

LIA TERMS AND CONDITIONS

AGENCY BOOKING TERMS AND CONDITIONS

Course Price List includes: - Full tuition as stated, course materials and end of course certificate. Activities and excursion programme as stated dependent on the quote - Accommodation and meals - Use of campus facilities where available (as part of a scheduled programme).

Course Price does not include: - Transfers to and from the centre.

How to book - Please contact us to request a provisional booking, detailing numbers of students, age range and duration and dates of stay. After adding your booking to our reservations database system, we will send you a payment schedule as follows: Programmes: a non-refundable deposit representing 20% of the course fees due at time of booking: the balance of 80% of course fees payable at least 28 days before the course start date. Your deposit is the only confirmation of booking. If airport transfers are requested, these will be included in your invoice. Please note that if we do not receive the balance payment 28 days before the course start date, your beds may be released and no refund will apply. If full payment is not received before arrival, lessons will be suspended. Language in Action reserves the right to cancel the group should payment not be received as specified.

Bank Fees and currency exchange. Please ensure that all payments are sufficient to cover the value of the invoice and note that any bank charges are the responsibility of the payee. Should any charges be incurred by Language in Action a £100.00 charge will apply.

Changes. Prices are correct at time of going to print and are subject to change without notice. All course components and specialist add-ons operate subject to demand/availability.

Terms and Conditions

1) Code of conduct and Health and Safety. Students must comply with the rules and code of conduct of the school available on the website. Any breach of these rules may result in the student being suspended and in extreme cases, expelled. We enrol students on the assumption that they are in good health. Any pre-existing conditions and/or special dietary requirements must be communicated to us before travel.

2) Loss, Damage and Insurance. We strongly advise that all customers insure themselves appropriately against the usual risks associated with overseas travel e.g. personal accident, injury or ill health (medical/hospital fees), cancellation, delay, loss of baggage or property etc. i.e. comprehensive travel insurance. We do not accept responsibility for loss or damage to any property of students on or off campus. Whilst every help and assistance is given to ensure that students' property is safe at all times and collected before departure, we do not accept responsibility for any loss or expense due to changes in public transport, weather, quarantine, sickness, strike or any other cause beyond the schools control.

Damage Deposit. Each group of 10 or more students living on campus will be required to pay a £500 Damage Deposit in total. For groups of 10 or less we will charge 50 pounds per student. This will be with the booking deposit, unless otherwise agreed in advance with the school. This deposit will be returned following group departure less any deductions due to the school in respect of damage caused to the school or its property by the group. Any damage incurred by any student of the group over the value of the damage deposit will be charged to the agency.

3) Cancellation and Refund policy:

A) The deposits paid is non-refundable in the case of any cancellation. An instalment payment for a group however, is considered a part payment of the final balance due which will be adjusted to represent the actual number of places taken up, less any cancellation charges.

B) Cancellation Charges are as follows: More than 28 days before commencement the agency can cancel up to 80% of the total amount. From 28 days before arrival the agency will be charged in full. There are no refunds for any services not taken up or cancelled by the customer on arrival or during the programme. In the case of late arrival, early departure, illness, accident, absence or change of mind, the full invoice charge applies, even in the cases where the invoice remains to be settled.

C) No refund is due in case of expulsion or suspension of a customer from a programme for irregular, anti-social or disruptive behaviour.

D) There is no refund for cancellation or failure to provide services due to factors beyond our control, for example, war and terrorism, riot, global pandemic, airline cancellations or any other 'act of God'.

4) Public Holidays: where public holidays fall on a week day, an alternative programme could be arranged

5) Group Leaders: All groups must be accompanied by at least one leader for every 15 students travelling. All Group Leaders must adhere to the Group Leader Code of Conduct as detailed in the website. All leaders must be present on site each day. Students and Leaders must provide staff with a mobile number so they can be contacted during the stay. All Group Leaders are required to provide "Certificates of Good Conduct" (DBS or equivalent) from their country of residence as evidence of their suitability to work with students under the age of 18. We require Agents to ensure group leaders are advised of their responsibility to obtain a certificate of good conduct.

6) Special Requests: It is the responsibility of the group to inform the school of any special requests, such as special diets, allergies, or specific excursions, well in advance of the course start date. Whilst we will always do our best to meet any special requests, this is subject to availability and cannot be guaranteed.

7) Publicity material: Language in Action may take students' photographs or record students' comments. By accepting these terms and conditions you give your agency consent for these images and testimonials to be used in our publicity. Responsibility of the agency is to obtain the permission from the parents of any student under the age of 18. If you do not wish us to do so, please inform us in writing prior to the course start date.