

## 2012 Terms & Conditions BELS GZO

### ► Booking of the Language Learning Holiday

Please use the enrollment form provided by us for booking your language holiday. Your booking with the school is binding as soon as you receive a written confirmation. Your confirmation will include the language school and respective accommodation (host family, residence, hotel etc.) addresses. As a rule, you will receive confirmation of your booking within the next working day.

### ► Classes

Classes are held Monday to Friday, starting in the morning. However, BELS reserves the right to introduce a double banking timetable where students alternate between morning and afternoon lessons on a weekly basis. BELS reserve the right to use classrooms in alternative premises of the same standard. Two lessons will be missed due to the placement test on the first day of school.

Note: In cases when there are from one to three students in a course, the improved teacher attention and increased quality time will enable us to offer a more personalised course focused on 60-65% of the ordinary number of lessons. One may note that students will be receiving more teacher contact time, leading to better quality tuition at no extra cost.

### ► Minimum Level

The required minimum level for prospective students to book a place on our group courses is A2 (Elementary). The student's level is assessed upon arrival and if found to be below A2, the fees paid will be converted into individual lessons.

### ► Public Holidays

Group lessons which fall on a public holiday will not be made up. When there are 2 public holidays that fall within the same week, only 1 day will be made up. Public holidays falling on a weekday are: Feb 10, March 19, Apr 06, May 01, June 07, June 29, Aug 15, Sept 21 & Dec 13.

### ► Holidays

Holiday breaks for Academic Year / Multi-Destination-Academic Year students (24 weeks+): Students can have a maximum of 4 weeks holiday. Students must give a 2 week period of notice. Students returning from their holiday cannot expect to return to the same class, teacher or accommodation. No credit will be given for accommodation during holiday breaks. Students requiring a visa for study must ensure that their visa is issued for the correct dates to include any holiday breaks.

### ► Accommodation

Our accommodation will be calculated on a weekly basis (8 days/ 7 nights). Students who arrive & depart later will be charged for the additional nights. No discounts will be given for bookings of less than 7 nights.

### ► Transfers

Flight details including: arrival date & time, flight numbers, airline and point of origin must be advised 10 days prior to arrival in order for BELS to provide airport transfers. No refunds will be granted on transfers if flight details are not sent to BELS at least 10 days prior to arrival. Airport transfer fees include a maximum of 1 hour waiting time: in the event of delays exceeding 1 hour, students will be charged the additional fee at the school.

### ► Cancellations

You may cancel your language holiday at any time without having to provide reasons for your decision, however you are asked to please submit your cancellation in writing. If you cancel your language holiday up to 3 weeks before the trip, a processing fee amounting to 25% of the invoiced value will be charged (i.e. a non-refundable deposit). If cancellation is received less than 3 weeks before the trip, a processing fee amounting to 50% of the invoiced value will be charged (including the non-refundable deposit). If cancellation is received 1 week before the start date or should a student fail to start his/her language holiday on the scheduled date, the total amount of fees due, will be claimed. Booked services that are not made use of will not be refundable or transferable.

### ► Payment Terms

Bookings received directly from students are subject to a 25% non-refundable deposit. The outstanding balance will become due three weeks before student's arrival. Payments may be effected either by bank transfer or by credit card (subject to a 3% administration fee). Bank account details maybe found on client invoice. When paying through bank transfer the client name and booking number must be quoted.

When a customer defaults on any payment and notification of late payment, the school is entitled to rescind the contract and claim compensation for failure to fulfill obligations. Payments must reach BELS Ltd. in full and free from local or overseas bank charges. Any short payments will be claimed from the students upon arrival.

### ► Liability

BELS will not be held liable for loss, damage or injury to persons or property.

### ► Complaints

All considerable claims against BELS must be made whilst the students are in house. No complaints are accepted from students after completion of their language holiday. In the interest of the customer this should be submitted in writing.

### ► Services

The information contained in the catalogue and the price list is binding for the school as it constitutes the basis of the travel contract.

► **Descriptions**

BELS believes that all statements made in its promotional materials are factual and correct. Every reasonable effort has been made to ensure such accuracy. BELS is not responsible for any changes that become known after promotional material is produced (upto-date information can be found on the Website). BELS will advise you of any material changes which become known to it prior to the start date.

► **Insurance**

Acquiring a travel, health and cancellation policy is highly recommended.

► **Photography & Filming**

BELS may take promotional photographs and video footage of students. If students do not wish to participate, BELS will respect their wishes if BELS has been notified.

► **Force Majeure**

BELS 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 BELS's reasonable control; nor shall BELS be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.