

## **St Giles International Notice of Temporary Closure Due to COVID-19**

### **Temporary School Closures: UK, USA & Canada**

Over the past few days, we've had to take the very difficult decision to temporarily close our UK year round centres (St Giles London Central, London Highgate, Cambridge, Eastbourne and Brighton) as of the end of Friday 20<sup>th</sup> March and our Vancouver centre as of the end of 18<sup>th</sup> March 2020. The closures are due to local restrictions imposed on us to stop the spread of COVID-19 in our cities and towns. With the need to act responsibly as a business and with the protection of our staff and students at the forefront of our minds we felt that this was the only option for us. We will aim to re-open on April 20<sup>th</sup>, but this will need to be reviewed in line with the COVID-19 restrictions in place at the time.

For any students who are currently studying with us and staying in accommodation organised by us, there will be no immediate changes to these arrangements. For students starting with us during the closure period, we will try our upmost to find accommodation for these students if they have requested it and still require it.

We felt that we needed to close our New York centre as of Tuesday 17<sup>th</sup> March 2020 due to COVID-19 restriction measures in place in that city. In New York, we offered online tuition as of Tuesday 18<sup>th</sup> March 2020 and this is being offered in conjunction with our fantastic e-learning software already available to our students.

### **St Giles Home School: Online English Lessons & More**

We will be rolling out online tuition to students affected by the closure of our centres in the UK & Canada as of Monday 23<sup>rd</sup> March 2020. For the first week of online tuition, teaching will be offered by our local centres' teachers at each of our centres' time zones, using the same timetable that we would have run had the schools been open. All current students are being informed of this process, and provided with the support needed to ensure they can join the online lessons.

From the planned date of Monday 30<sup>th</sup> March 2020, we will be launching the **St Giles Home School** which offers a more expansive and exciting package for students. This is an exciting new option that will offer the following:

- Online lessons (20 or 28 lessons per week) at a choice of different time zones. We will be mixing students from different St Giles centres into our classes.
- A choice of different courses, such as General English, examination preparation, One to One and Platinum courses
- An integrated experience that will make use of our e-learning software already available, which offers interactive exercises based on course-book material in use throughout the St Giles group
- An online social programme: get to know other students from around the world through activities such as online happy hours (log onto Zoom from home & bring your own drink) and virtual cinema nights. We'll offer a varied and fun programme to help our students through a time where they may not be able to socialise with others in person.

The St Giles Home School will be available to:

- Students currently enrolled to study at our centres during the closure period
- Students who have returned back to their home country earlier than planned due to COVID-19, who have course credits available to use with us
- Students due to start with us during the closure period but who feel unable to travel due to COVID-19 restriction measures
- New students who wish to enrol for an online course only (separate fees will apply)

We will be providing information about the St Giles Online School including course facts & prices for new bookings during the week commencing 23<sup>rd</sup> March 2020.

### **Postponement Terms & Conditions**

We understand that some students will not view online tuition as the same experience that they were expecting when they purchased their St Giles course. For these students, we will be offering free postponements with no tuition cancellation fees, provided that we receive notice of their intention not to proceed with us online in advance of their original start date. We will however, need to charge direct costs incurred as a result of the postponement.

The decision to temporarily close our centres has been one of the most difficult that we have had to take. During St Giles' 65 years of operation, we've dealt with ups and downs in world events but the destructive spread of COVID-19 has been unlike anything we've seen. We've therefore had to take appropriate action in line with this, and we hugely appreciate your support at such a difficult time.

With our very best wishes,  
Hannah & Mark Lindsay

Deputy CEO & CEO

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