



## Frequently asked questions / Covid-19

### **1. When will the school re-open?**

The school will re-open on Monday 17<sup>th</sup> August.

### **2. What will happen on the first day of my course?**

Before arrival you must do our online level test plus an oral test via video.

Please email the school a copy of your passport and visa page (if applicable). We will also ask you to fill in an electronic registration form either before arrival or on your first day.

### **3. What courses will be available?**

There will be a phased re-opening. In August we will be running our popular 15 hour course in the mornings. There will be a staggered timetable to enable social distancing.

### **4. What will the school look like?**

Milner School will still be the same place as ever, a small school with friendly professional staff and personal attention but there will be some differences.

- smaller classes because of social distancing
- no café facilities, students can use the café area to bring in food from home or local shops subject to social distancing
- no free pronunciation lessons, pronunciation lessons will be included as usual in your course
- in accordance with government regulations we will only be able to offer a limited social programme
- library facilities moved online
- Where possible students should email [info@milnerschool.co.uk](mailto:info@milnerschool.co.uk) rather than come to reception, students will be answered promptly
- we are hoping to be able to confirm soon that the free gym option will continue subject to conditions

### **5. How will the school keep me safe from Covid-19?**

We will be following UK government guidelines in order to keep our staff and students safe. We will keep up to date with the regulations and make changes accordingly.

We have the GOOD TO GO accreditation from Visit Britain.

We will also go further than these guidelines in order to make the school as safe as possible. The measures include:

- extra cleaning
- social distancing, staff and students are required to maintain a distance of 2 metres

- hand sanitiser will be available around the school. Frequent washing of hands is essential to restrict infections. Staff and students will be required to wash or sanitise their hands on arrival and re-entry to the school. Your temperature may also be taken by a member of staff
- classrooms will be arranged so that social distancing can be maintained. Students should not move places during the lesson. Windows and doors will be open to ensure good ventilation. It is summer so this won't be a problem but you may want to bring a jumper!
- Class start times will be staggered to maintain social distancing in the school
- Numbers will be restricted in reception, toilets, coffee area and corridors

## 6. Will I have to wear a face mask in school?

You must wear a face mask or covering on public transport and in shops. It is also recommended in public indoor spaces. However, it is not currently recommended in educational settings. If students or staff wish to wear a face mask or covering in the school and the classroom we understand but will not make it mandatory unless government regulations change

## 7. What should I bring with me?

Bring enough pens, pencils and paper with you as these cannot be shared. A lot of homework will be set digitally so it is recommended you have a laptop or tablet available.

Face coverings are mandatory in shops and on public transport and in taxis so we recommend you have more than one as they should not be worn for more than four hours.

## 8. What about the social programme?

While social distancing is in place we will only be able to run a limited socially distanced programme. We are currently considering what activities we can do online such as conversation clubs.

From August we will be able to book day trips outside London please see the website of our partner Anderson Tours for further details <https://andersontours.co.uk/>

## 9. What can I do in London?

Outdoor activities are considered the safest and of course London is famous for its wonderful parks. Many attractions in London have moved outdoors such as beer gardens, markets, outdoor cinema and Wimbledon Common is one of the most famous and South Park Gardens is 2 minutes from Milner School.

Shops, restaurants, pubs, gyms, swimming pools, cinemas, outdoor museums, tourist attractions, theme parks and many more activities are all open with social distancing.

For example:

<https://www.hrp.org.uk/tower-of-london/#gs.a7x3be>

<https://www.nhm.ac.uk/visit.html>

<https://www.citycruises.com/>

Some may require pre-booking.

Under current government guidelines it is possible to meet up to 8 other people outside. Wimbledon Common is a great place to do this. It is recommended that you only socialise with your household or other members of your class.

## 10. What happens if the school closes during my course?

The school may have to close again if government policy changes. See question 11.

If anyone at Milner School displays Covid-19 symptoms then the school may need to close temporarily to be sanitised completely.

## 11. What happens if someone displays COVID-19 symptoms in my class?

If anyone feels unwell it is essential that they let us know, either by calling the school or the emergency number or by email. If they are displaying Covid-19 symptoms they should

- self-isolate for 7 days
- phone 111 and follow their instructions
- take a test by ordering online or by phoning 111

If there is a positive test, anyone who has been in close proximity will be informed and may need to self-isolate and take a test.

## 12. Can I cancel my course if I am concerned about Covid-19?

### Deferrals

If you have booked a future course with us, you will be able to defer your course & accommodation until a later date with no penalty. This option is available until the end of 2021.

### Cancellation for future/upcoming bookings

If you wish to cancel rather than defer for reasons directly connected to COVID-19 you will be refunded in full (except our non-refundable registration fee and accommodation request fee). However, if you rebook with us in the future, the non-refundable fees will not be charged again.

### Current Students

#### Tuition

For reasons directly connected to COVID-19 and provided all current fees have been paid in full, courses will be deferred until a future date without incurring any additional cost. Students will be given a credit note for the remaining weeks of their course and this is available until the end of 2021.

The following conditions will apply:

\*If the original course is no longer available students will be offered a new course to the same value as their current course.

\*Courses and accommodation are subject to availability at the time of rebooking.

If deferral is not an alternative option for you, you can transfer your remaining tuition weeks to a friend until a future date and this is available until the end of 2021. This includes tuition only, it does not include the Registration Fee.

In the event of temporary school closure due to Covid-19, no refund will apply.

## 13. Will I have to quarantine on arrival to the UK?

If you're a resident or visitor travelling to the UK, you must provide your journey and contact details. Please check the country you are traveling from is not subject to quarantine rules. Most European countries are not however, it is important to keep up-to-date

<https://www.gov.uk/uk-border-control>

If quarantine is required you will need to self-isolate in the place you're staying for the first 14 days after you arrive.

14/07/2020.

This document will be regularly updated please refer to the most recent version on our website [www.milnerschool.co.uk](http://www.milnerschool.co.uk)

