

The background features a stylized illustration of a laptop in the upper right, a smartphone in the lower center, and two pens (one red, one black) in the lower right. On the left side, there is a partial illustration of a coffee cup. The text is overlaid on this background.

2019

WALES

PROCEDURE MANUAL

Contents

- 1 . Pre-departure necessities**
- 2 . From arrival to departure**
- 3 . School rules**
- 4 . Remittance and Refund policy**
- 5 . Information**

1. Pre-departure necessities

Passport

At least 6 months validity remaining. In case of loss, prepare a photocopy of passport and two 2x2 inch ID pictures.

Flight ticket

Return ticket is also needed.

ATM

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

Insurance

Prepare Medical or Health insurance in case of sickness and/ or Property insurance in case of loss of personal belongings. If available.

Clothes

Prepare cool/cold weather attire (November ~ March); summer attire (April ~ May); wet weather attire (June ~ October).

Dictionary

Using Wi-Fi inside classrooms is prohibited. Bring electronic dictionaries or use offline dictionaries in phones.

Personal Care

Prepare cosmetics, toiletries and medicines (some are unavailable or expensive).

Textbooks and Study Materials

All school textbooks for classes are in English. Personal textbooks and other study materials are only for self-study.

2-1. Arrival at WALES

Schedule after arrival at WALES

1 .Sunday

11:50 AM ~ 12:50 PM – Lunch

1:00PM – Shopping commodities

* Depend on the schedule.

2 .Monday

8:00 AM ~ 11:50 AM – Assessment Exam, Interview, at Conference room (B3)

(Please bring your passport)

11:50 AM~ 13:30 PM – Lunch

1:30PM ~ – Orientation

5:50 PM ~ 6:50 PM – Dinner

3 .Tuesday

8:00 AM – Starting classes (Depend on the schedule)

2-2. Departing WALES



Booking for the return bus (Joybus)

IMPORTANT

- Book return bus ticket 2 weeks before departure.
- Bus ticket can be booked at JoyBus station.
- Fill out: Name, departure point, destination, departure date and time on the form.
- Double check information on the ticket.
- Be at the bus station 30 minutes before departure time.
- Night trips are about 5 hours, day trips are about 8 hours.

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	Rio
And cellphone number	0927768

MANILA GENESIS CHARTERS & TOURS, INC.		BOARDING PASS	
No. Customer Form		No 105912	
Name of Passenger	Mr. Cabanog	TRIP No.	720
Origin	29/4/16	Destination	40
Time	2:30 AM	Remarks	6m
Booking Office	73	Remarks	720

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 have a make-up class.
- Class schedule and Shuffle of teachers are done at the end of term.
- You are required to take the end term exam. If you do not take it, your requests for next term would not be granted and will also be given 1 unexcused absence.

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 2 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. 3th and 4th absence form needs to attach a medical certificate. No medical certificate means unexcused absence.

2 . Textbooks

- Students need to buy their own books. NO REFUND policy shall be implemented for unused books.
- Textbook can be changed to another one within student's 1st week upon arrival if there is nothing written (If there is something written on it, students need to pay) .

- 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, function hall, conference room and dining area, not inside classrooms.

4 . Requests for 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.

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.

6. Additional classes

- Requests need to be informed to the office at least 1 week or 2 weeks before the implementation.
- Implementation will depend on the availability of schedule.
- Procedure : Filling out a request form → Check schedule → Payment → Implementation of a new schedule.

① If ever you want to swap group class to one-on-one class (ESL Course), it costs \$US 80.

② If ever you want to swap one-on-one class to group class (ESL Course), it costs \$US 60.

③ If you want to have additional one-on-one classes, there would be an additional payment.

- ESL & ESL FLEXIBLE : \$US 140
- IELTS / JUNIOR / TOEIC / TOEFL : \$US 150

④ If you want to have additional group classes, there would be an additional payment.

- ESL : \$US 100
- IELTS : \$US 120

7. Others

- IELTS Mock test for students who are NOT in IELTS program (request A WEEK BEFORE the mock test date): 150 pesos (fee will be used for the mock test materials and invigilators)
- IELTS Mock test for IELTS students:
 - IELTS : Once a term
 - * 2 times a term: ONLY if requested by the student (request A WEEK BEFORE the mock test date). No fee will be collected.
 - IELTS-Intensive: 2 times a term.
- Printing fee : 2 pesos per page / 5 pesos per page with pictures

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

We offer students 12 coupons/4 weeks but laundry service is the responsibility of a 3rd-party.
(1coupon=1kg).

- Monday, Wednesday, Friday (to be given back after 2 days)

Morning~12:00PM at the dining room : Students bring their laundries and fill out a form. Then, laundry staff will collect these. After dinner time, you need to collect your laundry basket.

*Availing of services, policies in loss or damage of clothing are discussed after arrival in school..

- 12kg free / term : Laundry coupons are not refundable or transferable
- Varied rates are applied. For example : Dry cleaning & shoes & bag: P100 each

Blanket: P50 each

Underwear: P3 each

- Branded items are not supposed to be included in the laundry service. The school/laundry service will not be liable for any damaged/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

- Curfew time : Sunday, Monday to Thursday & holiday – 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 : 0 0 ~ 8 : 5 0 AM Lunch – Weekdays - 1 1 : 4 0 AM ~ 1 : 3 0 PM (Depending on your schedule, you will have different lunch time) Weekends - 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. Holiday) –3 offenses means kick out.
 - Weekends (Fri. Sat. Before holiday) - 3 offenses means kick out.

These can be computed with combination, weekdays and weekend (Kick out – once on weekday plus twice on weekend)
- Students are not allowed to persist traveling without waver form. 3 offences means kick out.
- 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.

VISA extension

- Students have to pay corresponding fees to the office 2-5 days upon receiving the invoice (except Saturday and Sunday).
- 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 . Remittance and Refund policy

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. However, uninformed and not emergency cases, the refund system will be implemented.
- Deposit can be given back unless there is no damage on school's property.
- NOTE : After the processing and approval of the refunds, the student shall be receiving their refunds from agencies. Moreover, all refunds released will be base on the actual amount received by the academy. Thus, deductions such as bank transaction fees may be applied. Promotions shall be considered as well.

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.
- Refund would be from actual amount that the school received
- Miscellaneous fee (VISA, electric and water, deposit and so on) would be directly given to a student.

5. Information

Address

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

Website

www.walesph.com

E-mail

walesph@gmail.com

Telephone

- Justin Shim (Korean) : +63-977-823-9572
- Ryohei Kaneko (Japanese) : +63-917-626-4043
- YuYun Liang (Taiwanese / Chinese) : +63-977-097-2172
- Jenny Pham (Vietnamese) : +63-966-490-6503

Messenger ID

- Justin Shim (Korean) : LINE / Kakao Talk / Skype : walesph
- Ryohei Kaneko (Japanese) : LINE / Kakao Talk : kanekokaneko228
Skype / WeChat : kanekoryohei1992
WhatsApp : +639176264043
- YuYun Liang (Taiwanese / Chinese) : LINE / WeChat : nacoolliang
Kakao Talk : nacooll216
- Jenny Pham (Vietnamese) : Kakao : Jenny195 / LINE : jennyp195
Viber/ Zalo/ Skype : +639664906503 (Jenny Pham)