

## Phone Calls

Students can only make emergency phone calls from the host family telephone under supervision. Agents will be responsible for recouping costs of calls made without permission.

## Text Books (Adults)

Text books are not included in our fee and cost approximately €35 (Ireland)/£35 (UK) / CAD\$10 per week (Canada). Agents who wish to include the book must advise CES so that the cost of the book will be added to each invoice. Book rental may be organised for groups only - deposit must be paid at school.

## Accommodation

It is important that Agents make special requests (i.e. no pets, vegetarian, etc.) on their initial booking. It is too late to make these requests after students have been placed. Where a number of special requests are made for one student, CES reserve the right to fulfil what we feel to be the most important request. Agents should advise CES of any special dietary needs, such as lactose intolerance, gluten intolerance, coeliac or vegan. There will be an extra charge for students requesting a special diet of €30 (Ireland)/ GBPE20 (UK)/\$40 CAD p/w. No allowance will be made for absence from the homestay during the time arranged. Students who wish to vacate the room for 5 days or longer, will be charged a retainer fee of €50 per week.

## Smoking

Smoking is not permitted in any public buildings in Ireland, England or Canada (schools, residences, etc.). It is not acceptable to smoke in a host family home.

## Public Holidays

CES will be closed on the following Public Holidays:

**IRELAND** - Please note that the school will be closed on the following dates:

01/01 - 03/01, 17/03, 10/04, 13/04, 04/05, 01/06, 03/08, 26/10, 18/12/20 -04/01/21

**UK** - Please note that the school will be closed on the following dates: 01/01 - 03/01, 10/04, 13/04, 08/05 (CES England only), 25/05 (CES England only), 31/08 (CES England only), 18/12/20 -04/01/21

**CANADA** - 01/01 - 03/01, 17/02, 10/04, 13/04, 18/05, 01/07, 03/08, 07/09, 12/10, 25/12, 26/12

When public holidays occur on a Monday, students will begin their course on a Tuesday. No extra classes will be arranged to make up group lessons missed on public holidays and there is no refund of fees or credit given.

Please note there is no refund for clients who downgrade from Intensive to Standard Course.

**Dublin:** Beginners course runs year round but please enquire first as it may be necessary for absolute beginners to have one-to-one tuition until they reach a suitable level. Their group class fee will be offset against these charges.

**UK:** Beginners please enquire first as course availability may vary between centres. It may be necessary for absolute beginners to have one-to-one tuition until they reach a suitable level. Their group class fee will be offset against these charges.

## Cancellation & cancellation fees

All cancellations must be notified in writing.

## Group Bookings

1. Notice provided of up to 14 days prior to arrival date – cancellation fee of €250 (Ireland)/ GBPE200 (UK) / CAD \$150 (Canada)

2. Notice provided of fewer than 14 days prior to arrival – no refund given.

## Individual Bookings

1 Accommodation Fees

## Homestay:

- notice provided of 2 weeks - full refund given.  
- notice provided of fewer than 2 weeks – no refund given

## Self-catering:

- notice period of 28 days – full refund given  
- notice period of fewer than 28 days – no refund given

## 1. Tuition and other fees:

2.1 Notice provided of up to 14 days prior of the arrival date - cancellation fee of €250 (Ireland)/ GBPE200 (UK) / CAD \$150 (Canada)  
2.2 Notice provided of less than 14 days prior to arrival – no refund given.

Where a visa has been refused, CES will refund fees to the Agent on receipt of evidence of the visa refusal plus the refusal number. All fees which have been paid will be refunded, less the cancellation fee of €250 (Ireland)/ GBPE200 (UK) / CAD \$150 (Canada). Where refunds are made by bank transfer, the bank charges will also be deducted from the balance.

If the intended commencement date of an English Language Programme is delayed because of visa problems, CES will adjust your tuition or accommodation end date subject to availability. No refund will be made.

## Curtailment

There is no refund of fees for curtailment of a course after commencement. These terms also apply to students who are part of a group. The cancellation fees will be waived if there is a replacement student.

## Independent Course Selection Arrangements

If, for any reason, students make their own arrangements for further study in Ireland or UK, the contract between CES and the student will be considered broken and no refund will be made.

## Expulsion

No refund. Students who are expelled will be sent home immediately at their own expense.

## General Conditions

- CES does not accept responsibility for costs incurred due to flight delays, (i.e. accommodation etc.)
- CES does not take responsibility for any loss or theft of belongings.
- Students are expected to have appropriate medical and baggage insurance.
- There is no refund of fees for days missed during the course, or for late arrival or early departure, or for public holidays.
- There is a fee of €30 (Ireland)/£15 (UK) / \$15 (Canada) on all payments made by bank transfer.
- Airport transfers by taxi – Whilst every endeavour has been made to ensure that you are the only passenger in the vehicle (unless otherwise requested), CES is unable to guarantee this due to operational circumstances and vehicle availability.
- CES reserves the right to cancel all arrangements and bookings without prior notice if our payment conditions are not met. All operators working with CES will be deemed to have agreed to these conditions without variation once they have made a booking.

\* While CES aims to be as inclusive as possible, there are instances in which we may not be equipped or trained to best cater for your needs. In cases where a student has a particular mobility issue, learning difficulty or other condition that might impede their learning or access to CES facilities, we ask that you first check with us before booking.

## Facebook and Social Media

CES reserves the right to expel any student found abusing or insulting any other CES student, Staff member or homestay host, on any form of social media.

## Legal Notice;

CES reserve the right to alter and amend information contained in this handbook without notice. We reserve the right not to accept applications.

## Supplements

CES reserves the right, if necessary, to add a supplement for airport transfers and tours to all students and groups.

- If a student wishes to transfer between any CES centres, there is a fee of £100/€150

- Courier fees – When CES are required to send visa documents, a charge of €95/€110 will be added to your invoice.

## GDPR (The General Data Protection Regulation)

In accordance with GDPR and our desire to ensure all data is always secure, visit our website for our Data Protection Policy and Privacy Statements.

*All prices are valid until 31st December 2020.*

## Junior Terms and Conditions – UK, Ireland and Canada

- There is a registration fee of €70 for Ireland, £55 for the UK and \$150 for Canada, for all students.
- CES require the date of birth of each student before any registration can be confirmed.
- Students between 12 - 17 years in England and Canada and 14 - 17 years in Ireland only, are accepted on the Junior Programmes.
- All students under 16 years will be placed 2 per home.
- Students with special dietary or medical problems are accepted solely at the discretion of the Directors of CES. There is a supplementary charge for coeliac, vegetarians, vegans and students with special dietary requirements.
- CES cannot accept students with enuresis (bed-wetting).
- Junior students must purchase the special travel ticket as all afternoon visits are by public transport. The tickets are on sale at each Junior Centre.
- In the peak months of July and August CES reserve the right to place two CES students of the same mother tongue in the same homestay accommodation. CES will do everything reasonably possible to meet agents' accommodation requests. Whilst CES cannot warrant that our homestays will not take students from another source, nevertheless CES will use our best endeavours to ensure that the homestay accommodation is suitable to student requirements.
- Students who are 18 years and over must attend a CES adult course. CES does not accept students 18 years and over in Junior Courses. We reserve the right to refuse such bookings.
- CES reserves the right to charge a student €70/£55 / CAD \$250 for change of host family.
- All junior students' accommodation is based on shared rooms.

## We do not provide single rooms for junior students (Ireland and UK).

- All students are expected to bring a towel and toiletries with them.
- Important: Students attending Junior Centres must obey the CES Rules for Junior Students. Students who take alcohol or drugs will be sent home immediately at their parents' expense. There will be no refund of fees for such students. Agents will be advised of the expulsion and must make arrangements for their student(s) to return home immediately.
- Junior Students may have classes in the morning or in the afternoon at peak times during the year.
- There are no extra classes given where a bank holiday occurs during a course.
- CES has a strict anti-bullying policy regarding all forms of social media. Any student found breaking this rule can be sent home.
- The CES Junior schools will not have classes on National Bank Holidays.

## Arrival and Departure of Junior Students:

- Junior students must book an airport transfer on arrival and departure.
- Students departing between 03.00hrs and 06.00hrs will be brought to the airport at 01.00hrs.

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*All prices are valid until 31st December 2020.*