



Terms & Conditions

Procedures for Individual Student Bookings

A. APPLICATION AND PAYMENT PROCEDURES

- A1: DCU LS invites customers to apply through our online booking system. 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: DCU LS requires that customers make 100% payment at least 6 weeks before commencement in order to ensure availability of places. Places are allocated on a first come, first served basis. We ask that payment is made as far in advance as possible in order to avoid disappointment.
- A3: For the avoidance of doubt DCU LS does not offer credit to customers. Services cannot be confirmed until receipt of 100% fees.
- A4: The tendering of payment to DCU LS does not automatically guarantee confirmation of places. Once payment has been received we will contact customers to confirm their place. In circumstances where DCU LS receives a payment but does not have sufficient availability to accept the booking we will contact the affected customer to advise of same.
- A5: Payment can be made by International Bank Transfer or by Credit Card payment at: www.english.dcu.ie/apply/pay-online. Information on the payment process 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: DCULS is not responsible for customer travel costs or any such consequential loss in the event of a course cancellation by DCU LS. Customers are advised to avail of appropriate insurances to protect against loss (including *but not limited to*) flights and accommodation) in the event of programme cancellation by DCULS.
- 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. The class times for core programmes (e.g. General English, Academic Year Programme etc) are 0850hrs to 1250hrs and / or 1330hrs to 1730hrs depending on the classroom allocation provided for DCU LS courses. Students registered to these courses should note that classes may take place in mornings, afternoons or as a mixture of both morning and afternoon classes. Non-core tuition / 'minor' classes for groups may be timetabled to the period 1800hrs to 2100hrs on weekdays or on Saturdays or Sundays, in line with staff and classroom availability.
- B2: DCU LS is part of Dublin City University. The university holds lessons and activities on a number of campuses. DCU LS holds adult classes mainly at DCU St. Patrick's Campus and DCU Glasnevin Campus. Occasionally, classes may be held at DCU Innovation Campus and DCU All Hallows' Campus.
- B3: The customer will understand and accept that DCULS decides the campus location of classes, and that it is not possible for a student to choose their preferred campus. Students will be placed to a class on one of our campuses according to availability, and class level. DCULS has final discretion on class and campus for the student, and the student accepts that DCULS decision on such matters is final.

C. COURSE MATERIALS AND PRE TESTING

- C1: A Fee of €35 is charged at invoice stage for these services. Note – books are to be returned to DCULS at the end of programmes.

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. Tuition lost due to national holidays is not made up.

E. ACCOMMODATION SERVICES

- E1: Accommodation is allocated to customers on a first come, first served basis. DCULS 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 local catchment are also used and travel time between Host Family and DCU LS in such circumstances may be more than 1 hour. The student is responsible for travel costs between their accommodation and our campuses.



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- E3: If a customer wishes to terminate an 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 may be possible.
- E4: If a serious problem develops (e.g. safety or welfare related), we can arrange a change of family for an affected student. However, if the issue is of a subjective nature, and our team feels that a change is non-essential or is for spurious reasons (but still insisted upon) we can facilitate a change of Host Family for an additional fee of €100 per affected student.
- 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 into their seventeenth year by course commencement date.
- F3: DCU LS uses customer testimonials, photographs and videos in promotional materials. Customer permission is sought in advance for inclusion in such activities in accordance with the DCU Data Privacy Policy.
- F4: Customers attending long-term courses may take a vacation by scheduling holidays in compliance with school policies. Customers must notify DCULS Customer Services in advance.
- F5: For Visa-requiring customers, vacations are subject to compliance with both school policy and Irish Immigration Rules. Customers who have questions should contact DCU LS.
- F6: Attendance at classes each day is mandatory. A minimum class attendance rate of 85% 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: Course / Programme Cancellations:
G2.1 For course / programme cancellations received at least 14 days prior to the course / programme commencement date, fees received will be refunded minus a €200 EURO administration charge.
G2.2 For course / programme cancellations received within 14 days of the course / programme commencement date, 50% of payment received will be refunded subject to a minimum charge of €400.
G2.3 For cancellations received on day of arrival or after arrival - no refund is possible. **Please note**, it will not be possible to cancel part of the course / programme once the students have started studying with DCULS.
- G3: Accommodation Cancellations:
G3.1 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.
G3.2 For accommodation cancellations received within 14 days of the start date, fees received will be refunded minus a €200 EURO administration charge. Cancellations must be made in writing to the Accommodation Officer.
- G4: 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.
- G5: For customers who require a visa for Ireland please read **PART H** below for refund information.
- G6: 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 12 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 DCULS (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. DCULS can assist with questions regarding visa application, but is not responsible for a customer’s visa application.
- H5: DCULS 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: DCULS reserves the right to modify terms and conditions without notice to customers.



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J. 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 checking the Privacy Notice box at the time of application, customers accept the terms of our Privacy Policy and consent for their personal data to be processed in line with this policy. Opt out information is provided in the Privacy Policy which can be accessed through our website.
- 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 reg@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: DCULS 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: DCULS 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 travel and medical insurances. Please note that DCU LS can offer such insurances 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. Tuition lost due to national holidays is not made up.
- J9: DCULS holds customer data in compliance with Irish and European Union Data Protection laws.
- 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, terrorism, 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.
- J14: Terms and Conditions should be read in conjunction with our Data Protection Policy. For information please see: www.english.dcu.ie