

TERMS & CONDITIONS FOR CUSTOMERS

A. APPLICATION AND PAYMENT PROCEDURES

- A1: DCU LS invite customers to apply through the DCU LS online booking system: www.english.dcu.ie/apply. Once an application has been submitted the customer will receive an automated "Confirmation of Application" response. Applications will be processed within 1 - 3 working days and a response sent to the customer's email address.
- A2: Upon Registration of an application DCU LS will send an email to the customer's email address with an invoice and welcome letter. Payment details will be included in these documents.
- A3: DCU LS requires that customers make 100% payment of course fees at least 6 weeks before course commencement in order to ensure availability of places. Places are allocated to students on a first, come, first served basis. We ask that payment is made as far in advance as possible in order to avoid disappointment.
- A3a: For the avoidance of doubt DCU LS does not offer credit to customers. Services cannot be confirmed until receipt of 100% fees.
- A4: A customer application cannot be confirmed until 100% of course fees have been received. Once course fees have been received DCU LS will issue a receipt for payment to the payment sender.
- A5: Payment can be made by International Bank Transfer or by Credit Card payment (via the DCU LS website). Information on making payment is located on the course invoice.
- A6: The customer is liable for all 'sender' fees and charges incurred for international bank transfers.
- A7: DCU LS reserves the right to cancel a programme due to insufficient bookings. DCU LS' liability is limited to a refund of fees or provision of alternative course.
- A8: DCU LS is not responsible for customer travel costs in the event of a course cancellation by DCU LS. Customers are advised to have appropriate Travel Insurance.
- A9: DCU LS is not responsible for customer travel costs and / or lost tuition or accommodation fees in the event that a student is unable to travel to Ireland to attend a programme. Refunds and cancellations are governed by section G of this document. DCU LS advises that customers avail of appropriate insurance to protect against loss in the event of inability to attend courses.

B. COURSE TIMETABLING, CLASS TIMES AND CLASSROOM LOCATION

- B1: The timetable for courses is set by the centralised DCU Timetabling Office, which provides classrooms for all Bachelors, Masters and Language students at Dublin City University. Class times are 0850hrs to 1250hrs and / or 1330hrs to 1730hrs for General English, Academic Year Programme (and similar courses) depending on the classroom allocation provided for DCU LS courses. DCU LS courses may take place in mornings, afternoons or as a mixture of both morning and afternoon classes.
- B2: Additional modules and classes (e.g. Cultural Classes, Corporate Tuition etc) may take place as part of our early evening timetable (1800-2000hrs) or on Saturday mornings.

B3: DCU LS is part of Dublin City University. The university holds lessons and activities on a number of campuses. Most DCU LS classes and activities will take place from the DCU Glasnevin Campus. Customers should be aware that, in peak periods, DCU LS reserves the right to hold classes and activities from a nominated satellite centre. Satellite centres include: DCU St. Patrick's Campus, DCU All Hallows Campus, DCU Trinity Comprehensive (Summer School) and St. Aidan's School.

B4: DCU LS retains full discretion and autonomy for the timetabling of programmes.

B5: Tuition for Junior language programmes is timetabled over a 7 day timetable (Monday to Sunday). Class days and times for junior groups will be determined based on resource availability and the group's arrival and departure date.

C. COURSE BOOKS

C1: The cost to purchase course books is €35 (applies to all programmes). Customers attending for the General English Course or Academic Year Programme also have the option to rent course books - pay €35 on the first day and receive a €20 refund if books are returned to DCU LS in good condition.

D. NATIONAL HOLIDAYS

D1: DCU LS will be closed for national holidays each year. For information please visit the DCU LS website or see the DCU LS Course & Price List.

E. ACCOMMODATION SERVICES

- E1: Accommodation is allocated to customers on a first come, first served basis. DCU LS arranges accommodation once 100% payment is received. Accommodation is offered subject to availability.
- E2: Most DCU LS Host Families are located close to Dublin City University. At peak times Host Families located outside of the locality are also used, and travel time between Host Family and DCU LS in such circumstances may be up to 1 hour.
- E3: If a customer wishes to terminate their accommodation booking (before the arranged check-out date) DCU LS must receive notice at least 2 weeks in advance of the planned departure date. In such circumstances a refund for unused accommodation is possible.
- E4: Customers who wish to change their host family can be facilitated in exceptional circumstances only. Such customers should note that a replacement host family may be located further away from DCU.

F. CUSTOMER (STUDENT) INFORMATION

- F1: Customers agree to abide by the DCU LS School Charter. If a customer breaches the School Charter they may be liable to disciplinary measures, up to and including expulsion. In circumstances of customer expulsion no refund will be made.
- F2: In order to attend "Adult" courses customers must be aged at least 17 years by the date of their course commencement.
- F3: DCU LS uses customer testimonials and photographs in promotional materials. Customers who do not wish to participate in such activities should contact DCU LS Customer Services after arrival.
- F4: Customers attending long-term courses may take a vacation by scheduling holidays with DCU LS Customer Services.
- F5: For Visa requiring customers, school vacations are subject to compliance with school policy and Irish Immigration Rules.

F6: DCU LS may be in a position to facilitate customer vacations subject to compliance with school policy and immigration rules. Customers who have questions should contact DCU LS.

F7: A minimum class attendance rate of 65% is required for students to receive DCU LS certification.

G. REFUND AND CANCELLATION POLICY

G1: Notice of cancellation and / or a request for refund must be made in writing to DCU LS.

G2: For course cancellations received at least 14 days prior to the course commencement date, fees received will be refunded minus a €200 EURO administration charge.

For course cancellations received within 14 days of the course commencement date, 50% of payment received will be refunded subject to a minimum charge of €400.

G3: For cancellations received on day of arrival or after arrival - no refund is possible.

G4: For accommodation cancellations received at least 14 days prior to the start date a full refund will be provided. Cancellations need to be made in writing to the Accommodation Department.

For accommodation cancellations received within 14 days of the start date, fees received will be refunded minus a €200 EURO administration charge. Cancellations need to be made in writing to the Accommodation Officer.

G5: Refunds can only be made back to the account or credit card of the sending party – i.e. it will not be possible to refund to a third party bank account or credit card.

G6: For customers who require a visa for Ireland please read **PART H** below for refund information.

G7: DCU LS advises students to avail of personal insurance to protect against financial loss in the event that they are unable to attend for a course.

H. CUSTOMERS REQUIRING A VISA

H1: Non-EU / Non EEA passport holders may be required to obtain a visa to enter Ireland. DCU LS recommends that such customers apply to DCU LS at least 8 weeks in advance of the start of their planned programme to ensure sufficient time is provided for the visa application process.

H2: DCU LS will issue visa support documents to customers upon full payment of course fees.

H3: Where a customer has received a letter of invitation from DCU LS (in order to obtain a visa) and the visa application is refused, the customer is required to return the original visa refusal documents to DCU LS. Once these documents are verified, DCU LS will refund fees, less a €200 EURO administration fee.

H4: A visa application is the responsibility of the customer. DCU LS can assist with questions regarding visa application, but is not responsible for a customer's visa application.

H5: DCU LS is obliged to inform the Irish Immigration Authorities of any perceived irregularities regarding attendance or performance of Non

EU / Non EEA customers. Non-compliance with attendance requirements under visa terms may lead to expulsion.

I. MODIFICATION OF TERMS

I1: DCU LS reserves the right to modify terms and conditions without notice to customers.

OTHER

J1: The customer is expressly responsible for any damage or injury caused to buildings, furniture, fittings, individuals or property during the course of their booking at DCU LS. DCU LS reserves the right to expel a customer from classes and accommodation in such circumstances.

J2: By providing DCU LS with a contact email address, customers thereby consent for DCU LS to contact them about courses and services. If at a later stage a customer decides that they no longer want contact from DCU LS, the customer may opt out by contacting DCU LS at english.courses@dcu.ie

J3: Postponement of Arrival / Start Date: It may be possible for a customer to change their start date. Notification of postponements must be sent by email to english.courses@dcu.ie at least ten working days prior to the course start date.

J4: Customers are not permitted to use DCU LS intellectual property without express consent in writing from DCU LS.

J5: DCU LS does not accept responsibility for costs incurred due to flight delays. Customers are advised to avail of appropriate insurance to protect against loss or delay.

J6: DCU LS does not take responsibility for loss or theft of belongings. Customers are advised to avail of appropriate insurance to protect against loss.

J7: Customers should arrange appropriate Hospital and Baggage insurance. Please note that DCU LS offers Hospital Insurance to customers. Customers are advised to avail of appropriate insurance to protect against loss.

J8: There is no refund of fees for days missed during the Course or for late arrival or early departure or for Public Holidays.

J9: DCU LS may hold classes at additional premises outside of DCU Glasnevin Campus.

J10: Customers must give advance notice to the school of any dietary requirements, medical conditions or disorders.

J11: Terms and Conditions should be read in conjunction with our Student Policies. For information please see: www.english.dcu.ie/studentpolicies

J12: Applicable Law: Any dispute or claim arising from a customer booking shall be governed and construed in accordance with Irish Law. The customer agrees that any dispute shall be dealt with under the exclusive jurisdiction of the courts of Ireland.

J13: No liability shall arise if DCU LS is prevented or delayed in performing its obligations or from carrying on its business directly or indirectly by any acts, events, omissions or accidents beyond its reasonable control including (but not limited to) acts of God, war, invasion, rebellion, riot, civil commotion, disorder, malicious damage, fire, flood, epidemic, quarantine restriction, strikes, lock outs or other



industrial disputes, failure of a utility service or transport network, compliance with any law or governmental law, rule, regulation or direction, accident, breakdown of plant or machinery, unusually severe weather or default of suppliers or contractors.

DCU Language Services,

Dublin City University,

Dublin 9, D09 NA55, Ireland

Tel: +353 1700 6772

www.english.dcu.ie