

TERMS AND CONDITIONS

1. BOOKINGS

A booking has been made with our correspondent when the completed booking form has been received and the booking request has been accepted by email by our correspondent. The deposit / registration fee should then be paid unless the payment terms agreed differ from the standard terms. A separate booking form must be completed and signed by each student unless otherwise agreed with agent.

2. PAYMENTS

- 2.1 Payment in full is required 30 days prior to arrival. Do not send cash by post. Cheques and electronic bank transfers are recommended.
- 2.2 "Paid" means payment in full having been received by our correspondent. Bank charges levied at either end must be pre-paid in full.
- 2.3 Our correspondent reserves the right to cancel any booking not paid for within the terms/dates specified.
- 2.4 Our correspondent reserves the right to cancel or refuse services to any client in the event of any overdue payments existing relating to them, their agents, or any other clients of their agent.
- 2.5 Our correspondent reserves the right to charge interest at 2% per month on overdue accounts/payments.
- 2.6 On some our correspondent programmes variations on these standard payment terms may be applicable. In this event the details will be given on the relevant programme's tariff sheet or at time of booking.

3. CANCELLATIONS

All cancellations are to be notified by fax, telex or letter. Cancellation charges will apply as follows:-

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| 3.1 | <i>Cancellation period prior to arrival</i> | <i>Cancellation fee</i> |
| | More than 28 days | Registration fee (or equivalent) |
| | Between 14 days and 28 days | Registration fee plus 25% of placement fee & 2 weeks host family costs (if applicable) |
| | Between 7 and 14 days | Registration fee plus 50% of placement fee & 2 weeks host family costs (if applicable) |
| | Less than 7 days | Registration fee plus 100% of placement fee & 2 weeks host family costs (if applicable) |

Our correspondent reserves the right at any time, and without liability, to cancel or rearrange the programme. If it cannot be rearranged, all monies will be refunded.

- 3.2 Unused host family money will be refunded, subject to the cancellation fee.
- 3.3 Agents and clients are strongly urged to arrange full insurance cover against possible cancellation charges.
- 3.4 On some our correspondent programmes variation on these standard cancellation terms may exist. In this event the details are given on relevant programme tariff sheets or at time of booking.

4. PRICES, FACILITIES, SERVICES, DATES

Prices as invoiced by OUR CORRESPONDENT will not be altered except in the case of extraordinary circumstances beyond our control, eg. Act of Government, etc. However, OUR CORRESPONDENT reserves the right to alter prices as per general tariffs or agency agreements at any time before a booking has been confirmed or invoiced. Changes of services, facilities or dates of programmes operated by OUR CORRESPONDENT are avoided wherever possible but on rare occasions may be necessary, normally due to circumstances beyond OUR CORRESPONDENT' control or in cases where the bookings received for a programme do not reach the minimum numbers required to operate it viably. OUR CORRESPONDENT reserves the right to make such changes in these circumstances and shall either offer equivalent services/facilities or refund in full all fees paid for affected bookings. No other (further) claims for compensation or expenses can be considered.

5. COMPLAINTS

In the unlikely event that a customer wishes to complain about any aspect of the services provided by our correspondent, the complaint should be made in the first instance to the our correspondent Manager.

In the event that the matter is not resolved the customer or his agent should make an immediate complaint, in writing, to our correspondent. Such complaints are investigated in full by our correspondent and may be subject to an appropriate refund provided always that:

- a) The complaint is received before the end of the placement period.
- b) The customer has registered in writing his initial complaint with the our correspondent Manager or Representative responsible at the earliest opportunity during the programme.
- c) The invoice relating to the customer and all other payments due from the same agent/client have been settled in full.

6. LIABILITIES, RESPONSIBILITIES, INSURANCE, PRIVACY

- 6.1.1 Our correspondent accepts no responsibility for the action or omissions of third party suppliers (i.e. work experience company, host families) providing services/facilities as part of a package offered by our correspondent. Our correspondent will however, give any reasonable help to clients in resolving such disputes with third parties.
- 6.1.1 In the case of lost or stolen property, our correspondent is only liable if property has been entrusted to a responsible member of our correspondent staff in return for a written receipt.
- 6.1.2 Our correspondent accepts no responsibility for any loss or damage caused as a result of "force majeure" or events such as strikes, wars, riots, fire, flood, acts of God, or other circumstances beyond its control.
- 6.1.3 Our correspondent accepts no responsibility for any expense or inconvenience caused to any client who has been expelled from a course/programme as a result of unruly or unsociable behaviour, or unsuitability to the programme. Furthermore, no refunds are applicable in this event.
- 6.1.4 Our correspondent accepts no responsibility for personal financial loss: eg flight costs, loss of earnings
- 6.1.5 Our correspondent will only use your CV for the purpose of this booking.

6.2 THE CLIENT

- 6.2.1 The client is responsible for any damage to property or equipment, caused by him/her. Failure to make such payments may lead to suspension of services to clients responsible.
- 6.2.2 Clients are expected to demonstrate reasonable standards of conduct. Failure to do this may result in expulsion from the course/programme (6.1.4 above). The student will have to return home at his or her own expense.
- 6.2.3 Clients are responsible for the costs to (or caused by) them of any medical charges, loss, theft, damage, cancellation, delay, etc. other than those specified elsewhere in these Terms & Conditions as being the responsibility of our correspondent. Clients and Agents are urged and expected to arrange full insurance to cover these risks. We recommend that you are also in possession of a European Health Insurance Card.
- 6.2.4 The client is responsible for all travel costs, both to, during and from the UK whilst on the programme. Local travel discount cards can be applied for. Please ask for details. Clients are reminded to bring sufficient money for admission fees and any other excursions they may require.