

# General Terms and Conditions for the COVID 19 Period:

## **Individual students currently attending a CES School:**

- Students can put their course on hold and take the tuition by the end of 2021. You will receive a credit note for the number of lessons remaining.
- Homestay – A cancellation fee of two weeks homestay will be charged and you will receive a credit note for the remaining weeks of homestay.
- Residential accommodation – we use external residential providers so we would have to apply their terms and conditions.

## **Individual students due to arrive at a CES School:**

- Courses can be postponed and need to be completed by December 31, 2021. Any deposits or fees paid can be used for the postponed courses.
- Homestay – A cancellation fee of two weeks homestay will be charged and you will receive a credit note for the remaining weeks of homestay.
- Homestay placement fee is non-refundable.
- Residential accommodation – we use external residential providers so we would have to apply their terms and conditions.

## **Individual summer bookings to a CES School:**

- Students cancelling their course and accommodation will receive a full credit note on amount paid to be used before December 31, 2021.

For all group bookings, deposits of 20% are non-refundable. Remaining amounts can be used as a credit amount for future groups or individual bookings. Please contact the following for terms and conditions:

- Dublin: [accounts@ces-schools.com](mailto:accounts@ces-schools.com)
- UK: [conrad@ces-schools.com](mailto:conrad@ces-schools.com)
- Canada: [robin@ces-schools.com](mailto:robin@ces-schools.com)

**CES reserves the right to amend these terms and conditions as the current situation develops.**

There is no refund if a student fails to complete the programme.

There will be no refund for students who change from Intensive to Standard Course.

Where a visa has been refused, CES will refund the fees less the deposit of €250 (Ireland) / GBP£200 (UK)/ CAD\$150 (Canada).and bank charges on receipt of evidence of the visa refusal plus the refusal number.

If the intended commencement date of an English Language Programme is delayed because of visa problems, CES will not adjust your tuition or accommodation end date and no refund will be made.

## General Conditions

- Fees include tuition, assessment test at the beginning of the course, individual report, use of listening centre/multimedia centre for private study, self-access, listening and interactive technology centre, email facilities and guided e-learning.
- We do not accept responsibility for costs incurred due to flight delays, e.g. accommodation.
- If a student does not acquire a visa on time, the above cancellation policy applies.
- We do not take responsibility for loss or theft of belongings.
- Students are expected to have appropriate medical and baggage insurance.
- Non EU students must take out private medical insurance.
- There is no refund of fees for days missed during the course/late arrival/early departure/public holidays.
- During peak times classes can be held at additional premises.

**Note:** If a student wishes to return to their home country or take holidays elsewhere during the term of their English Language Programme they are free to do so, but no credit will be given for missed study time. Parental consent is required for any classes or activities missed.

### **Force Majeure:**

CES will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is occasioned by any cause beyond CES's reasonable control. Nor shall CES be responsible for any costs incurred by or on behalf of the students as a result of any such cause.

Such causes shall include, but shall not be limited to, act of government, war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Should CES be forced to close again due to 2nd wave of Covid-19 or any other natural disaster / pandemic:

Classes will immediately return to virtual online with full scheduled hours available.

CES now has in place the capabilities to revert to on line within a few hours.

One week of online equals one week of face to face course.

Credit notes will be given to the agent for students who chose to return home (credit will be in one week blocks for tuition and accommodation).

The student or agent can use this credit at another time within a 12 month period.

The students agent can opt to refund the student directly

(CES will only be issuing credit notes) If third party accommodation has been booked CES must adhere to their terms and conditions.

If CES accommodation has been booked and the student returns home we will refund unused accommodation monies in one week blocks.

If current Covid-19 social distancing rules still apply when your group / students are coming to a CES school there will be additional costs applied for things like airport transfers / full day tours / evening activities.