

## COVID-19 Special Terms and Conditions

In response to COVID-19 we have updated our customer service terms and cancellation policy to provide added protection and flexibility for students.

Effective from 09/06/2020

### Booking

1. Our 'Study with Confidence' flexible options for cancellation and postponement are valid for any bookings made until 31.12.2020 when the original course start date is scheduled between 03.08.2020 and 02.08.2021.
2. The 'Study with Confidence terms' include:
  - Unlimited changes without postponement fees. (General Ts & Cs 13 – 15 do not apply.)
  - Credit voucher option: if you wish to postpone your course, we will give you a credit voucher valid for 2 years from the course start date. (General Ts & Cs 16 – 20 do not apply.)
  - If you cancel up to 5 working days before course start date: choose between a credit voucher (see above) or receive a full refund of fees (course, accommodation or any other services such as airport transfer), less any bank charges. (General Ts & Cs 16 – 20 do not apply.)
  - If you cancel less than 5 working days before course start date: receive a credit voucher valid for 2 years from course start date. (General Ts & Cs 16 – 20 do not apply.)
3. If you cancel or postpone a course, you must do this in writing by email.
4. If for any reason we cannot offer our face-to-face classes, but we can offer an alternative, such as online classes, no refund is offered.

## General Terms & Conditions

Effective for all bookings sent after 01/01/2020.

### Definitions

Working days are Monday to Friday.

### Conditions of Enrolment

1. Students must be 16 years old or over for adult courses.
2. If you book a course that isn't suitable for your level or purpose of study, Celtic English Academy has the right to move you to an alternative course that is recommended for you and that is available.
3. You must pay a £300 deposit or provide a financial guarantee if you are a government sponsored student at the time of booking.
4. You must pay your total fees at least 20 working days before the start of the course. If you enrol fewer than 20 working days before the start of the course, you must pay the total fees immediately.
5. To receive a visa supporting letter, you must pay the total fees. If your visa is refused see terms 17 - 19 for refund conditions.
6. You will not be allowed to start your course until your fees have been paid in full.
7. In order to fulfil our obligations to you and, in some cases, to the British authorities, it is necessary for us:
  - To see and copy your passport/ID card and visa (if applicable);
  - To have contact details for you in Cardiff (including a mobile phone number if you have one) and;
  - To have details of your emergency contact in your own country.

You therefore agree to provide this information either on your first day, or before your course starts. It is your responsibility to tell us if they change during your stay. It is also your responsibility to renew your visa (if required) if it is going to expire and to provide us with your new visa.

### Booking and Course Changes

8. If you change from a more expensive course to a cheaper one with less than 10 working days' notice before your course start date or after your course has started, you will not receive a refund or any extra lessons.

### General

5. If for any reason, including but not limited to self-isolation, travel restrictions, flight cancellations or government restrictions, you cannot leave the UK and return to your home country at the end of your course, you must pay for any additional costs incurred. These may include additional accommodation, flight changes and any other additional services such as airport transfers, including if you choose to continue your course to keep studying. Celtic English Academy will not be liable for these costs in any way.
6. We have put in Government-approved measures to ensure we can operate in a COVID-secure way and we will continue to follow Government regulations. We accept no liability for any real, or perceived, exposure to Covid-19 on our premises, or in the delivery of our services or our service providers, including illness, death, disability, personal injury, property damage or any related action. Celtic English Academy will not be liable for any associated costs including, but not limited to, flight changes, private Covid-19 tests, hospital/medication costs etc.

9. If you change your course after you have started in the school, you must pay a rebooking fee of £30 for every change. This fee covers administration and your new course materials.
10. We reserve the right to change teachers or combine classes or transfer students from one class to another. We do our best to minimise any disruption and make such changes as infrequently as possible.

### Your level of English

11. It is important that you are the right level to join a class.
  - If your level of English is below the minimum entry requirements for your chosen course, we reserve the right to place you in a different class until you are ready to join the course for which you originally applied.
  - For example, if your level of English is below the minimum required for Exam Preparation, Business English or Global Competence Certificate (GCC) classes, we reserve the right to place you in a General English class until you are ready to join the right level for that specific course.

### Postponing a course

12. If you want to postpone a course, you may do this by emailing us at least 20 working days before your original course start date.
13. If you ask to postpone your course less than 20 working days before your course start date, you will be charged the first 2 weeks' course fees, and normal cancellation terms for accommodation will apply.
14. You may postpone your course on the following conditions:
  - You must take the postponed course within 6 months of the original start date.
  - You can only postpone your course once. If you ask to postpone a second time, our normal cancellation terms will apply.

### Cancelling a course

15. If you would like to cancel a course, you must do this by email. If you cancel your course, you will have the following penalties:

- If you provide more than 20 working days' notice before the course begins: no course fees except the administration fees.
  - If you provide less than 20 working days' notice before the course begins: 50% of course fees and the administration fees.
  - If you cancel after the course has started: 100% of course fees and administration fees.
16. If you cancel your course booking because your visa is rejected, you must provide written evidence. Cancellation fees are as follows:
    - a. If you provide written evidence at least 5 working days before your arrival date: no course fees except administration fees.
    - b. If you provide written evidence less than 5 working days before your arrival date: 50% of course fees and the administration fees.
  17. Regardless of visa refusal, accommodation cancellation terms apply as normal. Please refer to terms 48 and 53.
  18. If you notify us after your course start date about your visa refusal, we reserve the right to charge you in line with our normal cancellation terms. Please note that it is your responsibility to apply for your visa in good time.
  19. If you arrive late because of visa issues and you inform us less than 20 working days before your booked arrival date, then we will charge your first 2 weeks for homestay accommodation and 4 weeks for residence.
  20. It is your responsibility to arrange suitable insurance to avoid loss of fees in the event of unavoidable cancellation or postponement.
  21. Our terms apply even in the case of unforeseeable 'force majeure' events, which may not be covered by insurance.

#### Course Extensions

22. You may extend your course at the academy if your visa allows this. The fees you pay will be based on the length of your total booking period and will also depend on whether you are a sponsored or private student. If you change courses, you will be charged the rate for the new course, i.e. General English to IELTS.
23. You must pay the full fees 20 working days before the extension to your course starts or at the time of extending if it is less than 20 working days before your original course finishes.

#### Shortening a booking after you have started or decreasing the number of hours you study

24. You can shorten your course or decrease the number of hours you study after you have started, but you will not receive a refund for any weeks lost or hours you have chosen not to study for.
25. Government sponsored students must have written consent from their embassy and provide us with 20 working days' notice if they want to shorten their course.

#### Increasing the number of hours that you study

26. If you want to increase your hours of study, you must pay the difference between the hours you are currently studying and the hours that you want to increase to.
27. If you are a sponsored student, you must study the number of hours indicated on your sponsor letter. You cannot increase or decrease without written permission from the Embassy and agreement from Celtic.

#### Class Changes

28. Class changes are subject to availability.
29. All class changes must be approved by the Director of Studies. Class transfers cannot be made mid-week. You can only change class if the Director of Studies authorises it and decides your level is suitable.
30. You can only attend classes on your timetable. You cannot attend classes which are not on your timetable.

#### Holidays

31. You may take a holiday during your course with us on the following conditions:
  - Students studying less than 12 weeks are not entitled to holiday.
  - Students studying 12-23 weeks get up to 1 week of holiday.
  - Students studying 24-35 weeks get up to 2 weeks of holiday.
  - Students studying 36-44 weeks get up to 3 weeks of holiday.
  - Your holiday must consist of whole weeks.

The above holiday conditions do not apply to any students who book NCUK programmes. These students must take their holidays during the designated holiday periods.

32. You must give us at least 10 working days' notice before booking and taking a holiday.
33. All holidays must be authorised by the Operations Manager.
34. We will add the weeks that you take as holiday on to the end of your course providing the holiday is authorised by the Operations Manager in advance and you have enough time left on your visa to do this.
35. It is your decision to take a holiday and we will hold your space at the academy for you, but we reserve the right to change your class.
36. No refunds will be given for holiday weeks if you do not want to add the weeks to the end of your course or do not have enough time left on your visa to do this.
37. If your course lasts for less than 12 weeks, you are not permitted to take holidays. Any days that you take off will be marked as unauthorised absences.
38. Courses will not be extended due to any unauthorised absences, including unauthorised holidays taken throughout the term.
39. The academy is closed on UK public holidays and for 2 weeks at Christmas time. Please see our current holiday dates on our website and price list for details.
40. If you book a course for a week that includes a UK public holiday, you will not be entitled to extra classes to compensate for the public holiday closure.

#### Government Sponsored Students

41. We cannot authorise holidays for government sponsored students without advance authorisation, by email, from your Embassy at least 10 working days before the holiday starts.
42. We will not under any circumstances change your attendance due to holidays that have not been authorised by your Embassy.
43. Your holiday must consist of whole weeks.

#### Accommodation general

44. Accommodation is only available while you are taking a course at the academy, including any time necessary to take an exam connected with your course, and usually in whole weeks.
45. You must pay for the full duration of your stay. However, accommodation payment plans may be available for government sponsored students who receive a monthly salary.

#### Homestay accommodation

46. Homestay accommodation is booked from the Sunday before your course starts to the Sunday after it ends.
47. If you change or cancel your homestay accommodation with less than 20 working days' notice Celtic will keep 2 weeks' accommodation fees and accommodation placement fee.
48. You must pay a weekly retention fee of £70.00 if you wish to keep homestay accommodation whilst away so long as your homestay provider agrees to keep a room for you. This is not possible in July and August.
49. You must pay for any damage that you cause at your homestay.

50. Students under the age of 18 must book "full-board" accommodation.

#### Residence accommodation

51. Residence accommodation is booked from the Sunday before your course starts to the Sunday after it ends. If you want to stay 1 or 2 extra days, you will be charged at the weekly rate.
52. If you have paid for residence accommodation and wish to cancel your accommodation, you may do this, but you will have the following penalties:
- If more than 20 working days' notice is given before the course begins: no accommodation fee except placement fee.
  - If less than 20 working days' notice is given before the course begins: 4 weeks' accommodation fees and placement fee.
  - Once the course has started: 8 weeks' accommodation fees and placement fee.
53. The arrival time for residence accommodation is from 15:00 hours on Sunday to 19:00 hours on Sunday. Departure time is before 10:00 hours on Sunday.
54. The minimum age for residence accommodation is 18.
55. £100 refundable deposit is charged at the time of booking which will be refunded in full 7 days after your departure date if there is no damage that you caused at your residence.
56. You are liable to pay for any damage that you cause at your residence. If the room or kitchen is left in an unacceptable state of cleanliness, i.e. very dirty, you may be required to pay an additional charge to have the room or kitchen cleaned, or damage repaired.
57. If you take a holiday during your course, you will be able to remain in the residence providing it has been booked in advance. You must inform the Operations Manager if you want to leave the residence during this time. You will not receive a refund for the time that you are not in the residence.

#### Airport Transfers

58. Celtic English Academy will arrange your airport transfer for you (if requested) based on the flight details that you send to us. We must receive flight details at least 10 working days before arrival. Transfers must be paid for in full before arrival. Transfer fees are per person.
59. If you have paid for an airport transfer and wish to cancel your transfer, you may do this. If more than 48 hours' notice is given before the airport transfer pick-up time, you will have no penalty.

#### General

60. We reserve the right to refuse you entrance to class if you arrive more than 10 minutes' late in the morning or afternoon. You will be marked absent for the part of the class that you miss.
61. We reserve the right to exclude you if you attend irregularly or behave unacceptably. In this case, no refund will be given. Please see our attendance and student disciplinary policy for more information.
62. We try to run all advertised courses/levels, but we reserve the right to cancel courses where this is unavoidable. In these cases, we will always do our best to offer you an alternative.
63. We reserve the right to not run courses where there are less than 4 students enrolled for that course. In this case, we will always do our best to offer you an alternative.
64. We reserve the right to hold our courses at either our Cardiff centre location or at a suitable offsite location, irrespective of the published location.
65. If a situation arises that has not been covered by these Terms & Conditions, we reserve the right to take any fair and reasonable action that we think is appropriate.
66. We reserve the right to change these Terms and Conditions at any time. If we do this, our new Terms and Conditions will be available on our website.
67. Class times stated in our brochures, on our pricelist and on our website are an indicative guide only and will be staggered to adhere to social-distancing requirements. You will be informed of your exact class times when you enroll.
68. Elective options may be delivered online to comply with social distancing measures.
69. If you, or your class, are required to self-isolate then you will either be offered the opportunity to join the class by video link or to join an online class during your self-isolation period. No refunds will be offered if you have to self-isolate.
70. All students are required to adhere to the measures put in place to by the UK Government, Welsh Government and Celtic English Academy regarding Covid-19 during their time in the UK. Failure to do so may result in the student facing our disciplinary procedure.
71. Under no circumstances should any student with Covid-19 symptoms attend the academy. If you have symptoms, you should phone us so that we can offer you further support and assistance.