



## WEST COAST LANGUAGE FIRST IRELAND Ltd TERMS AND CONDITIONS

### **Campus Experience**

- Students must register and pay in full before attending classes, as places are allocated on a first-come, first served basis.
- Courses will run only if minimum numbers are met to form a group.
- If minimum numbers are not met to form a group we reserve the right to transfer students to another course or combination of courses, which would be compatible with their English level on entry. If no courses are available to match a student's level on entry then a full refund will be given.
- A full refund will be given in the unlikely event of a class not forming.
- Please read on for full details of our refund and cancellation policies and our attendance policy

### *Tuition & accommodation Fees*

If you withdraw or cancel after paying your tuition fees but before the course starts, you will receive a refund only on grounds of illness, or family crisis, or visa refusal.

- Illness: you must send us a medical certificate.
- Family crisis: you must send us a document, for example a family death notice.
- Visa refusal: you must send us your visa refusal letter.

In all cases, West Coast Language First Ireland will charge you 30% of the total amount as an administration fee. Refunds are made by bank transfer if you live outside Ireland. In addition, if you withdraw or cancel after the course has started, no refunds can be made. If the self-catering complex cannot find another student to fill the place, you may be charged more.

We need a minimum number to form a class. Very occasionally, a class may not run due to insufficient numbers. If this happens, we will transfer you to a different course or courses of the right level. If this is not possible, you will receive a full refund.

### *Attendance Policy*

- You are expected to attend all classes unless you are ill. In this case, you should submit a Medical Certificate.
- If you know you must be away from class, you should inform your teacher in advance.
- You will only receive a certificate of attendance if you attend 85% of classes.
- **Students with visas:** if you do not receive a certificate of attendance, your visa may be withdrawn and you will not be able to stay in Ireland

## **Under 18 Host family Language stays**

### *REASSIGNMENT OF ACCOMMODATION*

West Coast Language First Ireland Ltd (business name "Language First Ireland") reserves the right to place a student with more than one host family on a given course and also to change the allocated teacher or host family before or during the course if this becomes necessary. Language First Ireland also reserves the right to organise a placement with one host family and lessons with an outside teacher in the unusual event that a host family with teacher cannot be found.

### *ARRIVALS AND DEPARTURES*

All accommodation is booked from the Saturday or Sunday before the course start date until the Saturday/Sunday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. One week includes 7 nights. Each extra night accommodation will be charged (see pricelist/enrolment form).

### *LATE ARRIVALS/ABSENCES*

If students begin the enrolment late or are absent during your course, no refund will be made for the time missed. Periods of absence cannot be made up with a free extension of the course.

### *EXPULSION / SUSPENSIONS*

The parents will supply Language First Ireland with all necessary information so that it may act fully and properly in the best interest of the student. Failure to give such information or to falsify any such information given may result in the student being withdrawn from the summer camp / accommodation. Enrolments are accepted on condition that students have no illness or infirmities that they do not mention and explain in advance. In the event of discovery of any serious health problem/ illness not disclosed at the time of booking, criminal or antisocial behaviour on the part of a student, Language First Ireland reserves the right to terminate the course and repatriate that student at their own cost and without refund of fees. Any student, who commits a criminal offence, violates the student conduct code or summer camp policy may be expelled or suspended.

### *EMERGENCY*

The parents will provide Language First Ireland with an emergency contact telephone number that is accessible 24 hours a day. EU students travelling to an EU country must get the European Health Insurance Card. Parents agree that the host family or Language First Ireland make emergency decisions for their child while he/she is on the programme. Parents agree that where a medical emergency arises, Language First Ireland and/or the host family will use reasonable endeavours to obtain their consent before any action or medical treatment is administered. However, parents understand that where it is not possible to obtain their consent, or where emergency treatment is required, Language First Ireland will do what is in the best interest of their child.

### *PAYMENT*

Full fees must be paid at least 4 weeks before arrival in the currency shown on our pricelist (see enrolment form or brochure)

### *TRANSFERS*

If transfers are booked, Language First Ireland must receive flight numbers and arrival times at least one week in advance otherwise the transfers are cancelled and non-refundable. Transfers are mandatory for under 18 students. The host family is in charge of all transfers during the stay.

## *CANCELLATIONS & INSURANCE*

No refunds will be given for cancellation, accident, illness, loss of property or for any other reason. In all cases, West Coast Language First Ireland will charge you 30% of the total amount as an administration fee. Refunds are made by bank transfer if you live outside Ireland. In addition, if you withdraw or cancel after the course has started, no refunds can be made. If the host family cannot find another student to fill the place, you may be charged more.

All underage students must take their own travel insurance. Details of travel insurance must be provided to Language First Ireland before departure.

### **Alteration Charges**

Alterations of area, dates or course often mean cancelling one family and finding another, so we must charge €150 in every case.

### **Liability**

Language First Ireland and any of the company's officers, directors, employees, or agents of any of them, exclude all liability and responsibility for any amount or kind of loss or damage that may result to a student including injury, damage loss, delay or accident which may happen during the student's stay with the host family, or as a result of activities they take part in during their stay, or whilst travelling to and from the student's home. Language First Ireland nor the host family is responsible for students' personal possessions. It is an explicit condition of enrolment that students accept full financial responsibility for any damage caused by them to the host family's property.

### **Complaints procedure**

The programme is supplied on the irrevocable condition that the student agrees that if there are any problems they must be notified to Language First Ireland during the stay. If we are not notified before departure, or the student signs the hour sheet 'satisfied' on departure, no complaint will be considered.

The laws governing the provision of these programmes shall be the laws of the Republic of Ireland. Where these Terms are presented in a language other than English, such translations are used for convenience only and the English language version of these terms shall take legal precedence.