

# ACET ENROLMENT DETAILS, TERMS & CONDITIONS 2018

**Confirmation documents** ACET sends confirmation of booking on receipt of enrolment form and deposit. Confirmation documents must be passed onto the client. We accept no responsibility for cases arising from the failure to pass documentation to clients.

**Age Limit** Minimum age limit is 16 (except Executive and Professional Courses where minimum age limit is 23). Clients under 18 years of age must submit a signed parental guarantee & copy of their passport or national ID with their enrolment.

**Public Holidays** Monday is the starting day for all courses each week. When Monday is a public holiday, Tuesday is the starting day. There is no reduction in fees when a course includes a public holiday.

**Client Holidays** Clients on long courses (except examination courses) may take a holiday break without losing their course fee, provided 4 weeks notice is given. Holidays must be taken for full weeks, commencing on a Monday and cannot be taken mid-week. Clients cannot return to class during the holiday period. The maximum period that can be taken at one time is 6 weeks.

**Course Fees** Course Fees include tuition, welcome pack, client card, WiFi internet, use of resource centre and internet room, placement test, access to language counselling and certificate of achievement. Course fees do not include accommodation fees, course materials (€50), examination fees, cost of lunch, social events, personal insurance and bank charges. Special offers must be quoted at the time of booking – offers will not be applied retrospectively.

**Courses** Each tuition hour lasts 55 minutes. Bookings are non-transferable, i.e. they are specific to dates, courses and applicant. Clients are expected to attend classes regularly and on time. Clients forfeit tuition if they are late, absent or leave early.

If a client is not of sufficient level to join a course, we reserve the right to cancel, alter, or make arrangements on an alternative course for them.

If there are three or fewer clients in a class, the lessons will take place over a reduced number of hours as required.

We may not have a separate FCE/CAE/CPE preparation class. We will have a Cambridge exam preparation class. A separate FCE/CAE/CPE preparation class is dependant on bookings. We will only be able to establish for certain if a separate FCE/CAE/CPE class is possible closer to the commencement of the course.

ACET is a Cambridge English testing centre however, 4 participants per examination are needed for the examination to go ahead. ACET is not responsible should the examination not take place nor do we take any responsibility for other testing centres running the examination.

**Payment** Please complete and send enrolment form with a deposit of €200 (non-refundable) or full fees. Tuition and accommodation fees must be paid in full 15 working days in advance. Clients who enrol less than 15 days before arrival must send full payment with enrolment form. Bank charges must be paid by the client. Changes made to bookings will incur a charge of €35.

## ACCOMMODATION

**Homestay** Homestay fees are calculated per 7 nights, half board Monday to Friday, full board at weekends in a single room. From June 2 to September 16, there is a supplement of €35 per week for a single room.

Clients should expect to travel for an average of 30 minutes from their homestay to ACET. WiFi/internet access is available in most homestay but **cannot be guaranteed**.

Twin rooms can only be booked by clients travelling in pairs who wish to share a room. **There is a supplement of €95 per week for full board accommodation for clients remaining in homestays during the Christmas break.** Special requests must be made at the time of booking. We will endeavour to fulfil these requests but they cannot be guaranteed. **Clients with special dietary requirements who need supplementary foods are responsible for purchasing these items.**

## Student Residence Apartments

**University Hall / Victoria Lodge / Victoria Mills / University Place & Deanshall residences** - 25 minute walk from ACET - Available from June 3 to August 18 Clients have a single room with a private bathroom in an apartment which they share with other clients. Each apartment has a kitchen, a living room with a television and a bathroom. Bed linen is supplied. Clients must provide their own towels.

Accommodation in student residences is provided by a 3<sup>rd</sup> party. ACET acts only as an intermediary. ACET does not assume any liability for loss, delay or accident of any kind whatsoever which might occur due to fault or negligence during clients' stay at the client residences.

Clients changing accommodation will not be refunded any difference in price. Accommodation costs are not refunded for part of a week. No allowance is made for absences from accommodation. Nationality/gender mix is not guaranteed in apartments or client residences.

## AIRPORT TRANSFERS

Clients booking homestay accommodation can be collected free of charge from Cork airport, train or bus station on arrival.

Clients must confirm date and time of arrival to ACET one week in advance. Collection is organised from 09.00hrs to 22.30hrs.

In the case of a delay en route to Cork, clients must contact ACET or their hosts. We cannot guarantee collection in the case of a delay, UNLESS the client makes contact with ACET or their hosts.

Clients booking other types of accommodation can request a transfer on arrival at a cost of €55 (**subject to availability only**). The maximum waiting time for a transfer is 30 minutes.

## INSURANCE

Clients are advised to insure against loss of fees and/or other expenses as a result of course cancellation or early departure from Ireland. Clients are also advised to take out full travel, health, money, baggage and personal effects insurance cover prior to travelling to Ireland. Clients from EU countries should bring their European Health Insurance card. Clients from non-EU countries are required by immigration to take out medical insurance.

## CANCELLATION FEES

Notice of cancellation must be given according to the refund policy in order to qualify for a refund. If notice of cancellation is given in writing 15 working days or more before the start date, fees are refunded in full, less the deposit. If notice of cancellation is given in writing less than 15 working days before the start date, one week of the tuition fee and one week of the accommodation fee are refunded. If notice of cancellation is given on or after the first day in Cork, the accommodation fee and the course fee are not refunded. (Working days are Monday-Friday)

Documents sent to clients for visa purposes must be returned to the school upon cancellation. Fees can only be returned (less the deposit) after ACET has received the original visa refusal letter.

ACET is not liable for any extra costs incurred as a result of delays (flights, visas, personal etc.) These costs may include accommodation costs, transportation costs, dining, medical bills etc.

ACET is not responsible should an examination for Cambridge English or ETS not take place. A limited number of participants is needed for the examinations.



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40 years...*