



# BOOKING TERMS AND CONDITIONS

## INDIVIDUAL BOOKINGS

[www.atlantic.ac/policies](http://www.atlantic.ac/policies)

### MAKING A BOOKING

- > Registrations may be made by completing the on-line Booking Form at [www.atlantic.ac/booking](http://www.atlantic.ac/booking)
- > All necessary sections of the Booking Form must be completed.
- > Bookings must be for a minimum duration of 1 week.
- > The school will acknowledge all Bookings within 2 working days and, where all necessary information is available, a Proforma Invoice will be issued showing all fees for the Booking made.
- > For information on paying for a Booking, see the section **Fee Payments** below.
- > Atlantic Language operates several school centres. Students at each centre have access to facilities at the other.
- > Atlantic Language reserves the right to transfer students between sites for operational and academic reasons. Booking requests for specific school centres cannot be guaranteed.
- > Class timetables may change but, in all cases, will take place between Monday and Friday and between the hours of 0900 and 1730. All changes will be notified in advance.
- > Atlantic Language reserves the right to refuse Bookings.
- > There is a Registration Fee of €55.

### FEE PAYMENTS

- > Full payment of fees must be made within 5 days of receipt of the Proforma Invoice. Bookings will be cancelled automatically, according to the cancellation policy, for non-payment.
- > Any Bookings made less than 28 days before the course start date must be paid in full at the time of Booking.
- > Payments are only accepted in Euro: they may be made by bank transfer or by credit or debit card (Visa or MasterCard).
- > All bank charges are the responsibility of the student.
- > Credit card and non-Irish debit card payments are subject to a bank administrative fee of 2.0 percent of the total transaction amount.
- > All payments must include the Payment Reference or Invoice Number and Student's Name. These details are printed on Invoices and Proforma Invoices. Atlantic Language cannot guarantee that a payment has been received unless it includes this information.

### COURSE CANCELLATION

- > Notice of cancellation must be provided in writing and applies from the date it is received by Atlantic Language.

Days before commencement	Refundable fees
28+ days	Full fees
14-27 days	Full fees paid subject to a minimum charge of €360
7-13 days	50% of fees paid subject to a minimum charge of €360
Less than 7 days	30% of fees paid subject to a minimum charge of €360
On/after start	No refund

### COURSE CHANGE

- > Course changes requested more than 7 days before course commencement can be made as a Re-booking. Existing courses will

- be cancelled and a new Booking will be made for courses to the Price List value of the original course Booking or more with the payment of the extra fees.
- > Course Changes requested within 7 days of course commencement are not possible.
- > Course Changes can only be effected from the next course starting week (that is, from the next Monday or Tuesday) subject to availability of suitable class places and the payment of any change fees.
- > No refund is available where a Course Change is taken to a less intensive course: the duration of the less intensive course may not be longer than the original booking.
- > Upgrades in group courses are permitted subject to the availability of course places and the payment of any course price difference.
- > Date changes for courses are permitted with 7 days' advance notice and subject to the availability of suitable class places for the changed dates.
- > Course Breaks are not permitted once a course has commenced.
- > Students requesting changes from group courses to private tuition will be required to pay the full cost of private tuition. No transfer of course value is available.
- > Courses Booked may not be transferred from one person to another.

### CLASS SIZE, LEVELS, AND STUDENT AGE

- > The maximum class size for General English adult group classes is 14 students.
- > Six General English levels are offered ranging from A1 Beginner to C1 Advanced.
- > For Group class courses, 1 lesson is 45 minutes; for Private tuition, 1 lesson is 60 minutes.
- > Private tuition is provided on general English topics and at a level that is appropriate to the student. Private lessons are only available during low season.
- > The minimum age for adult courses is 18 years.
- > General Business with English (GE1B), Teacher Training (TRC), IELTS (IELTSx) and Cambridge Examination Preparation (CEPxx) courses each require a minimum of 8 people to operate. If this number is not reached, an alternative course may be offered.
- > Atlantic reserves the right to cancel a course if there is not sufficient demand for it. In this case, full refunds will be given.

### STARTING DATES

- > General Courses start any Monday, or where necessary due to public holidays, Tuesday.
- > Students will be level tested on arrival and assigned to class on the first course day of the week. Where a student arrives and/or tests after the first course day of the week they may not be permitted to join classes until the following week.
- > Special Courses, including Cambridge Examination Preparation courses and Teacher Training courses are offered on defined dates.

### STUDENTS' HOLIDAYS

- > Holidays may be taken on some courses and programmes and are subject to particular rules which depend on a student's Booking and immigration permissions.
- > All holidays must be taken over the duration of a full week, that is,

- starting on Monday and finishing on Friday. Individual holiday days are not permitted.
- > Holidays may not be taken during Examination Preparation Courses.
  - > Specific rules apply to students taking holidays on Academic Year Programmes: please see [www.atlantic.ac/policies](http://www.atlantic.ac/policies) for further details as the following conditions do not apply.
  - > The duration of holidays allowed (excluding Examination Preparation Courses and Academic Year Programmes) depends on the length of a student's course registration. Students staying for 12 weeks are entitled to a holiday of 1 week; those staying for at least 24 weeks are entitled to 2 weeks holidays; students staying for 36 weeks may take 3 weeks and those staying for 48 weeks are entitled to 4 weeks holidays.
  - > Holidays must be requested no later than 14 days prior to the intended start date of the holiday period.
  - > The duration of holidays taken by a student will be added to the end of the course from which they have taken holidays: where a student takes a holiday of 2 weeks then 2 weeks will be added to the end date of the course.

### SCHOOL AND PUBLIC HOLIDAYS 2018

- > The school is open every Monday to Friday from 9 January to 21 December with the exception of the following Public Holidays: 19 and 30 March, 2 April, 7 May, 4 June, 6 August, 29 October. The school will be closed for Christmas Holidays from 24 December 2017 to 7 January 2019, inclusive.
- > Where public holidays occur on a Monday, students will commence their course on the Tuesday. Lessons missed due to public holidays will not be made up and no refund or credit will be given.

### ACCOMMODATION – GENERAL

- > All accommodation is offered subject to availability.
- > There is an Accommodation Placement fee of €55.

### ACCOMMODATION – HOST FAMILIES

- > Host family accommodation is on a Saturday to Saturday or Sunday to Sunday basis. Extra-night accommodation may be requested and may be offered at a nightly rate subject to availability.
- > Should a student wish to change Host Family, Atlantic Language will only do so after discussing the situation and reasons with both the student and the family.
- > Accommodation prices include half-board (breakfast and evening meal) from Monday to Friday and full-board (breakfast, lunch and evening meal) on Saturday and Sunday.
- > *En-suite* room (private shower and toilet) is available on request for an additional fee.
- > Students are advised that the travel distance and time between accommodation and the school may vary.
- > Families may host students of a number of nationalities. Students booking single room option will not be placed with students of the same mother tongue. This is not guaranteed for students booking twin/double room option.
- > The minimum Host Family booking is 1 week in duration and subject to availability for the dates requested. Students are advised to book in advance to avoid disappointment especially for studies during the high season.
- > The Accommodation Manager is responsible for recruiting Host Families and knows each family on a personal basis. Families come from a variety of backgrounds from traditional Irish families to modern-day families where both parents work. Some Hosts are single professional people.
- > Students staying with Host Families will have their clothes washed once a week.
- > There is a Code of Conduct that must be respected between Host

- Family and student. The details of this are available in the Student Handbook and on request from the Accommodation Manager. If any problems arise, the Accommodation Manager will seek to resolve them in the best interests of the student, the family and school.
- > Special Requests (e.g. regarding diet, pets, children) must be made at the time of the initial booking. Atlantic Language may not be able to accommodate special requests after a student has been placed.
  - > If several Special Requests are made on behalf of the same student, the School reserves the right to prioritise the importance of each request.
  - > There will be an extra charge for Special Dietary Requests.

### ACCOMMODATION – APARTMENTS

- > Accommodation is provided on a self-catering basis and is described on the Atlantic Language website: [www.atlantic.ac/accommodation](http://www.atlantic.ac/accommodation)
- > Apartments vary in terms of size, shape, location, facilities, etc.
- > Requests for specific apartments cannot be guaranteed, particularly during peak periods.
- > Bookings are based on a Saturday to Saturday basis (7 nights): there is no facility for the booking of extra nights.
- > Apartment residents must complete and sign an Apartment Damage or Loss Liability Agreement before arrival, agreeing to reimburse Atlantic Language for the cost of any damage to the apartment or its fittings, the cost of any repairs, additional cleaning or any replacements necessary to return the apartment to its proper condition as a result of the resident's stay. In addition, the resident is responsible for the replacement cost of keys, key cards or fobs or other access devices lost or damaged during their stay. This cost is €50.
- > Apartments are fully equipped with fitted kitchen including cooker and microwave. Some apartments do not have a washing machine but the laundrette at reception can be used for an additional cost.
- > Apartments have a shared living room area.
- > Single, twin and double rooms are available on request. Twin and double room prices are based on two people sharing.
- > Each apartment offers one standard shared bathroom with a shower. *En-suite* rooms (private shower and toilet) are available, on request, for an additional fee.
- > The accommodation price includes heat, electricity, cable television, standard internet access, bed linen and towels.
- > Depending on availability, Atlantic Language may use alternative apartments to those advertised on our web site. The terms and conditions of these apartments may differ from our more commonly used apartments.
- > The minimum apartment booking duration is 1 week and is subject to availability for dates requested. Apartment accommodation is extremely popular and early booking is advised.

### HEALTH AND TRAVEL INSURANCE

- > All students are strongly advised to take out full and suitable travel and health insurance.
- > EU/EEA nationals are advised to obtain an EHIC (European Health Insurance Card, formerly an E111) as minimum cover: for further details on issuing organisation see <http://bit.ly/EHIC-en>
- > Students from non-EU/EEA countries must have medical insurance. This can be organised by the school. The Irish immigration authorities have particular requirements which may apply: please see [www.atlantic.ac/policies](http://www.atlantic.ac/policies) for further information.
- > Atlantic Language will not cover costs that may arise as a result of the need for treatment or repatriation of a student.
- > Students are responsible for their own personal property.
- > Students are advised to insure against loss of fees and/or expenses that may be incurred due to cancellation, sudden or early departure as Atlantic Language will offer no refunds for days missed, late arrival or early departure.

### VISAS

- > Students who are non-EU/EEA citizens may require a Study Visa to enter Ireland. For full details visit [www.inis.gov.ie](http://www.inis.gov.ie) to check which citizens require a Study Visa before arrival and which citizens can apply for a Permission to Remain after arrival
- > Study Visas require a minimum course booking of 15 hours per week. Students wishing to work while studying must be registered on an Academic Year Programme and must also register for a recognised examination e.g. Test of Interactive English (TIE), IELTS or Cambridge (FCE or CAE) exams.
- > A minimum of 6 weeks are required for Visa Applications to be processed by the Irish authorities. Please allow enough time for Visa processing when making travel plans and making course Bookings.
- > All non-EU/EEA citizens who plan to be in Ireland for more than 90 days must register with the Garda National Immigration Bureau (GNIB) before the date stamped in their passport.
- > It is necessary to pay all school fees in advance when making a Visa Application.
- > Fees paid can only be refunded in the following cases:
  - Visa is refused before travelling to Ireland:  
All fees are refunded except an administrative fee of €300
  - Permission to Land, on arrival Ireland, is refused and the student must return to their point of origin:  
All fees are refunded except an administrative fee of €300
  - Permission to Remain in Ireland (after the date entered in the passport) is refused after arrival in Ireland:  
Fees paid for the period after initial permission days from arrival are refunded except for an administrative fee of €300
  - Visa or Permission to Remain Extension application is refused:  
Fees paid for the period of the booking extension are refunded except for any portion of an extended course used plus an administrative fee of €300
- > Fees will not be refunded if a Visa is Refused because of the submission of false information.
- > Fees cannot be refunded where a Visa is granted, even if the issuing of the Visa is delayed by the authorities. Where the issuing of a Visa is delayed, the Course and Accommodation Bookings may be deferred in entirety by the number of Visa delayed weeks, provided that at least 14 days written notice is provided to Atlantic Language to advise of the Visa delay. Course Fees may change if the Course does not take place in the calendar year.
- > It is the student's responsibility to be aware of and comply with the Visa and Immigration Registration requirements of the Irish authorities. Atlantic Language will assist but cannot be responsible for students' legal responsibilities.
- > Applications for Refunds must be made in writing to the Student Services Manager, Fairgreen House, Galway, Ireland
- > All Refund Applications must include the letters of Visa Refusal and the Visa Application or GNIB Number and clear proof that the applicant is not in Ireland.
- > The Student Services Manager will inform the Refund Applicant of the documents and evidence required in order to apply for a refund, and will confirm to the Applicant when a Complete Application has been received.
- > Refunds are processed within 21 working days of Atlantic Language receiving a Complete Application for Refund.
- > Refunds are issued in Euro and only paid to the bank account or bank card of the registered student. Banks may make additional transfer, foreign exchange and receiving charges.

### GENERAL CONDITIONS

- > Atlantic Language assumes no responsibility for loss, delay or accident of any kind whatsoever that may occur due to fault

- or negligence of any company or persons carrying out ancillary arrangements outside of its control.
- > Atlantic Language reserves the right to cancel any arrangements or bookings without prior notice if Fee Payment conditions are not met.
- > Atlantic Language reserves the right to Refuse or Cancel Bookings in circumstances where school or accommodation facilities are unsuitable for a student's specific needs.
- > Students absent from their classes for two weeks or more without a valid Medical Certificate or Prior Agreement will be removed from Classes.
- > In cases where a Medical Condition makes it impossible for a student to complete a course, and if this condition existed but was not advised to Atlantic Language at the time of the booking, Atlantic Language refuses any liability and no refund will be given.
- > Should a student behave in an unseemly and/or inappropriate manner that may bring the school or its agent(s) into disrepute or cause damage to its reputation or standing in any way, either real or imagined, he/she will be asked to leave the school immediately. The Directors of Atlantic will be the sole arbitrators in any such event.
- > A serious misdemeanour or infringement of the laws of Ireland will result in instant dismissal from the school. Costs incurred by the student as a result of dismissal in these circumstances from the school are the sole responsibility of the student and Atlantic will accept no liability of any kind.
- > The student is responsible for any damage or injury he/she may cause to buildings, furniture, fittings, individuals' or accommodation property, etc., while registered with Atlantic Language.
- > Atlantic Language reserves the right to change, without notice, the contents, dates, times, locations or any other details of course(s) brought about by political events, natural disasters, weather or any other events considered by the organisers to be pertinent.
- > Atlantic is a Teacher Training school: over the duration of a student's study they may, on occasion, be taught by a Teacher in Training who will, at all times, be under the observation and supervision of a qualified teacher.
- > If we do not enforce any condition of these Terms and Conditions or we delay in enforcing it, this will not prevent us from retrospectively enforcing the Condition(s) and will not constitute a waiver of that Condition.
- > Any disputes in relation to Services Provided or Accounts will, where necessary, be heard in the courts of the Republic of Ireland where the bulk of the service is being carried out. The interpretation of these Terms and Conditions, all agreements and communications with Atlantic Language shall be through the English language.

### JUNIOR STUDENTS

- > A fully completed Parental Consent Form is required for each student under 18 years of age.
- > Students with Special Dietary or Medical Considerations are accepted solely at the discretion of Atlantic Language.
- > All junior students' accommodation is based on room sharing: single rooms are not provided for junior students.
- > The use of alcohol, drugs or other proscribed substances is forbidden. Students found in possession or found taking alcohol, drugs or other proscribed substances will be sent home immediately at parents'/guardians' expense. Group leaders or parents/guardians will be advised of the termination of the student's stay and must make arrangements for the student's immediate return home. No refund of fees will be permitted in this circumstance.
- > Under the provisions of Irish law young people under the age of 18 years of age may not visit Public Houses (Pubs) and they may not purchase alcohol or tobacco products.

- > Junior students are subject to a curfew: they must be at their nominated host family by 2230 each night and may not be away from their host family after this time except under specific supervision of a school nominated leader or their host family.

## Atlantic Language Dublin and Galway

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