



Temporary Closure of Irish Schools and Colleges

Terms and Conditions Update 23 March 2020

Terms and conditions including our cancellation policy during this challenging time can be found below.

We thank all our partners and students for their understanding and support in these unprecedented times.

Here are the details of postponement and cancellation terms.

Cancellation/Credit Note/Refund Policy: FAQ **1 Existing Students (currently in Ireland)**

(Q). The school is closed, are tuition fees refundable?

(A). We are offering current students online tuition to continue their studies.

If a student chooses to take a course holiday or return home, the school will issue a credit note for the full value of the tuition missed while the school is closed. Students have the option of using this to extend their stay after the school re-opens OR for a future booking. Long term students can take holidays from their course, this will extend their finish date and should be taken so they can complete their course within their visa dates.

(Q). The school is closed and am I currently staying in accommodation. What options do I have? What if I go home? Can you refund my accommodation fees?

(A). You are welcome to stay in the school's homestay accommodation while the school is closed.

Homestay accommodation

If you choose to leave the host-family accommodation you must inform the school of the date of your departure and from that date the school will issue you a credit note for the full value of the accommodation remaining. Students have the option of using this credit note for a future booking. Note that your accommodation choice may be subject to availability.

Residence Accommodation

You are welcome to stay in the school's residential accommodation while the school is closed. If you choose to leave the accommodation you must inform the school of the date of your departure and from that date the school will issue you a credit note for the value of the accommodation remaining, less the notice period. Students have the option of using this

credit note for a future booking. Note that your accommodation choice may be subject to availability.

The expiry date to use credit notes is December 2021. The credit note will be in the name of the student who cancelled and is transferable.

Students are advised to make insurance claims wherever possible to cover any charges.

2 Pending Arrivals for courses commencing up to and including Monday 20th April

Adult students (aged 18 and over) are advised that they will be welcome in their accommodation, if they are able to travel, but will not be able to attend classes in the school for an indefinite period. For dates after 20th April we will contact students individually.

The Irish Health Authorities require anyone coming into Ireland, apart from Northern Ireland, to restrict their movements on arrival for 14 days. Check the [Irish Health Service COVID-19 Advice Page](#) for full information on these requirements.

Students arriving this and next weekend are advised that they will be welcome in their accommodation but will not be able to attend classes in the school for an indefinite period. For dates after that we will contact students individually.

If anyone wants to change their travel arrangements, we will accept postponements without penalty. We will contact students and partners individually.

(Q). Students due to arrive for course before 20 April commencement Monday 30th March/Monday 6th April/Tuesday 14th April (Easter) and their fees are paid in full. What do you advise? If they cancel will you provide a refund?

(A) The school strongly advises course commencement after April 20th (post Easter holidays). The current information from the Irish Government is that schools are closed until March 30 but then closure may be extended.

The school proposes 2 options:

- 1) Postponing course commencement date to later than April 20th. The school can re-issue all relevant documentation with no change fee.
- 2) Issue you a credit note for the full value of the booking (course and accommodation) with an expiry date of December 2021.
- 3) If this does not suit, a refund will be given on the course fees and accommodation fees less the non refundable registration fee of €75 and deposit of €200 and accommodation deposit of €300.

Students are advised to make insurance claims wherever possible to cover any charges.

3 New bookings for remainder of 2020/2021

(Q). For those worried about booking in case they need to cancel. What is your cancellation policy? Will you provide a refund?

We have a special offer in this difficult time, 'Book with Confidence'

No change fees or cancellation charges for courses or accommodation for new bookings received between 16 March and 24 April in London and Dublin – you can change your booking to start on any date in the next 12 months *

*12 months from first date chosen. Dates are subject to availability. For some courses you will need to choose from published starting dates in 2020 and 2021: IELTS, Cambridge Preparation, Family & Teenager Summer Programmes.

This is a temporary policy change to our General Terms & Conditions in response to the Government Directive and current circumstances and is subject to change. We will publish a notification on our website when General Terms & Conditions come back into force.

All credit notes/refunds will be issued as follows:

ETO bookings: direct to the ETO

Direct bookings: direct to the Individual

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

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