

Terms & Conditions

MAKING A BOOKING:

- Booking may be made by completing the online registration form.
- It is important to complete all necessary sections of the registration form distinctly.
- The school will acknowledge all bookings within 5 working days and, where all necessary bookings information is available, Letter of Acceptance will be given to the student once the full payment has been accepted.
- ISE reserves the right to refuse bookings.
- There is a non-refundable registration fee of €70.

FEE PAYMENTS:

- Full payment of fees must be made 4 weeks before the course start date.
- Booking will be canceled automatically, according to the cancellation policy.
- Payments are accepted in **EURO only**.
- Payment may be made by **BANK TRANSFER, PAY TO STUDY** or **FLYWIRE**.
- All bank charges are the responsibility of the student / Agency.
- All payments must be marked with an invoice number with student's full name. We cannot guarantee that we have received payment unless bank transfers carry this information.

COURSE CANCELLATION POLICY:

- Notice of Cancellation must be provided in writing 4 weeks in advance.
- Course fees cannot be refunded for change of mind.
- Full information about [refund policy here](#).

COURSE CHANGE POLICY:

- Course changes requested no longer than 14 days before course commencement can be made as re-booking. Existing courses will be canceled and a new booking will be made for courses to the price list value of the original course booking or above on payment changed fees.
- Course changes requested within 7 working days of course commencement are not possible.
- Course changes can only be effected by the next course starting the week (from the next Monday or Tuesday) subject to availability of suitable class places and the payment of any change fees.
- Course breaks are not permitted once a course has commenced.

CLASS SIZE, LEVELS, AND STUDENT AGE:

- The maximum class size for English classes for adults is 15 students.
- 5 levels are offered from Elementary to Advanced.
- Class duration: 3 hours + 15 minute break.

- The student must be aged 18 or over.
- IELTS and Cambridge Examination Preparation courses all require a minimum of 8 people to run. If this number is not reached, an alternative course may be offered.
- ISE reserves the right to cancel a course if there is not a sufficient demand for it. In this case, full refunds will be given.

SCHOOL RULES

The International School of English aims to provide quality education in an enjoyable and safe environment. In order to create a positive learning environment for all of our students, we have a number of rules that we expect every student to follow.

1. We wish to offer our students the most fulfilling and enriching learning experience whilst studying at ISE so we ask that only English is spoken on the school premises and on excursions. We feel this will really help you develop your language skills and also means that all students, regardless of their native language and nationality can actively participate and communicate with one another.
2. Morning classes start at 09.00 and afternoon classes start at 13.45 - Harcourt Street and 13:00 - Capel Street. You will not be given attendance if you are more than 5 minutes late. Furthermore, you cannot be 5 minutes late consistently. Please do not ask your teacher to give you attendance anyway. If you leave the class before the end, you also cannot be given attendance for this part of the lesson.
3. So that you can fully participate and benefit from your classes, do not use your mobile phone during the lesson. Using your phone distracts you from the task and will most likely annoy your teacher and your classmates. As a courtesy to them, please keep your mobile in your bag, you can check your messages during the break.
4. Smoking is not permitted inside the school building or at the front door. There is a smoking area at the back of the school, by the canteen which you can use.
5. ISE keeps a record of your attendance. If you are on a student visa, your attendance must be at least 85%. Please see Attendance Rules for more information.
6. Students attending ISE are expected to treat their fellow students, and ISE staff members with respect and courtesy at all times. This is expected when students are on the school premises, and when on a school excursion. No form of verbal, physical abuse or bullying will be tolerated. Discrimination against any race, gender, nationality, sexual orientation or age will also not be accepted.
7. Other unacceptable behaviour not accepted by ISE includes: selling, distributing and/ or being under the effect of drugs or alcohol on the school premises or on an excursion; wilful damage to school property; filming or photographing a student or staff member without their consent; theft of school property; accessing, storing and/or sharing any offensive material which is offensive, pornographic or threatening in any way.

UNACCEPTABLE CONDUCT

ISE will take the necessary disciplinary action against any student found breaking the above stated rules regarding accepted behaviour whilst on the school premises, or on an excursion. In a situation where a student's behaviour is unacceptable, ISE reserves the right to take disciplinary action. If a student exhibits abusive or aggressive behaviour during class time, the teacher can ask this student to leave the class. The teacher will then inform the Director of Studies immediately and the incident will be logged.

The student will then be asked to attend a meeting with the Director of Studies and the Director of Operations. Depending on the severity of the behaviour, the Director of Operations will issue a formal warning, a suspension, or in cases of severe misconduct, the student could be expelled and the police informed when the behaviour is criminal.

DISCIPLINARY APPEALS PROCEDURE

A student's Appeal Form must be completed by the student within 7 days should the student wish to appeal against the decision. In such cases, the appeal is considered using ISE's Complaints Policy and Procedure.

ATTENDANCE RULES

ATTENDANCE INFORMATION – PLEASE READ CAREFULLY

PUNCTUALITY POLICY:

In accordance with www.ilep.com, all Non-EEA students are not permitted to arrive any later than 5 minutes to class. Arriving 5 minutes late should be an exception and not a habit.

Please take note of class times and arrive on time! If you are late, you disrupt the class.

REGISTERS & ATTENDANCE:

Students who arrive more than 5 minutes late, or who leave class early will not be given attendance for this part of the lesson. This will affect your attendance record.

ABSENTEEISM POLICY:

Students who have a planned absence (only after 3 months school attendance is 2 months holiday allowed) should inform the Centre Manager a week before the first of the dates they will be away.

Students who are absent due to illness and require credit for attendance should present a doctor's note to the Centre Manager.

85% ATTENDANCE PROCEDURE OBLIGATORY ON A STUDENT VISA:

Non – EEA Students who require a student visa must attend on a full-time basis only.

Students who are on a student visa MUST attend class full-time.

In order to apply for an extension of a student visa, a minimum attendance of 85% is required by Garda National Immigration Bureau. If you require letters from The International School of English to apply for the extension of your visa, contact Reception and complete a request form.

NON-ATTENDANCE PROCEDURE ON A STUDENT VISA:

If a student does not comply with attendance regulations, the following procedure will be enforced.

- First warning: Issued when attendance falls below 85%.
- Second warning: Issued if there is no improvement after first warning.
- Suspension from class: If no improvement or continual absences from class.
- Expulsion from the school and notification to IRP: If the student can no longer reach 85% attendance at course completion, has failed to improve after warnings, has missed 2 weeks or more of class without explanation or has not provided medical documentation to explain absences.

COMPLAINTS POLICY

The International School of English welcomes feedback from students. We take informal and formal complaints seriously and follow a standard school procedure when dealing with them. We will respond to your complaints promptly and courteously.

Complaints Procedure:

- Contact ISE's Director of Studies (Harcourt St – dos@iseireland.ie), Assistant Director of Studies (Harcourt – ann@iseireland.ie) or Centre Manager (Harcourt St– enda@iseireland.ie / Capel St - domnica@iseireland.ie) to arrange a time to meet.
- A complaints form will be completed at the meeting.
- Your complaint will be responded to within 3 working days.
- If you are unhappy with the response to your complaint, you can then contact ISE's Director of Operations: Darragh Price: darragh@iseireland.ie, with details of your complaint.

HEALTH AND TRAVEL INSURANCE:

- Students are strongly advised to take out travel and health insurance.
- Non-EU/EEA countries must have medical insurance. This can be organized by the school.
- ISE will not cover costs that may arise as a result of the need for treatment or repatriation of a student.
- Students are responsible for their own personal effects.

VISAS:

- Students with non-EU/EEA citizenship require a Study Visa to enter Ireland.
- Study Visas require a minimum course booking of 15 hours per week.
- All non-nationals who are not citizens of a member of the European Union, the European Economic Area, or Switzerland, must register with An Garda Siochana (Police Station) and must carry their Irish Residence Permit (IRP) card with them at all times.
- All school fees must be paid in advance. In the case of a visa being refused, all fees are refundable except €150.
- Fees cannot be refunded if a visa is denied because of submission of wrong / false information.
- It is the student's responsibility to be aware of and comply with the visa and immigration registration requirements of the Irish Government. ISE cannot be responsible for students' legal responsibilities.

GENERAL CONDITIONS:

- ISE assumes no responsibility for personal loss, delay or accident of any kind whatsoever that may occur due to fault or negligence of any company or persons carrying out ancillary arrangements outside of our control.
- ISE reserves the right to cancel any arrangements or bookings without prior notice if payment conditions are not met.

- ISE reserves the right to refuse or cancel bookings in circumstances where school or accommodation facilities are unsuitable to a students' special needs.
- The student must have at least 85% attendance.
- Students should have Medical Certificate if they are absent.
- In the case where a medical condition makes it impossible to complete a course and if this condition existed but was not advised at the time of the bookings. ISE refuses any liability and no refund will be given.
- Should a student behave in an unseemly and/or inappropriate manner that brings the school or its agent(s) into disrepute or cause damage to its reputation or standing in any way, either real or imagined, s/he will be asked to leave the school immediately. The CEO will be the only arbitrator in any such event.
- A serious misdemeanor or infringement of the laws of Ireland will result in instant dismissal from the school. Costs incurred by the student as a result of dismissal in these circumstances from the school are the sole responsibility of the student and ISE will accept no liability of any kind.
- The student is responsible for any damage or injury s/he may cause to buildings, furniture, fittings, individuals or host family property, etc. while registered with ISE.
- The school reserves the right to change, without notice, the contents, dates, times locations or any other details of course(s) brought about by a political event, natural disasters, weather or any other events considered by the organizers to be pertinent.
- If we do not enforce any conditions of these Terms and Conditions or we delay in enforcing it, this will not prevent us from retrospectively enforcing the condition and will not constitute a waiver of that condition.
- Examination fees are not included.
- Examinations fee must be paid 4 weeks in advance.
- No Alcohol and drugs inside the school.
- Smoking not allowed inside the building.
- Any disputes in relation to accounts or services provided will, where necessary, be heard in the courts of the Republic of Ireland where the bulk of service is being carried out. The interpretation of these Terms and Conditions, all agreements, and communications with ISE shall be through the English.

ADDITIONAL TERMS AND CONDITIONS FOR JUNIOR STUDENTS:

- A full complete Parental Consent Form is required for each student under 18.
- The student with special dietary or medical considerations is accepted solely at the discretion of ISE.
- Course begins on Monday only.
- All junior students accommodation is based on room sharing: single rooms are not provided for junior students.

- The use of alcohol, drugs or other prescribed substances is forbidden. The student found in possession or found taking alcohol, drugs or other prescribed substances will be sent home immediately at parents/ guardians expense. Group leaders or parents/guardian will be advised of the termination of the student's stay and must make arrangements for the student's immediate return home. No refund of fee will be given in this circumstance.
- Under the provisions of Irish Law, young people under the age of 18 years of age may not visit public houses (Pub) and they not purchase alcohol.
- Junior students are subject to curfew: They must be at home with their nominated host family each night and may not be away from their host family after these times except under the specific supervision of a school nominated leader or their host family: Under 14 need to be home at 19:00 unless they are with their leader of the host family. 15-16 years of age need to be home at 21:00. 17-18 years of age need to be home no later than 22:00.

ACCOMMODATION TERMS AND CONDITIONS:

ACCOMMODATION

- All accommodation is offered subject to availability.
- Accommodation fees are non-refundable.
- There is an accommodation placement fee of €60.
- The en-suite room (private shower & toilet) is available on request for an additional fee.
- Minimum booking is 1 week and the maximum is 4 weeks and subject to availability of dates requested.
- Students should pay accommodation 4 weeks in advance to avoid disappointment.
- Students are advised to book and send the flight details in advance to get the accommodation details as soon as possible and avoid disappointment.
- Extra fee may be charged in the high season June/July/August
- Late payments or short notice (less than 4 weeks) cannot guarantee accommodation availability.
- In such case that a payment is made with short notice (less than 4 weeks), the student will not be eligible for a refund should they choose an alternative accommodation option. Additionally, they are liable to pay any difference should the rate of the alternative option be higher than the original payment made.
- There will be an extra charge for special requests.

ACCOMMODATION – HOST FAMILIES

- Host family accommodation is on a Saturday to Saturday or Sunday to Sunday basis. Extra night accommodation may be requested and may be offered at a nightly rate subject to availability.
- The student should wish to change Host Family. ISE will only do so after discussing the situation and reasons with both the student and the family.
- Accommodation prices include half board (Breakfast & Evening meal only) from Monday to Friday and full board (Breakfast, Lunch and Evening meal) on Saturday and Sunday.
- En Suite room (private shower & toilet) is available on request for an additional fee.

- The student may be accommodated with families within 45 mins to an hour travel time by bus.
- Families may host students of a number of nationalities.
- Minimum booking 4 weeks and subject to availability for dates requested. Students should book accommodation 4 weeks in advance to avoid disappointment especially if they wish to study during high season.
- The Accommodation Manager is in charge of recruiting families and knows each family on a personal basis. Families come from a variety of backgrounds from traditional Irish families to modern – day families where both parents work. Some hosts are single professional.
- There is a code of conduct that must be respected between family and student on request from the Accommodation Manager. If any problem arises the Accommodation Manager will endeavour to resolve them in the best interests of the student, the family, and ISE.
- Special request (dietary, pets, children etc) must be made at the time of the initial booking. We may not be able to accommodate special requests after the student has been placed.
- There will be an extra charge for special requests.

POLICY FOR CHANGING TIMETABLE:

Students can change their timetable (from morning to afternoon or afternoon to morning) subject to the following criteria being fulfilled:

1. The change is subject to availability: whether a space is available.
2. The course content must be the same as the current course content.
3. The request must be made by email and sent to the Director of Studies.
4. If the change is due to work reasons, a letter from the employer must be attached.
5. A fee must be paid which covers the difference in cost of the original course bought and the cost of the new course.
6. The Director of Studies and Assistant Director of Studies will assess the request and make the final decision.
7. The change will be noted on the CMS under Alerts.