CITY DETAILS

London is one of the world's greatest and most historical cities and is a world-famous centre of culture, education and commerce. The multi-cultural capital is located in the heart of Europe, easily accessible from all four corners of the globe. It is home to over 7 million people, 30% of whom were born outside of the UK. It is a charming city full of history, sport, music, theatre, iconic buildings and dozens of parks. London has so many spectacular sights and attractions that it has something to appeal to everyone: with five symphony orchestras, two opera companies, hundreds of theatres, many free museums and galleries, world famous football stadiums and movie premieres with top stars, you will definitely not be bored.

Despite its reputation for bad weather, London actually has a mild climate and is one of the driest parts of the UK with an annual rainfall of only 586mm. London has an average July temperature of 20°C, an average January temperature of +4°C, and any summer heat waves are mercifully brief. There is something happening in London every month of the year and we celebrate many of the annual festivities here at LSI London Hampstead, such as Valentine's Day Events, Halloween Parties and Christmas.

SCHOOL DETAILS

What is the building/area like?

<table>
<thead>
<tr>
<th>School</th>
<th>LSI London Hampstead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>13 Lyndhurst Terrace</td>
</tr>
</tbody>
</table>
Our school is located in a 4-storey Victorian building with a large garden – perfect for sports, barbeques and meeting other students. Hampstead is an up-market, fashionable residential area just 15 minutes from the centre of London.

Where is LSI London Hampstead and what are the school's contact details?

LSI London Hampstead is located in a quiet, leafy area in North London which is well-known for its very English feel. It has many cafes, restaurants and traditional English pubs as well as a beautiful park with lakes, trees and impressive views over London. Despite its village like atmosphere, Hampstead has excellent links into the city centre and London’s famous shopping streets and tourist attractions are only a short tube or bus ride away. The school itself is a short walk from Hampstead (Northern Line-Edgware Branch) or Finchley Road (Metropolitan & Jubilee Line) Tube Stations or Hampstead Heath Train Station (British Rail). We are also just a short walk from several bus routes providing easy access to Central London as well as other areas.

LSI LONDON HAMPSTEAD FACILITIES

What facilities are available to students?

Facilities for study:
- Computer Room with high-speed internet connection
- Large computer screen mounted on the wall in every classroom.
- Free high-speed Wifi throughout the whole school and garden.
- Free lending library with audio-visual learning resources and audio-readers
- Learning Centre equipped with computers for self-study with easy links to self-study material.
Catering:
- Hot & cold drink vending machines
- Microwaves and fridge for student use
- Hot & cold water dispenser for students to fill up water bottles for instance.
- Plenty of nearby cafes, pubs and restaurants for a variety of budgets.
Leisure:
- Student Lounge with TV and DVD
- Table Tennis Room (outside summer months)
- Large, enclosed back garden where we hold BBQs, parties and various sports, e.g. badminton, volleyball, etc.

How many classrooms are there?

12 classrooms

Do you have a cafeteria?

No, but we do have a student lounge equipped with microwave ovens and a fridge where students can prepare and eat their lunch. In the Summer, students can also eat their lunch in the garden. We are also very close to affordable cafes, restaurants, sandwich bars and supermarkets.

OUR TEACHERS

How many teachers do you have?

We have between 6 and 10 regular teachers and 6 to 10 additional part-time teachers.
What are your teacher qualifications?

All our teachers are specially qualified in teaching English as a foreign language. We also observe them regularly and provide them with on-going teacher support and development.

OUR STUDENTS

Where do your students come from?

Nationalities and percentages vary during the year, but in 2013 we welcomed students from over 25 different countries. Typically we have 40% from Europe, 30% from Asia, 20% from South America, and 10% from the Middle East and the South Pacific. Please contact the school for the most up to date nationality spread.

How many students do you have during high and low seasons?

We have about 250 students during the high season (summer months) and about 80 students during the low season (winter months).

What is the minimum and average age of your students?

The minimum age is 16 years old. The average age of our students varies between 20 and 25 years old, but students of all ages feel comfortable with us! During summer and winter (16th June to 15th August and 6th January to 20th February 2014) we accept teenagers between the ages of 13 and 17.
years old on our Junior Programme.

OUR COURSES

How do we teach?

The goal of our programmes is to help each student to build the confidence needed to work towards both fluent and accurate use of the English language. At LSI, we provide students with the chance to learn practical and productive skills, so that they can use them with confidence in the future. To make the learning process enjoyable, we use a range of communicative teaching techniques together with a variety of different media.

When are the start dates?

Start dates for General English courses are every Monday (excluding public holidays). Club 50 plus students can start on the first Monday of every month (apart from July and August). Our Junior Programme runs from Jan 6 to Feb 21 and June 16 to August 15. Junior students can start any Monday during these periods.

Courses we offer
General Courses

- Standard 20
- Intensive 30
- English for Business
- International School Year Standard 20
- International School Year Intensive 30
- Afternoon 10
- Club 40+
- Academic English

Exam Courses

- TOEFL / TOEIC / IELTS Preparation Courses
- LSI 20 Cambridge English Language Assessment Courses (CPE)
- LSI 20 Cambridge English Language Assessment Courses (FCE)
- LSI 20 Cambridge English Language Assessment Courses (CAE)

Executive Courses

- Executive One to One (20 lessons per week)
- Executive One to One (30 lessons per week)
- Executive One to One (10 lessons per week)
- Executive One to One (5 lessons per week)

Junior Courses

- Junior with Homestay, twin room, summer only
- Junior with Homestay, twin room, winter only

Please see the table below which summarises our courses.

**Do you offer work experience?**

Yes, we organise unpaid or paid work experience placements in combination with our other courses. Placements take place after the course has finished and all applications must be received at least 12 weeks in advance of the start of the course. Please note paid/unpaid work experience placements are only available for EU nationals. Please contact the school for further details.
What is the length of each lesson?

All lessons are 50 minutes except One-to-One lessons which are 45 minutes.

What is a typical class time table like?

The table below shows the typical timetable for our courses.

What is the maximum/average class size?

The average class size is 11. The maximum number of students in a class on our adult programme is 15. The maximum number of students in a class on the Junior Programme is 16.

What levels are offered and how fast does a student progress from level to level?

5 main levels are offered throughout the year: Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. Students usually progress from one level to the next within 10 weeks of study although this depends very much on the student’s own learning style and motivation. Students are given a progress test every 4 weeks (or 2 weeks in Summer). The Director of Studies discusses the progress of all students with the teachers every Thursday and any necessary student moves are made the following Monday.

Are textbooks included in the fees?

Books and materials for class use are provided free of charge; students use class sets in the classroom and receive handouts to supplement the lessons. Books are not given out for students to keep as a variety of different texts are used. Students who would like to own any particular book may receive help in purchasing it through the LSI office.

Do you receive a free certificate once the course has ended?

Yes, as long as you have attended at least 80% of the course.

Can I switch my course type/length once I have started it, or decide to add an additional course?

Course changes are generally not permitted after the course has started. (e.g. changing from 30 lessons per week to 20 lessons per week or exchanging afternoon course for one to one lessons). However, students may add extra lessons e.g. afternoon or individual lessons. Students can also add additional weeks to their course. Students can make arrangements to do so through the LSI Registrar or with their booking agent. Bookings should be made as early as possible. If students wish to extend their accommodation, this is fine too, but is subject to availability. If they extend late, it is possible that the host family may be booked up with other students, however in this case we can usually find a new host family.
When are the school holidays?

The school is closed only on national public holidays. For 2014 these are: Jan 1, Apr 18, 21, May 5, 26, Aug 25, Dec 22-26 inclusive.

What is a typical class time table like?

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Number of lessons per week (each lesson is 50 minutes)</th>
<th>Timetable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 18</td>
<td>18</td>
<td>Monday-Thursday 14:00-15:45 Lesson 1 and 2 (with a 5 minute break) 15:45-16:00 BREAK 16:00-17:45 Lesson 3 and 4 (with a 5 minute break) Friday 14:00-15:45 Lesson 1 and 2 (with a 5 minute break)</td>
</tr>
<tr>
<td>Standard 20</td>
<td>20</td>
<td>09:00-10:45 Lesson 1 and 2 (with a 5 minute break) 10:45-13:00 BREAK 11:15-13:00 Lesson 3 and 4 (with a 5 minute break)</td>
</tr>
<tr>
<td>Intensive 30 (with Fluency or IELTS/TOEFL/TOEIC Preparation or Business English) 30</td>
<td>09:00-10:45 Lesson 1 and 2 (with a 5 minute break) 10:45-13:00 BREAK 11:15-13:00 Lesson 3 and 4 (with a 5 minute break) 13:00-14:00 LUNCH BREAK 14:00-15:45 Lesson 5 and 6 (with a 5 minute break)</td>
<td></td>
</tr>
<tr>
<td>Afternoon 10</td>
<td>10</td>
<td>14:00-15:45 Lesson 1 and 2 (with a 5 minute break)</td>
</tr>
<tr>
<td>Club 50+</td>
<td>20</td>
<td>09:00-10:45 Lesson 1 and 2 (with a 5 minute break) 10:45-13:00 BREAK 11:15-13:00 Lesson 3 and 4 (with a 5 minute break) PLUS ON 3 DAYS PER WEEK 14:00-17:00 Social Activities</td>
</tr>
<tr>
<td>Junior Programme</td>
<td>20</td>
<td>09:30-11:15 Lesson 1 and 2 (with a 5 minute break) 11:15-11:30 BREAK 11:30-13:15 Lesson 3 and 4 (with a 5 minute break) 13:15-13:45 LUNCH 13:45-16:30 Social Activities</td>
</tr>
</tbody>
</table>
ORIENTATION

What time should I arrive on my first day and what should I bring?

Please arrive promptly at 8:45 to fill in necessary paperwork and get orientated before you start class. We will provide you with books and other learning materials so you will just need to bring writing supplies, 2 passport photographs and your passport. After an induction, you will have a placement test and will generally join classes from 11:15am on your first day. Students enrolled on our Junior Programme should arrive at 8:30 on their first day.

AIRPORT TRANSFER

Who meets me at the airport and where?

After you book an airport taxi transfer, we will send you a letter which explains the airport procedure, including information on how to identify the driver and which number to call if you cannot find him/her.

What alternative transport is there from the airport to the City or my host family accommodation?

London has 5 main airports connected to the city by bus, train, taxi service and, in some cases by tube.

London Heathrow:
London Heathrow is located in the London transport zone 6. Students can travel from the airport to all areas of London on a combination of several buses (about 3-4 changes). The travel time can take up to two and a half hours. For the best route, please check [http://journeyplanner.tfl.gov.uk](http://journeyplanner.tfl.gov.uk), £1.40 per bus journey using an Oyster Card. £4.40 per day. NB: the same distance on London Underground costs max. £4.70, which is a much quicker travel option. Alternatively, you can get to central London by train. The fastest train to London Paddington Station is the Heathrow Express. Single journey: £20, return: £34. For more details please check [www.heathrowexpress.com](http://www.heathrowexpress.com). Students can continue their journey using the London Underground services. The more economical option from the airport is the London Underground Piccadilly Line service from Heathrow Airport to Central London & other areas of London. Please check [http://journeyplanner.tfl.gov.uk](http://journeyplanner.tfl.gov.uk)

London Gatwick:
National Express coach to London Victoria Coach Station (transport zone 1). Journey time approx. 2 hrs. One-way fare from £8. [http://www.nationalexpress.com](http://www.nationalexpress.com)
Easybus to Earls Court station (transport zone 1). One way price from £3.99 - [www.easybus.co.uk](http://www.easybus.co.uk/).
Alternatively, you can take the train. The Gatwick Express train will take you to London Victoria Station. The journey time is approximately 30 minutes. Single fare is £17.70. Please check http://www.gatwickexpress.com for more information.
You can also take the First Capital Connect train to London Bridge station or Southern train to London Victoria station. Journey time is approximately 30-40 min. one way and a single fare is from £10. For more information please check www.nationalrail.co.uk

London Stansted:
National Express coach to London Victoria Coach Station (transport zone 1). Journey time approx. 1hr 45 min. One-way fare from £10. http://www.nationalexpress.com
Easybus to Baker Street station (transport zone 1). One way price from £2.00. www.easybus.co.uk. Alternatively, you can take the train. You can take the Stansted Express to London Liverpool Street station. The journey time is approximately 45 minutes. The one way fare is £23.40. For more information please check www.stanstedexpress.com

London Luton:
National Express coach to London Victoria Coach Station (transport zone 1). Journey time approx. 1hr 20 min. One-way fare from £15. http://www.nationalexpress.com
Easybus to Baker Street station (transport zone 1). One way price from £4.99. www.easybus.co.uk. Alternatively, you can take the train. You can take the First Capital Connect train to London St Pancras station (the train stops in areas where LSI Hampstead has homestays, e.g. Edgware (Mill Hill Broadway), Hendon, Willesden (Cricklewood), West Hampstead & Kentish Town. Journey time to London St Pancras is approximately 45 minutes. The one way fare is from £15. For more information please check www.nationalrail.co.uk

London City Airport:
London City Airport is located in the London transport zone 3. Students can travel from the airport to all areas of London on a combination of several buses (about 2-3 changes). The travel time can take up to two and a half hours. For the best route, please check http://journeyplanner.tfl.gov.uk. £1.40 per bus journey using an Oyster Card. Alternatively, you can take the Docklands Light Railway (part of the London transport network) to Bank station, which is in the heart of the City of London. For more information please check http://journeyplanner.tfl.gov.uk

**Are airport transfers available?**

Yes, at an additional cost, depending on the airport. Please let us know the date, time of arrival, airline, flight number, airport of departure and airport of arrival, e.g. 3rd April 2011, 13.00, BA 007 from Tokyo, to Heathrow Terminal 3. Please try not to arrive after 20:00, so that you do not arrive too late at your accommodation. If you are unsure of the terminal number (if there is one) we can find out for you providing we have all the other specified information.
Airport Cost (One way)
Heathrow £85
London City £85
Gatwick £100
Stansted £100
Luton £100

PUBLIC TRANSPORT SYSTEM

Bus System

London has an extensive bus network. Timetables and maps can be found at www.tfl.gov.uk. A single ticket costs £2.40 but if you get an oyster card during your stay, which we recommend you do, the price per journey is £1.40. Alternatively, you can buy a travel card for your stay which allows you to take the tube in the zones you specify when you buy the card plus ANY local bus services in the whole of London. Please see http://www.tfl.gov.uk/tickets/14416.aspx for travel card prices.

On the first day at school, students will be given information about the appropriate travel cards for them to buy and where they can buy these passes.

The homestay families will also teach the student how to travel to and from the homestay to school either the day before the course starts or on the first day.

Other Travel Options

The main transport system in London is the London Underground (the 'tube'). Maps can be found at www.tfl.gov.uk and will be provided to students on their first day at school. Please see http://www.tfl.gov.uk/tickets/14416.aspx for travel card prices. On the first day at school, students will be given information about the appropriate travel cards for them to buy and where they can buy these passes. If students do not wish to buy a travel card during their stay, they can get an oyster card from any London Underground station by paying a £5 deposit and then use a 'pay as you go' system. Pay as you go prices can also be found at http://www.tfl.gov.uk/tickets/14416.aspx, http://www.tfl.gov.uk/tickets/14416.aspx. Any student over the age of 18 studying with us for 15 hours a week or more for 14 weeks or more is eligible to apply for an 18+ Student Photocard. Go to http://wwwlsi.edu/documents/applyingforoystercard.pdf to find out how to apply.

Please note, our homestay families will also teach the student how to travel to and from the homestay to school either the day before the course starts or on the first day.
PAYMENTS/ CANCELLATIONS/ REFUNDS

How do I pay for my LSI course?

Course fees must be paid before your course starts. Payment can be made in cash, by bank transfer or by providing us with your credit card/debit card details. Once payment is received, we will send you a letter of acceptance. If you do send a bank transfer, please quote your agency name (if you have one) as well as your own name, and fax/email a copy of the bank transfer receipt to us. Alternatively, we also accept payment by credit card (Visa, Mastercard or American Express). Please ask us for a credit card authorisation form. If you would like to pay in Euro or US$, please let us know at the time of booking. For individuals on one of our Adult courses, LSI can also arrange insurance at the cost of £5.65 per week (see insurance details https://www.lsi.edu/pdfs/policies/2/Studentguard%20Student%20Travel%20Insurance%20for%20individuals%20on%20Adult%20Courses.pdf ). For individuals on our junior courses, insurance is already included in the course price (see insurance details https://www.lsi.edu/pdfs/policies/2/Studentguard%20Student%20Travel%20Insurance%20for%20students%20on%20junior%20courses.pdf ).

Can I receive an invoice?

Yes, we will send you an invoice along with a course confirmation letter when you enrol.

What are your payment terms and conditions?

Please, refer to the terms and conditions online at http://www.lsi.edu/en/terms.php or if you are an agency, refer to the contract which was provided to you by our Marketing Department.

How do I cancel a course and will I get a refund for the course and/or the accommodation?

It is not LSI policy to offer course refunds after the course has started. Course refunds are given in case of illness only (on production of a medical certificate). If students have any problem or complaint during their course, they should talk to us and we will try our best to help. Accommodation refunds are fine as long as LSI is given two full week’s notice (weeks run from Sat-Sat or Sun-Sun). For information on the charges for cancellations and late postponements, please refer to the LSI Terms and Conditions: http://www.lsi.edu/en/terms.php or, if you are an Agent, to the LSI Agent’s Manual.
WHAT MAKES LSI LONDON HAMPSTEAD SO SUCCESSFUL?

Well Established

LSI was founded here in London in the 1960s and our Hampstead school was the first school in the LSI chain. We have been British Council accredited for nearly 20 years.

International Atmosphere

In 2013, we welcomed students from over 25 different countries across Europe, Americas, Asia, Africa, and the Middle East. Our office staff speak 4 different languages.

Excellent Location

LSI London Hampstead offers the best of both worlds. It is located in one of the best neighbourhoods in London in an unpolluted, tranquil setting that is relaxing and conducive to study, but only 15 minutes away by tube from the bustling centre of London!

Like A Family

Students feel at home in LSI London Hampstead. It is easy to study hard and make friends with other students and staff. This may be one of the reasons why many of our students come back to study with us again.

Careful Assessment

The goal of LSI is to provide each student with a quality education. We do this by tailoring our programmes to their needs. Our progress tests, weekly student feedback forms and tutorials allow us to establish student needs on a regular basis, helping to make the lessons as useful as possible.

ADDITIONAL QUESTIONS

Who can I talk to if I have a problem? Can I speak my own language?

If you have a problem please speak to our School Director, our Assistant Director, Sally, or the Welfare Officer, Jesus. We are here to help! Although our staff speak a variety of languages other than English, we might not be able to speak your language. If we do, we can have a conversation in your first language. Languages currently spoken by the office staff are Spanish, French, German and Italian.
Can I arrange work experience through LSI?

Yes, LSI London Hampstead offers both Paid and Unpaid Work Placements for students who complete an LSI course. Applications for work experience placements must be made at least 12 weeks in advance of the estimated start date, so students need to plan ahead if they want to participate. Work experience placements are only available to EU nationals.

Can I take a holiday during my course?

Yes. You may be entitled to take up to 4 weeks holiday depending on the type and length of your course. You will then be able to extend your course by the number of weeks’ holiday you took from school. Students must be studying at the school for at least 12 weeks to be eligible for holiday.

Can I open a bank account?

If a student wants to open a UK bank account they should ask at LSI Reception during their first week, and we will give them a letter which they should take to the bank, along with their passport/national ID.

Do I need a visa to study at your school?

Please contact the British Embassy in your country to see if you need a visa to study in the UK and for the most up-to-date visa application information and immigration procedures: http://www.ukvisas.gov.uk/en. This information is always subject to change, so we strongly recommend that ALL students check this before leaving their country, to make sure they have the most recent information possible and are aware of the differences between the different visa types available, e.g. Student Visitor Visa vs General Student Visa.

What happens if I get sick?

LSI London Hampstead is close to several doctors’ surgeries and the Royal Free Hospital. Upon arrival you will get an information pack that includes information for all your needs in London. If you are studying for 6 months or longer, we recommend that you register at your local doctor’s surgery. If you have a medical emergency, you will usually get free treatment in a public hospital, but we strongly recommend taking out health insurance before you come.

How much spending money should I bring?

This will depend on whether your accommodation is room only, bed and breakfast or half board. You can find some information about typical prices in London at http://www.numbeo.com/cost-of-living/city_result.jsp?country=United+Kingdom&city=London For information about travel costs in London, please see http://www.tfl.gov.uk/tickets/14416.aspx.

Do you offer insurance?

We do not offer Medical Insurance, however, we can send you details of an insurance company recommended by English UK. We strongly recommend that you book travel/medical insurance.
before travelling, whether you book with our recommended company or find your own insurance cover. If you enrol on our Junior Programme, travel insurance is included in the price. Please ask the school if you would like to see details of the policy.

**If you have any additional questions that we have not answered please contact us at...**

LSI London Hampstead  
13 Lyndhurst Terrace London NW3 5QA  
Telephone: +44 (0)20 7794 8111  
Fax Number: +44 (0)20 7431 5681  
Email: info-lon1@lsi.edu  
Website: www.lsi.edu

**We hope to see you soon!**

**Accreditation and Membership**