

## COVID TERMS AND CONDITIONS – August 2020

### **FUTURE BOOKINGS**

#### **Postponements**

Students can postpone their course for a period up to 24 months from the start date of their course. We will provide a credit voucher, which can be redeemed within this period.

#### **Cancellations**

##### *Course:*

Students can cancel their course up to **7 days before your course start date** and receive either a full refund or a credit voucher, valid for 24 months from the course start date. Students who booked via an agency, please contact your agent for details of their cancellation policy.

If a student cancels **with less than 7 days' notice**, we will give a credit voucher valid for 24 months from the course start date.

Vouchers can only be redeemed by you or a family member and otherwise cannot be transferred

##### *Accommodation:*

Homestay accommodation: For cancellations up to 7 days before arrival, all fees will be refunded. For cancellations less than 7 days before arrival, fees will be refunded minus the first week of accommodation.

Residential accommodation: For cancellations up to 7 days before arrival, all fees will be refunded. For cancellations less than 7 days before arrival, fees will be refunded minus the first week of accommodation and the booking fee.

### **School Closure or Travel Restrictions – Future Students**

In the event that students who have booked a course and have not already commenced a programme cannot attend because of a school closure/ lockdown by the government or travel restrictions, students can avail of the following options:

- a) Students can transfer their fees and attend our online courses from Ireland or return home and attend from their own country.
- b) Students can postpone their course and receive a credit voucher valid for 24 months.
- c) A combination of (a) and (b) whereby the student can transfer part of their fees to online lessons and part as a credit voucher to be used within 24 months of the course start date.
- d) Students can receive a full refund for tuition except for bank charges.

#### **Accommodation:**

Homestay accommodation: For cancellations up to 7 days before arrival, all fees will be refunded. For cancellations less than 7 days before arrival, fees will be refunded minus the first week of accommodation.

Residential accommodation: For cancellations up to 7 days before arrival, all fees will be refunded. For cancellations less than 7 days before arrival, fees will be refunded minus the first week of accommodation and the booking fee.

## ***CURRENT or EXISTING BOOKINGS***

### **School Closure or Travel Restrictions – Current or Existing Students**

For students who have already commenced their course and they cannot attend due to a school closure the following options are available:

- a) Students can transfer their fees and attend our online courses from Ireland or from their own country.
- b) Students can postpone their course and receive a credit voucher valid for 24 months. To respect the terms of their immigration permission, any ILEP students remaining in Ireland must continue to attend their lessons online.
- c) A combination of (a) and (b) whereby the student can transfer part of their fees to online lessons and part as a credit voucher to be used within 24 months of the course start date.

The Emerald Cultural Institute undertakes to provide a language course and accommodation in accordance with booking confirmation. Please note that we cannot accept responsibility in the event that a student is refused admittance by Immigration officials or where travel arrangements are disrupted due to circumstances beyond our control. Where someone is refused admittance to Ireland the final decision rests with the Immigration Authorities.

Please note that some of the facilities and services presented in our promotional materials may be subject to change or availability, in line with Covid-19 restrictions and measures.