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## Bank Holidays

Our school remains closed on the following public holidays:

St Patrick's Day: 17 March

Easter Monday

May Bank Holiday: The First Monday in March

June Bank Holiday: The First Monday in June

August Bank Holiday: The First Monday in August

October Bank Holiday: The Last Monday in October

2021 Christmas holidays start on Monday 20 December. Classes commence on Monday 17 January.

## Registration, Payment and Booking Procedure

On receipt of the application/booking form we will send you a confirmation email and a course invoice with

The final payment must be made three weeks before beginning the course. The deposit is non-refundable

All bookings must be made through Slaney Language Centre booking forms (online or hard copy). The SLC

booking has been send to the SLC the client agrees to be bount by SLC booking and cancellation conditions

In case of visa required nationals full payment is requested with every booking as per Irish visa requirements

At the Slaney Language Centre we have different payment options.

## Bank charges

We regret that any bank charges incurred by the school on your behalf will be passed on to you on arrival.

## Cancellations

### Cancellation Fees

- Up to two weeks before commencement of course:
- 8 days to 14 days before commencement of course:
- 7 days notice or less:
- Any time during the course:

As soon as the Slaney Language Centre receives in writing a notice of a cancellation of a course by an applicant will refund the appropriate amount to the applicant no later than three months from the date of receipt of Lisa Bartsch, Managing Director, info@slaneylanguage.com , phone: 00353-(0)539122908.

### Changing of course type

It is not possible to change a course, that has already commenced, into a different course type.

### Visas

Students from EEA countries do not need a visa to enter Ireland. Non-EEA students from the countries on / Barbados, Belize, Bolivia, Botswana, Brazil, Brunei, Canada, Chile, Costa Rica, Dominica, El Salvador, Fiji, Grenada, Iceland, Israel, Japan, Kiribati, Lesotho, Liechtenstein, Malawi, Malaysia, Mauritius, Mexico, Monaco, Nauru, Niue, Panama, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, San Marino Seychelles, Singapore, Swaziland, Switzerland, Tonga, Trinidad and Tobago, Tuvalu, United States, Uruguay, Vanuatu, Vatican City, and the United Kingdom Ireland.

All other Non EEA countries require Visas. Please contact your nearest Irish embassy for detailed information and application. The Irish Department of Justice requires proof of payment and proof of proper medical and travel insurance.

### Refund in the case of refused Visas

In the case of a Visa refusal The Slaney Language Centre will refund all fees paid except for an administrative acceptance and registration on the course, the sending by registered post to the Applicant of a letter of registration by the Slaney Language Centre for the Applicant. We reserve the right not to refund fees in cases where an application consists of an application that does not provide the minimum basis documentation required by the relevant authorities. We will require documentary evidence of the Visa refusal and will seek independent verification from relevant authorities. It is important to retain copies of the Visa application and any accompanying documents. In order to assist with Visa applications and to provide free cancellation we may need to see application documents.

### Punctuality and Attendance

Classes commence at 9.30am Mondays to Fridays and finish at 13.00. This includes a 30 minute break from 11.00am to 11.30am. Group Courses may be combined with one-to-one lessons in the afternoons which usually take place from 14.00 to 17.00. The Slaney Language Centre request that all students attend classes each day and are punctual.

For Non EU/EEA students who are subject to Immigration Requirements the following procedure is in place The Slaney Language Centre Attendance Policy

### Attendance

If a student fails to attend class, he/she must provide the Slaney Language Centre with a reason for non-attendance as to the validity or otherwise of the reason. The student should provide any documents in support of the reason. The Slaney Language Centre has mandatory attendance requirements of a minimum of 85% attendance for the course. If a student fails to attend class without a valid reason or is late in arriving or leaves class early on more than one occasion, the student stating that it reserves the right to expel the student from the course within 7 days on the date of the absence/late arrival/early departure. The student will be given an opportunity to respond to the letter. The management will decide whether or not to proceed with the proposed expulsion. If the student fails to respond, a letter of immediate expulsion will issue. In such circumstances, no refund of course fees will be made to the student.

### **Absenteeism and expulsion**

If a student fails to attend class, he/she must provide the Slaney Language Centre with a reason for non-attendance as to the validity or otherwise of the reason. The student should provide any documents in support of the reason for non-attendance. If a student is absent on more than one occasion without a valid reason, including any documentary evidence, the student stating that it reserves the right to expel the student from the course within 7 days of the date of the absence. The student will be given an opportunity to respond to the letter. The management will review the student's response and will decide whether or not to proceed with the proposed expulsion. If the student fails to respond, a letter of immediate expulsion will issue. In such circumstances, no refund of course fees will be made to the student.

The management shall retain copies of all correspondence issued to the student together with any correspondence received from the student. The correspondence will be made available on request to relevant internal personnel and external personnel in accordance with the Freedom of Information Protection Acts 1988 and 2003 in obtaining the student's consent to the release of the correspondence.

### **Sick leave**

During the course, if a student is sick and unable to attend class, he/she must notify the Managing Director of the centre at least one day thereafter as long as the student is sick. If the student attends a doctor, a medical certificate must be produced. If the student fails to comply with the notice requirement, the management of the SLC shall deem the student absent and will issue a written warning letter reserving the right to expel the student within 7 days unless a valid reason is provided. The student will be given an opportunity to respond to the letter. The management will review the student's response and will decide whether or not to proceed with the proposed expulsion. If the student fails to respond, a letter of immediate expulsion will issue without further notice. In such circumstances, no refund of course fees will be made to the student.

### **Holidays and breaks**

Non-EEA language students attending the 25 week English Language Academic Year programme are eligible for a visa waiver with the Department of Justice and Equality's requirements have to be stated together with the course booking form.

Unscheduled breaks and unscheduled holidays are only permitted in documented cases of illness or close family bereavement. A medical certificate has to be forwarded to the Managing Director (Lisa Bartsch).

### **Complaints and Grievances**

List of possible complaints and grievances:

- Conduct of the course
- Conduct of teacher or tutor
- Cancellation of the course

- Grievance involving another student
- Breach of contract

Any complaint by a student must be made while he/she is in Ireland. The complaint should be made to Lisa (00353-(0)539122908). If The Slaney Language Centre receives a complaint from a student, whether orally or in writing, we will issue a receipt of the complaint. On receipt and review of the complaint, the management will endeavour to resolve the dispute with the student no later than three months from the date of receipt of notification, except where the dispute in question will be subject to the jurisdiction of the Irish courts and may not be capable of being resolved within three months between the student and the complaint handler.

### **Postponements**

If you cannot attend your course, you may postpone it. All postponements must be made in writing. You have to provide the Centre of your new dates and pay the re-arrangement fee of €65. The Slaney Language Centre will hold all places for your course may only be re-arranged once.

### **Our Liability**

The Slaney Language Centre reserves the right to alter prices, conditions and details without notice. The Centre does not accept liability for any injury, damage, loss, accident or other loss without liability. The Slaney Language Centre gives notice that all arrangements for transport, activities or other services booked through the Centre as an agent upon the express condition that they shall not be liable for any injury, damage, loss, accident or other loss either by reason of any defect in any vehicle or through the acts of default of any company or persons engaged in providing the arrangements of the programmes, or otherwise in connection therewith or of any family member. No responsibility is accepted due to delays or changes in air, sea, rail, bus or other services, sickness, weather, war, quarantine, strikes, or other circumstances.

### **Teacher's Absence**

In the event of a teacher's sickness or inability to travel to work due to unforeseen circumstances such as an accident, the Centre will do their utmost to find cover as soon as possible. The Slaney Language Centre will not guarantee however, that a course will be put together or tuition canceled. No refunds will be made on these occasions.

### **Unacceptable behaviour**

The Slaney Language Centre reserves the right to refuse admission or terminate a course without a refund if a student's behaviour is damaging to the reputation of the school.

### **Insurance (Health and Travel)**

All participants should provide their own health and travel insurance. EU nationals should obtain form EHIC. This only entitles you to free emergency hospital care and attendance at certain doctors. It does not cover €1000 per person. Anyone undergoing medical treatment should bring a medical certificate and sufficient medicine to cover their stay. The school's insurance covers personal effects etc. that you may incur due to cancellation or early departure.

The school's insurance provides cover for accident/injury on the school premises only. Students are not insured for personal effects and the SLC accepts no responsibility in the event of such occurrence.

### **Language Levels**

Should a student's level in any week not match any existing group, The Slaney Language Centre will provide a suitable level of activities.

Language students who test lower than A1 **must** book a One-to-one course.

Please inform us about any medical condition that we may need to be aware of i.e. epilepsy, diabetes, pregnancy

## About

We are an accredited language school and have over 20 years of experience in English Language Training.



Channing House, Rowe Street  
Upper, Wexford, Y35TH2A

+353 53 9122908

Mon - Fri 9.00 - 15.30

## Popular courses

**General English Group Course – Intensive**

**General English Group Course – Intensive**

**General English Group Course – Intensive (+ 4 Individual lessons)**

**General English Group Course – Intensive (+ 4 Individual lessons)**

**General English Group Course – Intensive (+ 10 individual Lessons)**

**General English Group Course – Intensive (+ 10 individual Lessons)**

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