the term.
- We cannot receive the requests through your agents. You need to directly request in the office.
- Students are required to fill out evaluation forms for teachers. On that paper, you can also write your request.
- Printing fee: 2 pesos per page/ 5 pesos per page with pictures

5. Changes of courses

- You can change your course per term. You need to request two weeks before the next term.
- We calculate tuition fee per week.

☐ **Dormitory policies**

1 . Room cleaning

- Cleaning is done twice a week (Garbage is collected on weekdays).
- Sheets and pillow case are changed once a week. Blanket cover is changed once per two weeks.
 - ※ If ever you want to change items more than the above times, it costs 350 pesos each. When you destroy items, it costs 500~1,500 pesos each.

2 . Laundry

- Monday, Wednesday, Friday (It will be given back after 2 days)
 - ~12:00PM at the dining room : Students bring their laundries and fill out a form. Then, laundry staff will collect these.
 - *How to avail, policy of losing and destroying cloth are explained after arrival at school.
- 12kg free / term : Laundry coupons are not refundable and transferrable
- Varied rates are applied for dry cleaning, shoes, bags and underwear.
 - ※ Branded items are not supposed to be included in the laundry service. The school/laundry service will not be liable for any destroyed/lost item.

3 . Overhead

Students need to pay the excess if there is any.

Notice: Fees will be subjected to change without prior notice.

4 . GOING OUT AND TRAVELING

- Curfew time : Sunday, Monday to Friday – 10:00 PM
Friday, Saturday, Before holiday – 3:00 AM
 - ※ You can go out after 6:00AM
- If the student went out on the previous day and is absent the next day, they have to pay depending on the hours

that they are absent.

- 1 hour (9:00 AM – 10:00 AM): 500 pesos
- 2 hours (9:00 AM – 11:00 AM): 1,000 pesos
- Whole day (9:00 AM – 6:00 PM): 4,000 pesos
- Students under the age 18 are not allowed to go out in the weekdays. They can only go out with staffs or student over 20 years old. In weekends and holidays, they should be back to school by 6:00 pm.

5. Traveling

- Students are allowed to travel during the weekends and holidays but should have proper endorsement.
- Planned travel should be informed one – two (1-2) weeks before the said date.
- Students who push through with their travel with unapproved itinerary will be kicked out.

6. Meals

Weekdays (Mon.~ Fri.) : 3 meals a day, Weekends (Sat. Sun. holidays) : 2 meals a day

Breakfast – 7 : 3 0 ~ 8 : 5 0 AM
Lunch – 1 1 : 5 0 AM ~ 1 2 : 5 0 PM
Dinner – 5 : 5 0 ~ 6 : 5 0 PM

- For weekend, holiday meals, and Friday dinner, students are required to sign the meal list.
- When you didn't eat a meal despite writing your name, you would not be able to have it next weekend

7. Belongings

- You can use a security box in your room. We will not take any responsibility when you lose something.

8. Kick out

- Students are not allowed to enter the opposite gender's room : 1 time – Warning letter would be given.
2 times – Kick out.
- Smoking is allowed only in designated areas but not in any area inside the school building. Bringing of alcoholic

drinks and drinking inside the school is prohibited : 1 time - Warning letter would be given. 2 times – Kick out.

- Curfew time : - Weekdays (Mon.~ Thu.) – When you offend 3 times, it's kick out.

- Weekends (Fri. Sat. Before holiday) - When you offend 3 times, it's kick out.

These can be computed with combination, weekdays and weekend (Kick out – once on weekday plus twice on weekend)

- When you drop 50% of your classes – Kick out

. CONDITIONS PUNISHABLE BY IMMEDIATE DISMISSAL/ KICK-OUT.

- Violent acts on which can hurt other students, teachers, and any staff.
- Any verbal or physical violation which does huge damage to someone or the academy.
- Physical lewdness.

□ Remittance

1. Registration fee

- Registration fee (\$100) would be paid to the agency when student registers to WALES.

2. Tuition fee

- Payment of the student to the agent : 3 weeks before the student's departure, tuition fee should be paid by the student to the agency's bank account.
- Remittance from agency to WALES : 1 week before student's departure, the tuition fee should be remitted from agency to the WALES' bank account.
- Deposit slip should to be sent as scan, picture or data after the remittance.
- Acceptance letter will be released after confirmation of remittance from agency to WALES' bank account.
- Cancellation might be implemented if the remittance from student to agency is delayed 3 weeks before student's departure.
- Students cannot be accepted if the tuition fee has not yet been remitted to WALES bank account.

□ Cancellation, refund

1. Before departure

- The student can avail full refund of his/her tuition fee if he cancelled it three (3) weeks before his/her departure.

- The student can avail his refund but with \$200 deduction from his/her tuition fee if he cancelled it within three (3) weeks before his departure.

2. After departure

- Students who arrived and planned to stay for 4 weeks cannot get any refund.
- Students who decided to quit school before his/her planned departure can have 50% refund from the remaining weeks if he/she informs it within three (3) weeks of his stay though his/her first term is automatically forfeited.
- Students cannot claim any refund if they informed it after three (3) weeks of stay in the school.
- VISA, SSP, ACR-I Card and others which have been processed cannot be refunded.
- As for overhead(Water, electricity and internet...etc), entire amount can be refunded with calculating from remaining weeks.
- Deposit can be given back unless there is damage on school's property.

3. Course changes

- Refund will not be given when students change to cheaper program because of students' preferences.
- Refund would be paid by agencies when students cannot proceed with their course because of their level and need to change their course to easier one within 3 weeks after students' arrival.

4. Other situation

- Fifty percent (50%) of tuition fee from the remaining fee will be refunded for inevitable cases like :
 - a. Death of the immediate family
 - b. Any medical condition that requires immediate attention such as surgery, disabling or crippling diseases/ allergies, and those that are not covered by medical services in the Philippines (with medical certificate).
- Non-refundable :
 - a. Minor allergies/sickness.
 - b. Inability to cope with existing environment
 - c. Mental health
 - d. Students who got discount from the agent
 - e. Kicked out

5. Refund process

- Refund would be given to student's bank account within 30 days after a refund form is filled out.
"WALES → Agency → Student" is the process.
- Miscellaneous fee (VISA, electric and water, deposit and so on) would be directly given to a student.

☐ EOP (English Only Policy)

9 : 0 0 AM ~ 1 1 : 5 0 AM, 1 : 0 0 PM ~ 5 : 5 0 PM

Students are mandated to speak English at these times.

PENALTY: Per catch is 100 pesos. They can either pay it or deduct it to their deposit.

☐ VISA extension

- Students have to pay corresponding fee to the office 2-5 days (except Saturday and Sunday) before the expiration day before 12 noon to give time for the liaison officer to process the document since BID processing is only until 4 pm.
- If the student submits his/her payment late, he/she is responsible to pay the penalty and fare for processing the said document.

☐ Holidays

Some Philippine holidays have varied dates per year; other holidays may be called from time to time depending on the announcement of the Philippine President or Local Government.

4 . Information

☐ Address

#4 Bukaneg Street, Baguio City, Philippines 2600 (B4, WALES, The zonevill condominium)

☐ Website

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☐ E-mail

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☐ Messenger ID

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