

The following is an outline of the terms and conditions for bookings and payments for Agents and representatives of Centre of English Studies. The purpose of this list is to outline our conditions clearly and concisely and thereby avert misunderstandings. The Term "Agent" refers to any intermediary representing Centre of English Studies. Any disputes relating to accounts or services provided will, where necessary, be heard in the courts in the Republic of Ireland or the UK where the bulk of the service is carried out.

Enrolling on a Course

Where possible we ask that Agents complete the CES Registration Form. The CES Registration Form requests information on personal details, course, level, arrival information, transfer details, accommodation details, medical conditions, special dietary requirements and next of kin. We would ask that Agents complete this form, or assist their clients to do so.

Booking and Paying for a Course

There is a registration fee of €70 for Ireland, £55 for the UK and \$150 for Canada, for all students. **Group Bookings** - a 20% deposit is requested at time of booking with the remaining balance due for payment 2 weeks prior to arrival. **Individual Bookings** - a deposit of €250 (Ireland)/£200 (UK) and \$500 is required at time of booking with the remaining balance due for payment 2 weeks prior to arrival.

CES will then send Agents an invoice, indicating the price of the course and accommodation and any additional services requested, with the commission already deducted. The total invoice will show the amount due.

For some countries' visa applications, full payment is required in advance before acceptance letters are issued. It is the responsibility of the agent or student to ensure that the correct visa is applied for.

Payment Procedure

IRELAND:

1. By bank transfer or credit card through flywire, our preferred payment provider. To register and make a payment go to www.ces-dublin.flywire.com to begin the payment process. [flywire handling fees will be advised at the time of payment].

2. By bank transfer in EURO directly into CES bank account:

Bank Name: AIB.
Bank Address: 7-12 Dame Street, Dublin 2, Ireland.
Account Name: Centre of English Language Studies Ltd
IBAN: IE97AIBK93208688887063
BIC: AIBKIE2D
Account Number: 88887063
Sort Code: 93 20 86
[please add €30 to cover bank charges]

UK:

1. By bank transfer or credit card through flywire, our preferred payment provider. To register and make a payment go to www.ces-uk.flywire.com to begin the payment process. [flywire handling fees will be advised at the time of payment].

2. By bank transfer in GBP directly into CES bank account:

Bank Name: National Westminster Bank.
Bank Address: 27 South Street, Worthing, West Sussex, BN11 3AR.
Account Name: Centre of English Studies Ltd
IBAN: GB33NWBK60243174638459
BIC: NWBKGB2LXXX
Account Number: 74638459
Sort Code: 60 24 31
[please add GBP15 to cover bank charges]

CANADA:

1. By bank transfer or credit card through flywire, our preferred payment provider. To register and make a payment go to www.ces-toronto.flywire.com to begin the payment process. [flywire handling fees will be advised at the time of payment].

2. By bank transfer in Canadian Dollars directly into CES bank account:

Bank Name: The Bank of Nova Scotia
Bank Address: 19 Bloor Street West, Toronto, Ontario, Canada M4W 1A3
Account Name: The Language Workshop Inc.
Bank Number: 002
Transit Number: 91132
Cdn Dollar Account Number: 00413 19
Swift Code: NOSCCATT
[please add CAD \$15 to cover bank charges]
Note: If your bank requires 12-digit account number: 911320041319

****Please ensure when making a payment to include the invoice number and student name or number****

Commission

Individual Bookings - Commission is paid in two ways: **1) Net invoice method or 2) Retrospective**

Commission method. CES invoice the Agent, who is paid the gross price by the client and then pays the net invoice fee to CES. Commission is calculated on our Public Price List and is paid only on Tuition Fees for Adults and on our total package price for Juniors.

Retrospective Commission Method

Clients are invoiced for the gross amount and commission is paid on Adult Tuition Fees and Junior Package Price. Deposits must be paid for students booked by Agents on the retrospective method. The Agents details must be clearly marked on each booking at the time of booking for commission purposes.

Group Bookings - Special group rates are agreed with Agents by negotiation. It is important to note that should this group not reach the number agreed upon, this will automatically invalidate the fee agreed and a sliding scale will then apply. CES will provide this sliding scale upon receiving a group booking. Bookings will not be confirmed until the deposit, has been received by CES. It is important to note that deposits must be paid upon presentation of an invoice. **Balance must be received 2 weeks prior to the groups arrival.** Groups will be assigned to chosen centres on a first-come, deposit-paid basis. Failure to meet the terms outlined can lead to cancellation. CES reserves the right to close bookings once we have reached our quota in each Centre.

Arrivals

Group quotes include one group transfer on arrival and one group transfer on departure. Regarding flights arriving between midnight and 6am or delayed flights, CES reserves the right to hold students until 7am. *Small groups or individual students booked as part of a group and arriving separately to the group will be charged a transfer fee.*

If groups are arriving and departing to/from their accommodation at unsociable hours due to flight arrival or departure times CES reserves the right to charge a supplement fee to cover this.

Pricing

CES requires Agents to submit their price lists.

Misrepresentation

It is the responsibility of Agents promoting CES to give a true and accurate description of our programmes. Any such description must be submitted to the CES Marketing Department before printing. CES reserves the right to refuse bookings from an Agent who is misrepresenting our courses.

Adult Groups

Ireland - Accommodation is half-board from Monday to Friday and full board at the weekends. If full board accommodation is required from Monday to Friday, CES Dublin can arrange this at an additional cost of €40 per person p/w.

UK - Groups attending CES Wimbledon, CES Oxford, or CES Edinburgh who wish to have full board, will have to pay an additional £30 per person p/w supplement. Groups attending CES Harrogate, who wish to have full board will have to pay additional £25 per person p/w Monday to Friday supplement (weekends included).

CES Worthing and CES Leeds are full-board all week.

In circumstances where the accommodation and facilities offered by CES are unsuitable to the special needs of a student.

There will be no refund of fees and the costs incurred in returning home will be at the student/parents expense and not CES.

Insurance

Students are not insured by the School, or by the host family, against illness, theft or loss of personal effects. Therefore, the school accepts no responsibility in the event of such occurrence. Personal insurance cover is highly recommended.

Insurance should cover the loss of personal possessions such as laptops, cameras, and mobile phones as well as the loss of tuition fees if a student decides to cancel their course or return home early.

CES does not assume any liability for loss, delay or accident of any kind whatsoever which may occur due to the fault or negligence of any company, hotel proprietor, campus, hostel or any other persons carrying out ancillary arrangements.

Medical Insurance

IRELAND:

Medical Insurance can be arranged at a cost of €120 per annum.

UK:

If you are to travel as part of a group to a Centre of English Studies in the UK we can help you arrange insurance as part of your package price.

CANADA:

Medical Insurance can be arranged at a cost of CAD \$2 per day.

We advise all clients to take out full medical insurance prior to their arrival. CES cannot be held responsible for medical costs incurred if a student does not specifically request medical insurance cover. Citizens of the European Union countries should bring the EHIC card with them.

Adult Classes

At peak times of the year, adult classes can take place at alternative premises other than our main teaching centres.

Junior Groups (Winter)

Where groups book mid-week to mid-week, it may not be possible to provide classes on the Monday and Tuesday of their last week. Additional tuition will be given in lieu of this during the afternoon period.

Group Leaders

Group Leaders will be supplied with a Group Leader Handbook, which outlines their duties. It is important that Group Leaders read this handbook carefully. Group Leaders are expected to attend the centre each day and to accompany their group on all social and cultural excursions and activities. Accommodation will be full-board in Dublin, Worthing and Leeds and half board in Wimbledon and Oxford. In the peak month of July it may not be possible to provide single room accommodation for Group Leaders. It is not feasible for a Group Leader with a group at a Junior suburban centre to attend an Adult / Teachers Course at the city centre Adult School. We advise all Group Leaders to bring a mobile phone with them and to give this number to the centre principal in case of emergency.

For each group leader, Centre of English Studies must receive prior to arrival, a declaration of suitability to work with children from the agent or group organiser. Centre of English Studies will also forward all medical and consent to travel forms in advance of arrival for completion by parents/ guardians.