

Terms and Conditions

1. Agent's Commission

Our agent's commission is taken from total course fees for all our courses. Commission is paid on course fees only.

2. Cancellation Policy

2.1 Course Cancellation

- a. Tuition fees are non-refundable once a student has commenced their course
- b. If a student cancels their course more than 2 weeks before the course commences, fees will be refunded with the exception of registration fees.
- c. If a student cancels their course less than 2 weeks before the course commences, fees will be refunded with the exception of registration fees and a cancellation charge of €150.
- d. In the event of a group booking cancellation less than 2 weeks before the course commences, fees will be refunded minus a 10% cancellation charge.

2.2 Accommodation Cancellation

- a. If accommodation is cancelled more than 7 days before arrival, all accommodation fees will be refunded with the exception of registration (accommodation placement) fees
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- b. If accommodation is cancelled less than 7 days before arrival, all accommodation fees will be refunded with the exception of (accommodation placement) registration fees and one week's accommodation.
- c. No refund will be made if a student makes alternative arrangements during the time of their stay.
- d. No allowance will be made for absence from the family during the time arranged or for late arrival or early departure.

4. Further Conditions

- a. Registration will be confirmed for each student only upon receipt of completed Booking Form and full payment of fees.
- b. We do not accept responsibility for costs incurred due to flight delays or cancellations.
- c. We do not take responsibility for loss or theft of belongings.
- d. Refunds or partial refunds will not be given for Public Holidays, for days missed during the course or for late arrival or early departure.
- e. During peak times classes may be held at additional premises.
- f. If a student wishes to return to their home country or take holidays elsewhere during the term of their English Language Programme they are free to do so, but no credit will be given for missed study time.
For non-EEA students in Ireland on a student visa:
- g. Payment must be made at least 20 days before course commences so we can post the original acceptance letter.
- h. Acceptance letters only issued after full payment is received