

## Terms & Conditions 2018

### Admissions Criteria

A student's entry level is only confirmed when they have completed level tests and a level placement consultation with the school's academic staff. Each course has a minimum entry level requirement and students who do not reach this requirement will be offered an alternative course suitable for their level.

Age - minimum 16.

### Courses

Each class hour is 60 minutes.

Courses can only be reserved when the school receives a completed booking form, level tests and payment for your course.

To extend a course a student must inform the school in advance and must pay for the course to reserve their place.

Courses cannot be transferred and must be completed within the specified time originally booked.

There will be no classes on Republic of Ireland public holidays and these classes cannot be transferred: 1<sup>st</sup> Jan, 19<sup>th</sup> Mar, 2<sup>nd</sup> Apr, 7<sup>th</sup> May, 4<sup>th</sup> June, 6<sup>th</sup> Aug, 29<sup>th</sup> Oct, 25<sup>th</sup> & 26<sup>th</sup> Dec.

The school reserves the right to cancel a class at any time.

### Fees

Fees include: tuition, level test, course materials, use of school facilities, computers & Wi-Fi, beverages, end of course certificate.

Fees do not include: exam fees, lunch or other meals, health/travel insurance, bank/PayPal charges.

### Payment

Payment can be made by Bank Transfer, Credit/Debit card or Cash. When we receive payment we will confirm the booking. If payment is being made by bank transfer the student must email a copy of the bank transfer.

All bank charges are the responsibility of the student. Please note that there is an additional 3.5% charge on credit card payments.

The amount to pay is as follows:

1. Course Fee, based on the course selected.
2. Course Registration Fee or Course Book Fee for exam courses.
3. Accommodation & Airport Transfer fees, if applicable.
4. Medical Insurance & Exam Fee deposit (Non-EEA visa students).

### Cancellations & Refund Policy

There is no refund for any cancellation once the course has commenced. This includes late arrival, early departure, or days missed during the course.

Bookings may be cancelled up to 2 weeks prior to the commencement of a course with a €75 administration penalty. If accommodation has been booked an additional €95 penalty applies. All cancellations and terminations must be made in writing (email is acceptable) to the Managing Director of Arena School of English. For cancellations 1 to 7 days before the course begins, 50% of the full amount will be refunded (minimum cancellation fee is €75).

At least 24 hours' notice is required to cancel an individual lesson. Individual lessons cancelled with less than 24 hours' notice will not be refunded.

A fee of €150 applies to cancellations due to visa refusal (visa refusal documentation required for refunds).

Students who are ill may ask for a course to be postponed to a later date. In this case, the school will require a medical certificate.

### Course Withdrawals

If a student wishes to withdraw from their course after arrival at the school, they must inform the Managing Director in writing (email is acceptable) explaining their circumstances.

### Accommodation

Accommodation can only be reserved when the school receives a completed booking form and payment.

To continue in accommodation a student must inform the school in advance and the school must receive payment.

Accommodation may be cancelled up to a week prior to commencement with a €95 administration penalty.

All accommodation cancellations after arrival are non-refundable - this also applies to non arrival, postponement of arrival or early departure – payment is non-refundable.

Students aged under 18 can only go to host families.

### Attendance Policy

Students must arrive on time for class. If a student is more than 15 minutes late they will not be permitted to go to class until the break and will be marked absent for the first class segment. Students who leave class more than 15 minutes early will be marked absent for the second class segment.

Students who are unable to attend class due to illness or for any other reason must contact the school.

If a student is ill they should get a doctor's medical certificate.

Students who fall below 85% attendance will be contacted and procedures followed in accordance with Irish Immigration rules.

### School Etiquette

There is a School Etiquette which all students are expected to follow. In extreme cases the school reserves the right to expel students with no refund.

### Medical & Travel Insurance

EU citizens should bring a European Health Insurance Card (EHIC).

Non-EEA students must take out their own Medical and Travel Insurance, and provide the school with a copy in English of the certificate for this insurance policy or alternatively book their Medical Insurance with Arena School of English.

Students must inform Arena of any medical conditions.

The school does not provide students with Travel Insurance.

### Disputes

Any disputes relating to services provided by the school must be brought to the attention of the school management while the student is in Ireland. The school has a documented complaints & grievances policy. Where necessary any legal disputes will be heard in the courts of the Republic of Ireland.

### Photography & Film Material

By accepting these terms & conditions, students accept that photos or videos from events may be used for promotional purposes.

### Non-EEA Work-Study Visa Courses

All fees must be paid in advance. If a student is refused a study visa they will get a full refund of fees less €150 administration costs.

On enrolment the student will be provided with a written timetable clearly identifying the daily and weekly tuition times with dates including holiday periods.

Holidays cannot be taken until a student completes 8 weeks.

It is recommended that students take a minimum of 2 weeks holidays at any time.

Holiday periods cannot at any point exceed 1/3 of the total weeks elapsed.

All holidays start on Monday and finish on Friday.

Students are **permitted to work part time** (20 hours per week) at all times and **full time** (40 hours per week) in June, July, August, September and 15<sup>th</sup> December 2018 to 15<sup>th</sup> January 2019.

Students must take holidays from 21<sup>st</sup> December 2018 to 7<sup>th</sup> January 2019.