

# Terms & Conditions

## Booking a Course

### Individuals

To book a course, students must complete an application form and send it to us by email. Students can also book online via our website: [www.ihdublin.com](http://www.ihdublin.com)

### Groups

For group bookings, we must receive a completed International House Dublin group booking form at least 8 weeks before arrival date.

### Fees

All of our prices include lessons, Wi-Fi,, placement test and end of course certificate. There is a registration fee of €90, course materials fee of €50 and accommodation placement fee of €70 (if applicable) for all adult course bookings. Both these fees are already included in the Teacher, Junior and High School package prices.

### Tuition

Each Lesson is 60 minutes

In the case of public holidays occurring on a Monday, new students will begin their course with us on the Tuesday of that week. Public holidays are non-refundable.

Level test must be completed at least 2 weeks prior to course start date. Failing to do so may result in postponement of starting date.

Timetable changes requests must be sent to the admission team and cannot be guaranteed.

### Course Books & Materials

Course material fee of €50 includes first book only. If the student moves to a different course, they must purchase an additional book . Books can be purchases at our reception desk.

## Airport Transfers

Flight details should be sent to us at least 7 days prior to arrival. For students booking an airport transfer, we need the flight number and arrival time. Unless accompanied by an adult, students under the age of 18 must book and pay for transfers on arrival and departure. Missed transfers are nonrefundable.

## Accommodation

All individual accommodation prices per week, are based on a 7-night stay. There is a placement fee of €70 for all adult student accommodation bookings.

Accommodation, both residential and homestay, is always subject to availability and cannot always be guaranteed. It is recommended to book accommodation at least 8 weeks in advance. Once accommodation is confirmed we can only guarantee a place for the duration and the dates initially booked.

Refunds will not be given for early departure. Extra nights in homestay are possible, subject to availability and an additional charge.

Students wishing to extend their accommodation should check availability with us well in advance of completion of their initial stay.

Accommodation details will only be sent once we have received proof of full payment.

Any damage caused by a student to our homestay or apartment accommodation, will be charged to the student or students responsible. We reserve the right to charge the student for any exceptional cleaning required. Any special dietary requirements, such as gluten-free, vegan or dairy-free diets, will be subject to a supplement of €60 per week for homestay accommodation. All our student apartments are self-catering, with no meals included.

Check in to and check out for our homestay is either Saturday or Sunday. Check in and Check out for residential accommodation is Sunday only.

International House Dublin cannot guarantee availability in the chosen accommodation if the student arrives on a different date. A supplement of €100 per week will apply to students who request accommodation in a host family over the Christmas holidays (2 weeks). Availability during this period is very limited and cannot be guaranteed. Please contact the school directly for full details of host family availability over this period. In case the school does not have any host family availability any accommodation fees will be refunded. Students should check availability with our Admissions Team.

Our homestays are all located in the suburbs of Dublin, with public transport access and an average commute time of 30-50 minutes. Please note that this can vary at peak times.

Homestays will not provide house keys to students under 18. Students under 18 must adhere to our curfews. All Students must adhere to the host family house rules.

## Medical & Special Educational Needs

It is the student's responsibility to notify the school at time of booking, of any sickness, disability, allergy, mental health condition, special educational needs, or any other relevant medical information that might affect the student's stay. Students must provide an up to date medical form at the time of booking and inform the school of any changes.

## Insurance

All students should obtain appropriate medical and travel insurance, before arrival into Ireland. International House Dublin can arrange medical insurance for students, upon request. Students from the EU should travel with their European Health Insurance Card (E111) card. This will allow students to access medical care in Ireland.

Students on the Work & Study programme (NON-EU only) must book Learner Protection Coverage for an additional fee of €35 at the time of booking.

## Payment

### Individuals – Adults and Juniors

#### **For EU students and non-EU students who do not require a visa to enter Ireland**

A non-refundable deposit of 20% is required from all students, at time of booking in order to ensure the placement. All bookings are places as provisional until deposit is received. The remaining balance due must then be paid at least 2 weeks before arrival. Accommodation details will be sent once fees are paid in full.

#### **For non-EEA students who require a visa before entering Ireland**

For visa required students, full payment must be made at least 30 days before the course commences so we can prepare the student acceptance letter. Please note that some visa applications need to be made several months in advance, and the payment has to be made accordingly. Students are responsible for applying for a student visa well in advance in order to make sure the visa will be granted and received before the student's departure. Acceptance letters are only issued after full payment is received.

Each student's name and student number must be stated on all bank transfers. Please note that bank charges are not included in our prices and must be paid by the sender. All details will only be confirmed, once we have received proof of full payment.

## Groups

A non-refundable deposit of 20% is required from all groups at time of booking. The remaining balance due must then be paid at least 2 weeks before arrival. All details will only be confirmed, once we have received proof of full payment.

## High School Programme

A non-refundable deposit of €2,000.00 is payable to International House in order to accept the placement offer. The deposit will be offset against the fees once fully paid. The balance is due 60 days prior to the starting date.

Payments can be made by:

- ★ Credit card (all major cards accepted)
- ★ Bank transfer in EURO (€).

Please see bank details below:

Account Name: ICON International Ltd.

Account Number: 73187072

Bank: Ulster Bank Ltd., College Green, Dublin 2.

Sorting Code: 98-50-10

SWIFT/BIC Code: ULSBIE2D

IBAN: IE03ULSB98501073187072

## Cancellation

All cancellations must be sent to us in writing by email.

### Adult and Junior, Individual and group bookings.

For all cancellations received in writing at least 14 days prior to arrival, a full refund will be given minus the nonrefundable deposit. For all cancellations received in writing within the 13 days prior to the starting date, no refund will be given. No refund will be given after arrival date.

In the case of illness, students may ask for their course to be postponed to a later date and must present us with a medical certificate. A course cannot be carried over for more than 12 months. form the initial starting date.

All courses are non-transferrable.

### High School Programme

For all cancellations received in writing at least 60 days prior to arrival, a full refund will be given minus the nonrefundable deposit. If a student has to leave or cancel the programme after these dates, or after the commencement of the programme, no refund is payable. If a student is expelled from a school for disciplinary reasons, no refund is payable. Where a student is staying with a host family and has to leave for personal reasons, a percentage of the host family fee may be refundable at the discretion of International House Dublin.

All cancellations are dealt with on a case by case base by case basis, as each school has its own cancellation policy. International House Dublin do endeavour to be reasonable in such circumstances.

### Refusal or cancellation of enrolment

International House Dublin may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/student for the following reasons:

- ★ Misconduct
- ★ Failure to satisfy the minimum academic requirements for courses chosen;
- ★ Failure to arrive on the commencement date;
- ★ The student has gained admission by misrepresentation, falsification of documents or other fraudulent means;
- ★ Failure to fulfil the normal admission or enrolment requirements;
- ★ Non-payment of tuition fees; Cancellation of a student's visa;
- ★ Non-attendance or consistently low attendance;
- ★ Other reasons as deemed by the school's management.

## Refunds

- ★ If payment is received from an agent, the refund is made directly to the agent.
- ★ If payment is received from a student, the refund is made directly to the student.

Refunds will be processed in a timely manner and funds returned within a 90-day period.

## Visa Students

Bookings for students who require visas are placed as provisional until proof of the visa is received. If an amendment occurs because of a visa delay/refusal less than 5 working days before arrival date, 1 week's accommodation fees will apply. In the case of a visa refusal, a full refund will be given minus a fee of €90. The refund will only be processed when we receive the official letter of refusal from the Embassy.

All non-EEA students should contact their local Irish

Embassy or visit the Immigration Service website

[www.inis.gov.ie](http://www.inis.gov.ie) to check their visa requirements.

All non-EEA students registered for courses over 12 weeks in length, are obliged to register, pay for and sit an approved English language exam. An exam fee of €180 is required at time of booking, for all non-EEA students who will remain in Ireland for over 90 days.

## Junior and High School programme Students

For all students under the age of 18, parents/guardians must accept the school rules and Terms & Conditions prior to receiving the booking confirmation. The parents/guardians must also complete and sign our consent forms and return them to us, with the enrolment form.

## Group Leaders

Group Leaders are expected to be present in the school at all times when their students are in the building. They should supervise their students when they are not in class, including break times and lunch times. Group Leaders are expected to attend all group activities. Group Leaders should have the phone number of all their students. All the students should

have their Group Leader's phone number. Group Leaders are required to provide us with a phone number contactable in Ireland. If a student is ill at any time, Group Leaders should accompany them to the doctor. Any costs incurred are the responsibility of the Group Leader / Agency / students' parents. We will not be responsible for doctor's visits or costs incurred. Discipline If a student's behaviour or conduct is unsatisfactory, they will be subject to our disciplinary procedures. A serious breach of conduct may result in expulsion. In the event of expulsion, fees will not be refunded. Additional charges for flights and other costs will not be covered by us and are the responsibility of the student or, in the case of underage students, their parents/guardians.

## Publicity Materials

Permission is given for the use of student comments, testimonials and photographs/images, in our official promotional material with acceptance of these Terms & Conditions.

## Travel

We cannot be held responsible for alternative transport costs in the case of industrial action or timetable changes.

## Contact Details

- ★ Admissions: [enrol@ihdublin.com](mailto:enrol@ihdublin.com) (mailto:enrol@ihdublin.com)
- ★ Accommodation: [homestay@ihdublin.com](mailto:homestay@ihdublin.com) (mailto:homestay@ihdublin.com)
- ★ Marketing: [marketing@ihdublin.com](mailto:marketing@ihdublin.com) (mailto:marketing@ihdublin.com)
- ★ General: [info@ihdublin.com](mailto:info@ihdublin.com) (mailto:info@ihdublin.com)
- ★ Accounts: [accounts2@ihdublin.com](mailto:accounts2@ihdublin.com) (mailto:accounts2@ihdublin.com)
- ★ High School: [highschool@ihdublin.com](mailto:highschool@ihdublin.com) (mailto:highschool@ihdublin.com)