



Professional, Linguistic  
Upper Studies

# Programmes & Language Courses abroad

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Innovative courses in

French Spanish  
 English Chinese  
 Arabic  
 Portuguese German  
 Russian Japanese

# 1972

## ABOUT US and OUR PHILOSOPHY

The quest for excellence and the client's satisfaction has been PLUS's mission since it started operating in 1972. Over the years, our staff, our centres and our programmes have changed considerably, however, our principles have remained the same.

Whether you stay at one of our Summer Centres or take part in one of our Mini Stay programmes in the United Kingdom, Ireland, Malta, or the United States, you will enjoy your study course and free time activities. More importantly, you will receive the same excellent levels of care and supervision you require.

Today PLUS, with offices in London, New York, Beijing, Prague, Milan and Malta, is among the world's finest organizations specialising in the teaching of English language to students from all over the world who wish to improve their proficiency of the language

**OVER 40 YEARS AT YOUR DISPOSAL**



## FULL IMMERSION

These courses are tailored for students aged 16 and above with a good intermediate standard of English who wish to combine a general English course with a specialised subject such as public speaking, study skills and essay preparation. The general English courses

are structured and complemented with group assignments, essays and public presentation sessions. In the USA, students can participate in the Open University Forum to meet the admission officers of some of the most prestigious American universities.

**TEACHING PROGRAMME:**  
20 x 45 minute lessons (15 hours),  
plus 5 afternoon sessions per week

**AGE:** 14-17

**WHERE:** USA & UK



# PLUS STUDY COURSES

## JUNIOR GENERAL ENGLISH

Our general English study courses are carefully designed to significantly develop your communication skills. Our teachers focus on lively learning and encourage group interaction to stimulate the constant use of vocabulary both within and outside the class. The classes are small and generally formed of a maximum of 15 students to better cater them. The courses are planned around 20 lessons per week

(45 minutes, i.e. 15 hours per week) at up to five different levels from Elementary to Advanced. You are placed in a class depending on the Test results. The course books and supplementary materials are provided free of charge. The state of the art IT facilities available on campus and the numerous socio-cultural activities led by qualified leisure organizers also prove quite useful to help you to communicate more effectively and confidently. At the end of your stay, you will be awarded a PLUS End of Course Certificate.

**TEACHING PROGRAMME:**  
20 x 45 minute lessons per week  
(15 hours)

**AGE:** 8-17

**WHERE:** UK, Ireland, Malta, USA



## UNITED NATIONS

The United Nations English language course is designed for students aged from 15 to 18. The student will learn everything about the history of the United Nations, its mission, its language and its communication codes. The course is focused mainly on spoken English. Students will also develop the ability to use strategies and techniques such as brainstorming and how to use conflict mediation steps. You will be asked to debate in class, simulating what happens daily in the organisation, while solving problems and facing new challenges. After completion of the 40-lesson course, you will visit the UN Headquarters accompanied by a Tour Guide.

After completion of the 40-lesson course, you will visit the UN Headquarters accompanied by a Tour Guide.

**TEACHING PROGRAMME:**  
40 x 45 minutes lessons  
over a two-week period

**AGE:** 15-18

**WHERE:** USA

# STUDY COURSE LEVELS



## ELEMENTARY

The course covers basic vocabulary such as numbers, places, families, jobs, time and dates, clothing, interests and hobbies, food and drink. It introduces grammar for initial communication. Students also learn to introduce themselves, describe daily routines, ask questions, give a description, express themselves and describe current activities.

## PRE-INTERMEDIATE

This level builds on students' vocabulary, revising and developing lexis for more sophisticated interaction. Students learn to communicate on a variety of topics: talking about past events, expressing likes and dislikes, expressing simple comparisons and talking about free-time activities.

## INTERMEDIATE

At this level students are taught a range of techniques to increase their vocabulary while grammatical concepts are revised and reinforced. Skills and functions include: expressing intention and purpose, giving advice, talking about past habits and expressing obligation and necessity.

## UPPER-INTERMEDIATE

Students are expected to refine and develop vocabulary topics and areas of grammatical competency. Functions include: expressing feelings and emotions, making future predictions, speculating, expressing beliefs and discussing hypothetical situations.

## ADVANCED

At this level students take an active role in discovering which areas of language they need to work on and improve, and learn ways of doing this effectively. Particular areas include: collocations, phrasal verbs, proverbs, idioms, words confused or misused and pronunciation.

## THE TRINITY EXAM

*This Graded Examination in Spoken English is available in all our summer centres. Students can take the exam towards the end of their study course. It is a one-to-one oral exam, which will test the students' ability to understand and speak English. Students can enrol to take this exam before arrival and we will then organise for them to take the test at the centre they are studying at. There are 12 different levels from Elementary to Advanced. Students will obtain an official internationally-recognised certificate from Trinity if successful. Trinity preparation lessons can also be offered (usually in the afternoons and as an extra to the study course) at an additional cost.*

PLUS Courses in the U.K  
are accredited by

**BRITISH  
COUNCIL**  
for the teaching  
of English in the UK

**Abls**  
Accreditation

# ACADEMY STUDY PROGRAMMES

## ‘LIVE YOUR PASSION’

The **Academy Courses** are designed to enthrall you, broaden your horizons and enhance your proficiency in the English Language. Just choose from a selection of PLUS Academy Centres, select your area of interest (sports, horse-riding, golf, tennis or performing arts) and combine it with your General English Course. Our singers, leisure organisers and sports coaches will share their tips and tricks with you, you'll increase your English vocabulary and gain greater confidence and fluency, all while having fun.



### MULTI SPORT PROGRAMME

An ideal opportunity to bring your General English Course together with your favourite sport(s): football and rugby but tennis is also available.



### PERFORMING ARTS

Discover the artist within you! Learn from our drama teachers and choreographers about front-stage and back-stage work in theatre and dance shows. Without doubt, this experience will boost your interpretive and interpersonal skills as well as improving your communication skills in English.



### CHEERLEADING, AEROBICS & STREET DANCE

Under the guidance and strict supervision of our professionals you will learn dance routines: jumps, twists, handstands and lots more. Just join in and enjoy yourself.



### HORSE-RIDING PROGRAMME

Through the guide of our expert trainers, students can learn the first steps toward becoming a pro horse-rider. Our well structured lessons in horse-riding could set you on your way to fulfilling your cowboy/cowgirl dreams.



### GOLF ACADEMY PROGRAMME

Students will receive lessons on the sport and benefit from the wealth of knowledge of our expert trainers.



### TENNIS ACADEMY PROGRAMME

Under the guidance and strict supervision of our professionals you will learn dance routines: jumps, twists, handstands and lots more. Just join in and enjoy yourself.

### THE PLUS TEAM

The PLUS Team will be with you throughout your stay and accompany you on all of your excursions enabling you to see as many sites and attractions as possible and to maximise the benefits of your time spent in the UK.

The leisure team will be there to collect you from the airport (on a transfer organised by PLUS) and from then on will be with you, both on and off the campus. Furthermore, transportation for transfers and planned excursions are organised by private coaches in order to guarantee maximum safety and comfort.

## ON CAMPUS

If you are looking for a more independent lifestyle and enjoy a fun atmosphere shared with old and new friends from different countries, living on campus is the ideal choice for you. You will experience real college life in a supported and secure environment and you will be able to take advantage of all the facilities the campus has to offer. These amenities are generally all close to each other: classrooms, first class sports facilities, the cafeteria and other social and recreational facilities.

### PLUS TEAM ON CAMPUS

#### CAMPUS MANAGER

The Campus Manager has overall responsibility for the centre: he/she coordinates the staff, supervises all activities and is ultimately responsible for students' welfare.

#### LEISURE ORGANISERS

The Leisure Organisers run the afternoon sport, social and entertainment programmes as well as the evening activities on campus. They can also help students practise their English while playing sports and enjoying many leisure activities.

#### QUALIFIED TEACHERS

Professional and creative staff will follow the organization of the "Academy courses" such as multisports, dance, performing arts, horse riding, golf and tennis.



## ACCOMMODATION

## IN A FAMILY

### CHOOSING A FAMILY

PLUS families have hosted students for many years. They are made up of friendly, caring, kind, courteous individuals who are well aware of the apprehension you may have when coming to a new house. They will try their best to make you feel like a member of the family. Breakfast and dinner are taken with the family who will also provide students with a packed lunch (this may be also purchased at the school). Families generally live no more than 45-60 minutes away from the centre. Family stay is mostly advisable for students who are more independent with at least an intermediate level of English.

Families are selected either directly by PLUS Host Family Organizers or in most cases by a reputable British Council accredited agency in the UK.



# JUNIOR SUMMER PROGRAMMES IN USA – UK – IRELAND – MALTA

Living in a foreign country is a sensible and effective way to strengthen your oral and written skills in the foreign language you are studying.

The PLUS summer programme will enhance this opportunity by giving you the chance to experience everyday life in your destination country while allowing you to take part in social and leisure activities as well as going on interesting visits and excursions.

Learning a language means that you can discover the culture and the city that hosts you including its museums, parks, historic buildings, skyscrapers and much more. Every study holiday is a whole new different experience and includes excursions in amazing cities like London, Edinburgh and San Francisco.

## SPORT and LEISURE

In the afternoons you can dedicate your time to whichever sport you prefer. You can take part in a football match or a tennis tournament and then relax for a while in the campus gardens.

## NIGHT TIME ADVENTURES

Our PLUS entertainment team will prepare a rich itinerary of discos, karaoke and talent shows. Prepare yourselves for a variety of experiences. This is a programme that is tailored for you. Choose from the study vacation of your dreams from the selection offered by PLUS.



## ACADEMY

Accept our challenge and prepare to follow us down the road of absolute fun! Our staff will teach you the secrets behind sports, train you to do dance moves you never thought you could master, and you could be learning how to do circus tricks like juggling and much more, making you the campus star! If you've got a buzzing personality and love to keep your afternoons busy with lots of fun activities, come and join one of our Academy Programmes.

See our website on [www.plus-ed.com](http://www.plus-ed.com)

## WEEKEND AWAY

This has been specifically designed for centres in the UK and the Republic of Ireland which are situated over 2 hours away from those nations' capitals. In England, students are given the opportunity to spend two nights and three days visiting the most interesting places and landmarks London has to offer.

In Scotland, a weekend away is organised from St Andrews to Edinburgh and in Ireland from Galway to Dublin. Students are provided with Travelcards and accompanied by a member of PLUS staff with PLUS walking maps specifically designed by PLUS. On request groups are also able to book entrances to attractions through our vision system.

See our website on [www.plus-ed.com](http://www.plus-ed.com)

# USA EXPERIENCE

## LIVE THE AMERICAN DREAM WITH PLUS!

A journey to discover the USA and a unique experience that will bring you to some of the most famous locations in the world. Once you choose your destination you will be able to participate in numerous excursions that will enable you to fully live the American Dream.



It is organised, all-inclusive and guaranteed fun! The study vacation will be an amazing experience where you can experience in the places you have, until now, only seen in movies. Choose from the city you want to start from: Miami, New York, Los Angeles and Orlando, and then embark on fantastic excursions such as Hard Rock Cafe Dinners, Broadway musicals, swimming with dolphins and much more. During your stay, we have also arranged

a weekend away in another bustling American metropolitan city such as Las Vegas, Washington, Boston, Miami or Orlando. There is a reason as to why this all-inclusive package is called "Experience" because it offers you an experience of a lifetime by travelling and discovering new places.

See our website on [www.plus-ed.com](http://www.plus-ed.com)

## USA TOURS

The States and its bustling cities await you for a unique holiday in that part of the world you have always dreamed of visiting. PLUS offers the possibility to add an additional tour lasting a few days once you are finished with your study vacation.

This offer is too good to be true.

# MINI-STAY PROGRAMMES ALL YEAR IN UK & USA



Each year, the PLUS “All Year Round Mini-Stay Programmes” run from September to May the following year.

The programme has been designed to offer student groups high quality English lessons and an opportunity to build a suitable package of their choice. This has been achieved by offering a basic package consisting of General English lessons and full-board accommodation as well as free time built into the programme during which groups can organise various social activities such as sports and excursions at an additional cost.

## ENGLISH COURSES

The courses have been designed to enhance students’ verbal and written communication skills in the language. Our EFL qualified teachers focus on lively learning and encourage group interaction to stimulate the constant use of vocabulary both within and outside the class. To encourage effective interaction between the students and teachers, the classes are small with a maximum class size of 15. The courses are planned around 20 lessons per week (45 minute each i.e. 15 hours per week) at up to five different levels from Elementary to Advanced.

Students are placed on a level depending on the result of the student placement test taken on the first day of lessons. Since students are accepted and taught in closed groups, it is very important that group enrolments are done with students of same or similar levels of English language proficiency. The course books and learning supplementary materials are provided free of charge and at the end of your stay, you will be awarded a PLUS End of Course Certificate.

## ACCOMMODATION

Depending on the centre, accommodation is provided in single en-suite and standard rooms or multiple en-suite and standard rooms. The accommodation facilities have been provided bearing in mind the welfare and comfort of the students. Accommodation is available in hall of residence and home stay.

### ON CAMPUS

If you are looking for a more independent lifestyle, our residential accommodation might be just for you. You will experience real college life, live in a more supportive and secure environment and take advantage of all the facilities the campus has to offer you. These amenities are generally all close to each other – classrooms, first class sports facilities, the cafeteria and social and recreational facilities.

### IN A FAMILY

#### CHOOSING A FAMILY

PLUS families have hosted students for many years. They are made up of friendly, caring, kind, courteous individuals who are well aware of the apprehension you may have when coming to a new house. Breakfast and dinner are taken with the family who will also provide students with a

packed lunch (this may be also purchased at the school). Families generally live no more than 45-60 minutes away from the centre. Family stay is mostly advisable for students who are more independent with at least an intermediate level of English.

Families are selected either directly by PLUS Host Family Organizers or in most cases by a reputable British Council accredited agency in the UK.

### FREE-TIME

The package has been designed to include a lot of free time allowing students to build a distinct package of their own choice. Optional activities such as attraction visits, excursions and social activities are available at an additional cost. A member of staff is available to provide you with a quote for your selection of optional activities.

### PREMIUM PACKAGE

The premium package consists of the basic package of full-board accommodation and General English lessons as well as one full-day (per week) walking tour with entrance into some of the world’s most popular monuments. These entry fees are offered at discounted prices.

It is the programme that allows students to live in typical British Boarding School with English children. It is available throughout the academic year for a maximum of two weeks. Each group will be accommodated in either local boarding schools or with carefully selected host families.

The visiting students will be placed in existing morning classes following subjects like Geography, English, History, without actively participating.

A maximum of 3 children will be placed in each class. In the afternoon 3 hours a day of English lessons will be organized with a PLUS teacher in a closed group for a maximum of 15 students.

In the evening the group will be able to join school activities with the English children or return and spend valuable time with their host-families.

All boarding schools and families are carefully selected in order to deliver a unique experience. The PLUS course books and learning supplementary materials are provided free of charge and an End of Course Certificate will be awarded.



# ENGLISH WITH THE ENGLISH

## ENGLISH COURSES

The courses have been designed to enhance students' verbal and written communication skills in the language. Our EFL qualified teachers focus on lively learning and encourage group interaction to stimulate the constant use of vocabulary both within and outside the class. To encourage effective interaction between the students and teachers, the classes are small with a maximum class size of 15. Students are accepted in groups and are taught in closed groups. The courses are planned around 20 lessons per week (45 minutes each i.e. 15 hours per week) at up to five different levels from Elementary to Advanced. Students are placed on a level depending on the result of the student placement test taken on the first day of lessons. Since students are accepted and taught in closed groups, it is very important that group enrolments are done with students of same or similar levels of English language proficiency. The course books and learning supplementary materials are provided free of charge and at the end of your stay, you will be awarded a PLUS End of Course Certificate.

## ACCOMMODATION

Depending on the centre, Boarding accommodation varies between standard single/twin room to multi bedded room and single and twin accommodation with home stay.

We understand that it can be difficult to take learners abroad for a variety of reasons. At PLUS, we can bring English to you - by sending native English speaker teachers to your school and bringing short, unique, interactive courses to your students. The courses and partnership we offer are aimed at building your students' confidence, knowledge and enthusiasm throughout the year, as well as creating international links with your school.

## FEATURES



## ENGLISH STARS

## BENEFITS

- A real reason for communicating in English with a native speaker.
- Develop in fluency, confidence and enthusiasm.
- Motivating lessons based on engaging, popular books and films.
- Increased confidence knowing you can be understood by someone who does not speak your first language.
- A more global perspective through international exposure.
- Every course has '5 Points of the Star' or 'Can Do' statements to show progress.
- Students decide for themselves when they have achieved each of these points.
- Students learn English through a variety of activity types - there is something that every learner will love.
- Through enjoyable lessons, learners will develop positive associations and learning habits for English.
- Partnership with PLUS who have been established in the EFL market for over 40 years.
- Happy parents who see their child speaking English at the end of course presentation.
- Free Teacher Training Session in English Language Teaching Methodology for all the teachers at your school.
- Opportunity to learn new teaching ideas as working with a UK trained teacher.
- Parents and teachers see and discuss each child's ability and progress.
- Pre and post-course advice, ideas and activities to maximise the benefits of our product.
- A break from the routine – new ideas and a fresh outlook during your academic year.
- An exciting and rewarding learning experience without any need to travel.



# WELCOME to VISION

PLUS has developed VISION, an online reservation service which will give you a truly interactive experience. You will be able to download materials such as fact sheets, activity programmes, photos and videos for each centre and also book a group or simply review your payments or download your VISA letter at any time avoiding all potential delays.

## It only takes 4 simple STEPS

### VISION

1

#### LOG IN

If you haven't already done so you will need to get your "user name & password". Click on "Sign Up" from the "Agent's Area" portal found on the home page of the PLUS website [www.plus-ed.com](http://www.plus-ed.com). Simply provide us with the requested information in order to process your request.

2

#### ACCESS THE ONLINE PLUS VISION

On receiving your User name and Password click on "Log In" from the "Agent's Area" portal found on the home page of the PLUS website. Here you will have access to your dedicated Agents Panel, where you will be able to review the content on all our programmes, schools, activities, prices and download all marketing material such as photos, videos and logos at the touch of a button. The new VISION system will allow you to make your online booking for any of our worldwide destinations.

3

#### MAKE A BOOKING

When you are ready to start, Click on the enroll section from the VISION home page, select the destination, choose the accommodation you prefer and insert your arrival and departure date. You are all set! A confirmation message from our sales team will be with you in a matter of seconds.

4

#### REVIEW YOUR RESERVATION

From your personal agent panel, click the section "Your Booking", this will allow you to check the Status of the groups, Invoices and Payments. You will be able to request and download Visa letters, book museums or simply review the cost of a transfer.

# TERMS and CONDITIONS

## 1 BOOKING CONDITIONS

By submitting the Booking Application, the Agent formally agrees to abide by PLUS Terms & Conditions set herein.

## 2 DEPOSITS

If the booking is accepted, the Agent must pay, by the date indicated, a non-refundable deposit of £ 120.00 for UK and \$ 100.00 for USA per person upon confirmation of the booking. Failing this, the places will be automatically released with no further communication. Partial payments, payment falling short of the full amount due and/or notification of payments will not be sufficient to retain bookings. The deposit paid will be deducted from the total amount due to be paid 21 days before arrival (please refer to par 7).

## 3 PRICES

All prices are exclusive of any value added or any sales tax or any other tax which may become applicable and for which the Agent shall be additionally liable.

## 4 SERVICES

In return for the payment of the appropriate fees PLUS will provide board, tuition and activities as specified on the website. Not included in the fees are: general expenses (except where clearly indicated), entrance to museums and attractions, airport transfers. Changes of services, facilities or dates of programmes are avoided whenever possible. On rare occasions generally due to circumstances beyond PLUS' control, or where the bookings in a centre do not reach the minimum numbers required to viably operate it, changes may be necessary. In these circumstances PLUS shall either offer equivalent services/facilities or refund in full all fees paid. No other claims for compensation or expenses can be considered. Neither PLUS, nor the Agent shall be in any way liable to the client if a service cannot be supplied by reason of industrial dispute, or other cause outside their control. There is no reduction in the course fee where a course includes a public holiday.

## 5 INSURANCE

The Agent shall, at its own expense, obtain and maintain throughout the duration of the courses an insurance cover for public liability, event and personal injury liability to or the death of any person and any loss or destruction of or damage to property not attributable to any fault or neglect of the clients with an insurance company of repute. Copies of all such insurance policies and evidence that all premiums have been paid shall be presented on PLUS' demand.

## 6 WARRANTY & LIABILITY

PLUS, its staff and representatives will not be liable for any loss, damage, illness or injury to persons or property however caused, except where such liability is imposed

by statute. Clients must have personal insurance against medical expenses, third parties, travel insurance, including inability to attend or continue a course.

## 6.1 STUDENT WELFARE AND GROUP LEADERS' RESPONSIBILITIES

PLUS only accepts closed groups accompanied by their group leader. Except for Intensive English bookings (UK), the Group Leader must be at least 25 years old and speak fluent English. The Group Leader is the ultimate person responsible for supervising his/her group constantly day and night and must comply with the student welfare, security and safety rules set by PLUS. Group leaders' duties and responsibilities are well defined and encompassed in the Handbook. Agents/schools are required to hand it out to their selected staff members, draw their attention to the student Welfare paragraph and ultimately invite them to sign a statement of acceptance prior to their departure.

## 7 PAYMENTS

The balance with final number of students is due 21 days before the arrival date. Payments must be credited to the PLUS bank account, without deduction or setoff and free from any taxes, levies or other charges or encumbrances. If the sums due are not accredited on the date indicated, all agent's bookings are subject to immediate release and the deposit paid will be forfeited to PLUS. If by the term indicated on relevant invoice (s) the Agent fails to pay for clients, staff booked over and above the places initially secured at the centre or for any extra services requested, PLUS is entitled to cancel or suspend any further service to the Agents' clients at any or all the centres.

## 8 CANCELLATION FEES

In case of cancellation, the deposit paid is forfeited to PLUS. For places cancelled the following penalties will be levied. If the booking is cancelled between:

- 21 days before arrival, loss of deposit paid
- 15 days before arrival, 70%
- 7 days before arrival, 100% of the total package cost.

## 9 SCHOOL REGULATIONS

PLUS uncompromisingly prohibits illicit drugs, violence, racism, classroom disruption and dishonesty. No drugs, tobacco products or alcohol are permitted at any centre, function or when on excursions. Clients are expected to abide by the College disciplinary regulations, and demonstrate reasonable standards of conduct within and outside the classroom. Failure to do this may result in expulsion from the course. In this event, no refunds become applicable.

## 10 VISA STUDENTS

If, in spite of a PLUS sponsorship letter, the British Embassy or American Embassy does not grant a visa, PLUS shall reimburse the initial deposit of £ 120.00 for UK

and \$ 120.00 for USA upon receiving a copy of the formal Embassy document confirming such refusal. Cancellation charges still apply (please refer to par 8).

## 11 COMPLAINTS APPLICABLE TO UK

Over the years PLUS has been able to fully respond to students' requirements and to minimize cause for complaints. This does not necessarily mean, however, that something cannot go wrong. If a student is unhappy or dissatisfied with any part of the programme i.e. teaching, leisure activities, host family and so on, he/she should observe the following procedure:

- **STEP 1** Discuss the problem with his/her leader who will report the problem to the Campus Manager, who should solve it within 36 working hours.

- **STEP 2** If the problem persists, the student can call or ask his/her group leader to contact PLUS Head office (0207 7302223). Necessary steps will then be taken without delay.

- **STEP 3** If the problem still cannot be solved, then the student may refer the complaint to: ABLS PO BOX 312, GREAT YARMOUTH NR30 9EP. The complaint can also be sent to British Council: Customer Services, Accreditation Unit Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK.

Or e-mailed to: [accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)

The complaint must be written in English, specifying whether action has already been taken by PLUS, and signed. The student should also state whether he/she is happy for the complaint to be copied to PLUS.

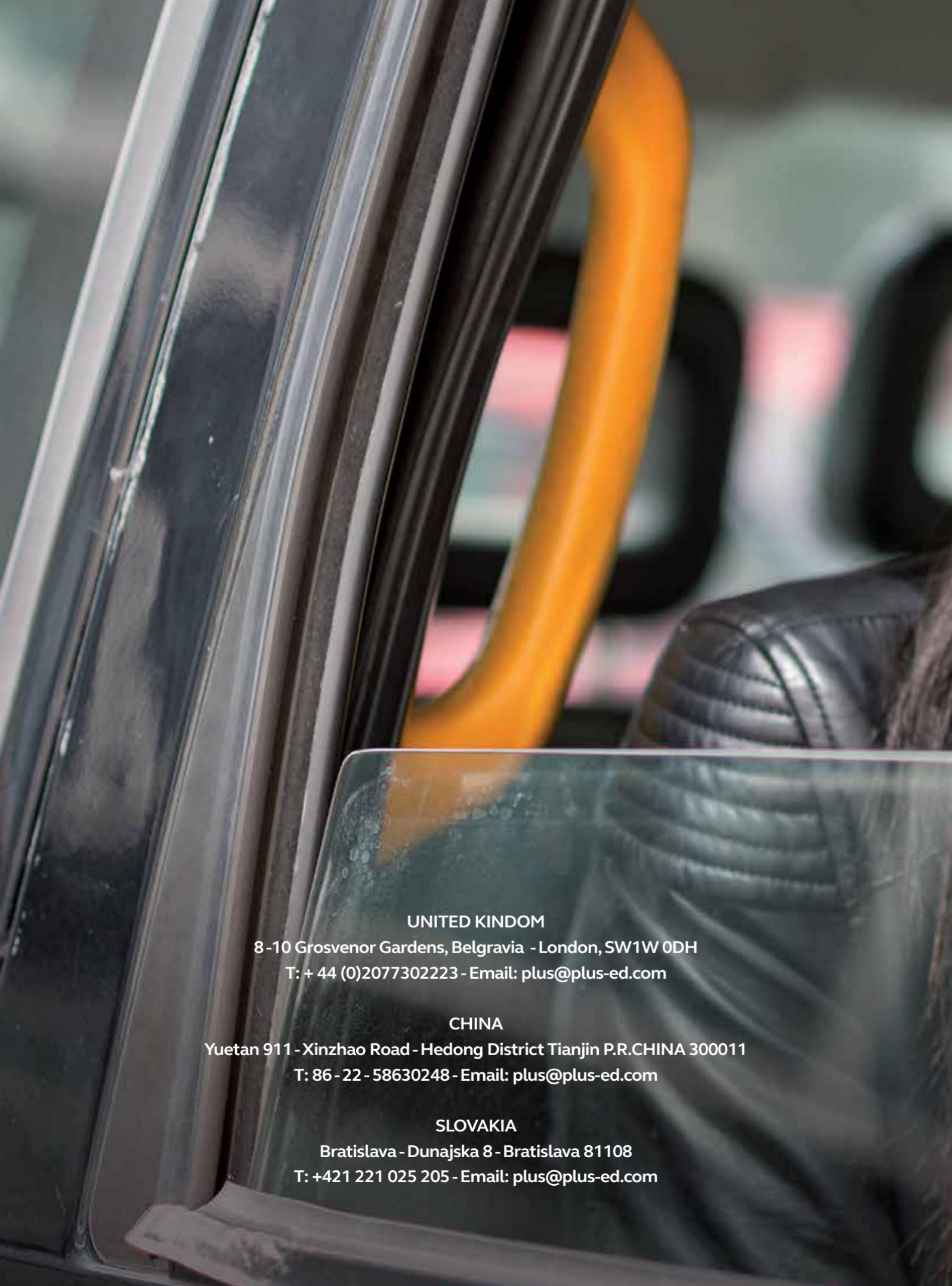
## 12 FORCE MAJEURE

If PLUS or the Agent is affected by Force Majeure it shall forthwith notify the other party of the nature and extent thereof. Neither party shall be deemed to be in breach of this Agreement, or otherwise be liable to the other, by reason of any delay in performance, or non performance, of any of its obligations.

## 13 PROPER LAW

These Terms & Conditions are construed in accordance with the English Law. All disputes, controversies or claims shall be referred to and finally settled under the rules of Arbitration of the International Chamber of Commerce of London by three arbitrators appointed in accordance with those Rules that are known and accepted by the Parties. It is hereby agreed that the Commercial Court of London shall have exclusive jurisdiction over any judicial proceedings howsoever related to the interpretation of these Terms & Conditions which may not be deferred to arbitration. Previous Terms & Conditions are superseded.

London, 11 April



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