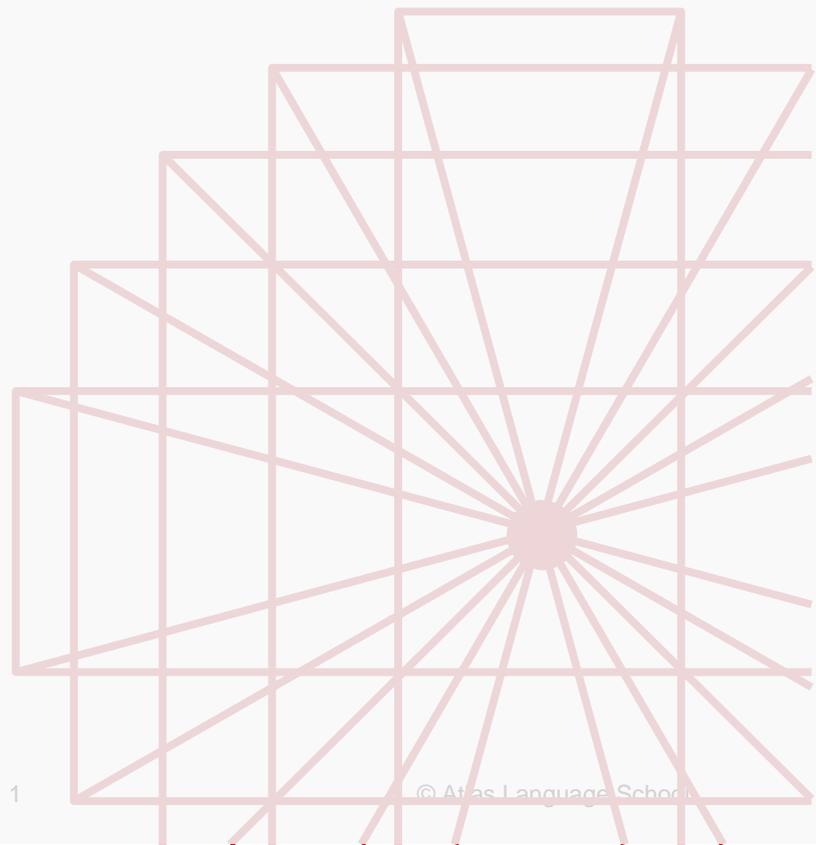




# Atlas Language School Dublin, Ireland

## Terms and Conditions



# 1. Admission

## Minimum age

The minimum age at our adult school is 18. In certain circumstances we may accept under 18 year olds on our adult programmes. Such students will only be enrolled on a course if their parents/legal guardians have completed and signed a Parental Consent form. By signing this form parents acknowledge that their child will be studying in an adult centre and that Atlas Language School are not legally responsible for the child.

## Course level

We offer classes from Elementary to Advanced level. Please note that we **do not** accept **absolute beginners**.

## Course

A course consists of 20, 26 or 32 tuition lessons, 50 minutes each.

## Course Fees

Adult course fees include tuition, placement test, student welcome pack, free access to elective classes, wifi, use of computers, end of course certificate. A course registration fee of €65 is applicable to all courses. The cost for the course book is €35 per term.

## Accommodation

All accommodation bookings with Atlas are subject to an accommodation placement fee of €65. Homestay accommodation is based on a 7 night stay starting from Saturday or Sunday whereas residential accommodation is based on a 7 night stay starting from Sunday.

A supplement of €50 per week will apply to students who are accommodated in a host family over the Christmas holidays (2 weeks). Please contact the school directly for full details of host family availability over this period. In case the school does not have any host family availability, students might be asked to move to one of the school's student residences and the supplement will be refunded.

Accommodation is always subject to availability and cannot always be guaranteed. Once accommodation is confirmed we can only guarantee a place for the duration initially booked.

Homestay and residential accommodation require compliance with a set of guidelines set out by Atlas, the host families and the residence management. For further details, please contact the school.

## Visa

Non-EEA students should contact their local Irish Embassy for visa requirements.

## Insurance

All students are advised to take out private medical insurance which can be purchased through Atlas (non-EU students only). Students from the EU should travel to Ireland with their European Health Insurance Card to cover public medical care.

# 2. Enrolment

## Enrolment Dates

New students should refer to their enrolment confirmation for course and accommodation dates. Please note that the invoice does not reflect the course dates but the date of enrolment.

## Continuity of Enrolment

Enrolment of a current student will be terminated if:

- The student or their agent notifies Atlas Language School of his/her wish to terminate their enrolment;
- The student withdraws from their nominated course;
- Atlas Language School terminates the student's enrolment or suspends or excludes the student in accordance with the provisions of our Policies and Procedures; or
- The student has completed all course requirements.

## **Refusal and Cancellation of Enrolment**

Atlas Language School may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/ student for the following reasons:

- Beginner level of English
- Misconduct (refer to the section on Code of Behaviour);
- Failure to satisfy the minimum academic requirements for courses chosen;
- Failure to arrive on the commencement date;
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means;
- Failure to fulfil the normal admission or enrolment requirements;
- Non-payment of tuition fees;
- Cancellation of a student's visa;
- Non-attendance or consistently low attendance;
- Other reasons as deemed by the school's management.

## **3. Agent's Commission**

### **Commission**

Our agent's commission is taken from total course fees for all our courses. Commission is paid on course fees only. Commission is only paid if we receive the booking and payment of the fees from the agent and after the respective student has started the course.

### **Referral fee**

In certain circumstances a referral fee of 15% may apply if an agent recommends Atlas to a student but does not send the booking or pay the fees. In such circumstances the agent should notify Atlas of the student's name before the student makes the booking with Atlas.

### **Re-Registration Commission**

If a student re-registers for a new course within three months of the end of their previous course then commission is paid at a re-registration rate of 15%.

## **4. Pricing Policy**

Atlas Language School is committed to a fair competition policy between partners representing Atlas Language School in the market. We insist on partners promoting and selling at the price agreed by Atlas and its partner agency and on transparency of any discounts. Discounts made by the partner agency must be clearly displayed. Agents and partners are obliged to sell our courses as per prices quoted on our price list.

In the case where agents are offering discounts on accommodation, insurance, transfers or any additional services themselves, agents should make it clear that these discounts are not offered by Atlas.

We at Atlas will advise the partner agency of any misuse of our pricing policy as unfair competition in the market. This may also result in the reduction of the agent commission or the termination of the partnership agreement.

## 5. Payment

All course fees should be paid in full at least 15 days prior to the student commencing their course. Atlas have partnered with **PaytoStudy** and **Flywire** to make international payments for agents safe and easy.

### **For non-EEA students who require a visa before entering Ireland:**

For visa required students, payment must be made at least 30 days before course commences so we can prepare the student acceptance letter. Please note that some visa applications need to be made several months in advance, so the payment has to be made accordingly.

Acceptance letters are only issued after full payment is received.

Please note in accordance with Irish immigration law your payment will be held in an escrow-type account until your visa application has been approved.

We have partnered with **Flywire & PaytoStudy** to provide this service, please see both payment options listed below.

### **PaytoStudy** ([www.atlaslanguageschool.paytostudy.com](http://www.atlaslanguageschool.paytostudy.com))

PaytoStudy is an easy to use online system which offers a fast and secure way to pay fees at no cost to the payer. International Bank Transfer Fees are eliminated and payments can be processed and receipts issued within 48 hours. There is a 24 hour customer support service available via live chat, skype, phone and email.

Once funds are received by PaytoStudy, the payment is immediately transferred to the receiver's account from the local PaytoStudy account in their home country.

### **Flywire** ([www.flywire.com/pay/atlas](http://www.flywire.com/pay/atlas))

Flywire allows you to pay securely from any country and any bank, typically in your home currency.

By making your payment with Flywire you can:

- Track your payments from start to finish
- Save on bank fees and exchange rates
- Contact their multilingual customer support team with any questions, day or night

Flywire offers multiple payment options and excellent foreign exchange rates. They'll ensure your payment arrives safely and accurately.

### **For EU students and non-EU students who do not require a visa to enter Ireland**

Agents can pay through PaytoStudy without the option of credit/debit card payment but if an EU agent wants to pay by credit card this will be done directly through the school. Please note that payments by credit card will incur a 2% service charge.

For further details on the payment through PaytoStudy, please see: [atlaslanguageschool.paytostudy.com](http://atlaslanguageschool.paytostudy.com)

Agent commission should be deducted before the payment is made. In the event of a student paying the fees directly to the school, the agent must send an invoice and Atlas Language School will transfer the agent's commission once the student has started their course.

## 6. Cancellation Policy

### Course Cancellation

Tuition fees are non-refundable once a student has commenced their course. If a student cancels their course more than 30 days before the course commences, all fees will be refunded.

If a student cancels their course less than 30 days before the course commences, fees will be refunded with the exception of the registration fee (€65). In the event of a group booking cancellation less than 2 weeks before the course commences, fees will be refunded minus a 10% cancellation charge.

### Putting a course on hold

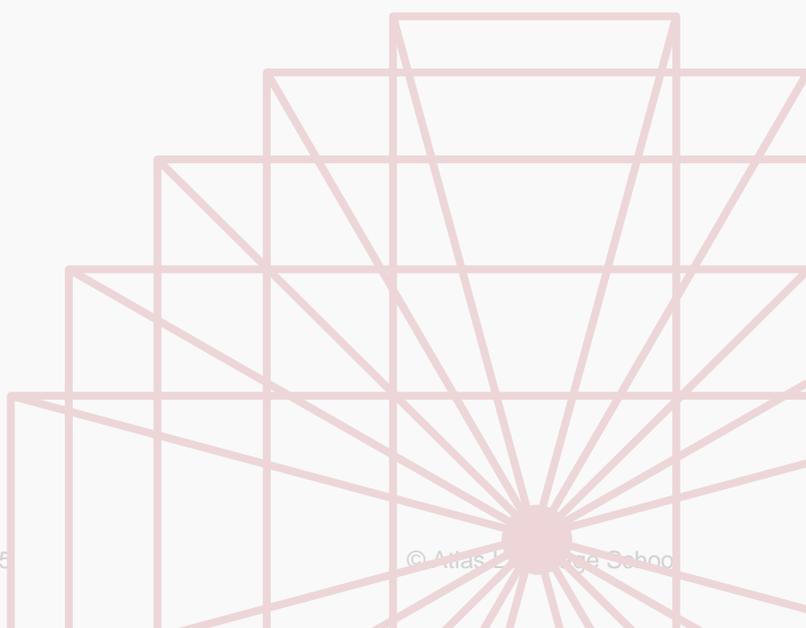
In exceptional cases, a course can be put on hold for up to 12 months after the date the student was registered. There will be no extra charge or increase in fees if the school is notified at least 30 days in advance of the course start.

If a course is postponed less than 30 days in advance of the course start date a postponement fee of €35 will be charged. Please contact the school for further details.

Depending on the new course dates, please note that the Summer Supplement may apply.

If a course is postponed for more than 12 months from the date the student was registered, the regular cancellation fees apply and the booking will be treated as a new booking, i.e. new fees (course, accommodation, registration and placement fees, insurance and exam fee) will apply, if applicable.

Postponed courses are not eligible for promotions running at the time of postponement but the original fees apply.



## Accommodation Cancellation

### Homestay

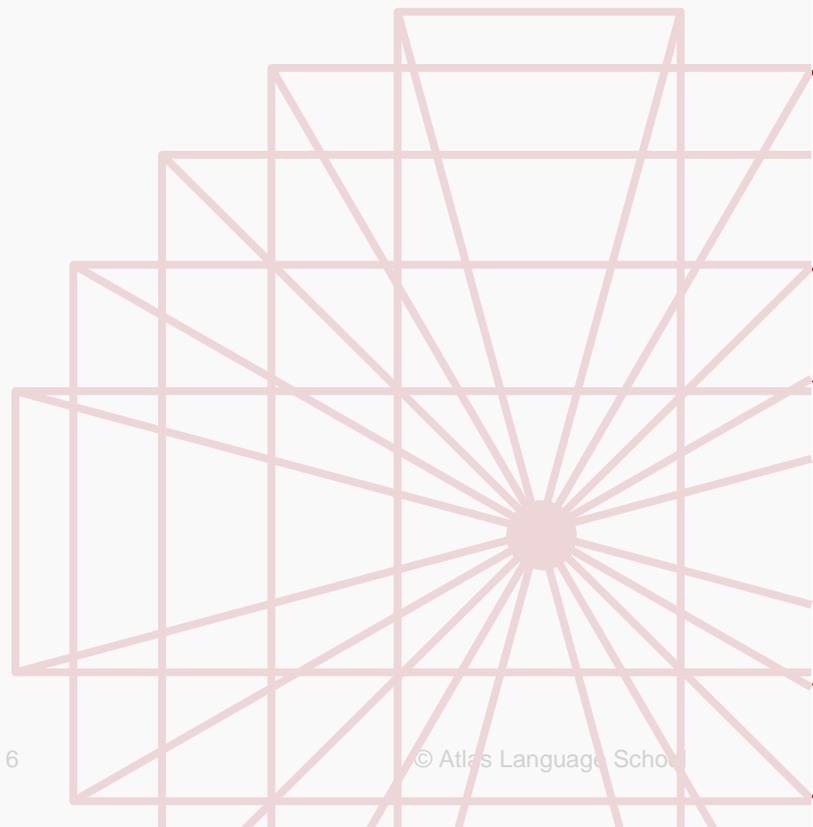
- a) If homestay accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- b) If homestay accommodation is cancelled less than 30 days but more than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement (€65).
- c) If homestay accommodation is cancelled less than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€65) and one week's accommodation.
- d) If homestay accommodation is postponed less than 7 days before arrival, the student will be charged for one week's accommodation.
- e) After arrival: The first 4 weeks of a host family booking cannot be cancelled. After that a booked host family stay can be cancelled if the school receives notification 2 weeks in advance. A refund can be given for the outstanding weeks that the family was booked for.

### Residence

- a) If residential accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- b) If residential accommodation is cancelled less than 30 days but more 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€65).
- c) If residential accommodation is cancelled less than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€65) and one week's accommodation.
- d) No refund will be made if a student makes alternative arrangements during their stay.
- e) No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure.
- f) If residential accommodation is postponed less than 14 days before arrival, the student will be charged for one week's accommodation.

### Airport Pickup Cancellation

If a student does not arrive at airport due to cancelled or missed flight without notifying Atlas, no refund of the airport pickup fees can be made.



## 7. Holiday Policy

Holidays can be taken in one week blocks (Monday-Friday only), and you must notify the office in writing/by email in advance of your intention to use your holidays. Please note that holidays won't be given after the week has already begun.

### **Holiday Policy for short-term (less than 25 weeks) students**

#### **Students on courses of 12 weeks or less**

Generally no holidays are allowed for students who are studying on courses that are less than 12 weeks.

#### **Students studying on courses from 12 to 24 weeks**

One week's holiday is allowed for students who are studying on courses from 12 to 24 weeks. To request a holiday, please send an email to [info@atlaslanguageschool.com](mailto:info@atlaslanguageschool.com) at least one week before you want to take your holiday. This request will be logged on the school online system. Holidays must be requested at least one week in advance.

#### **Holiday Policy for long-term (25 weeks) students**

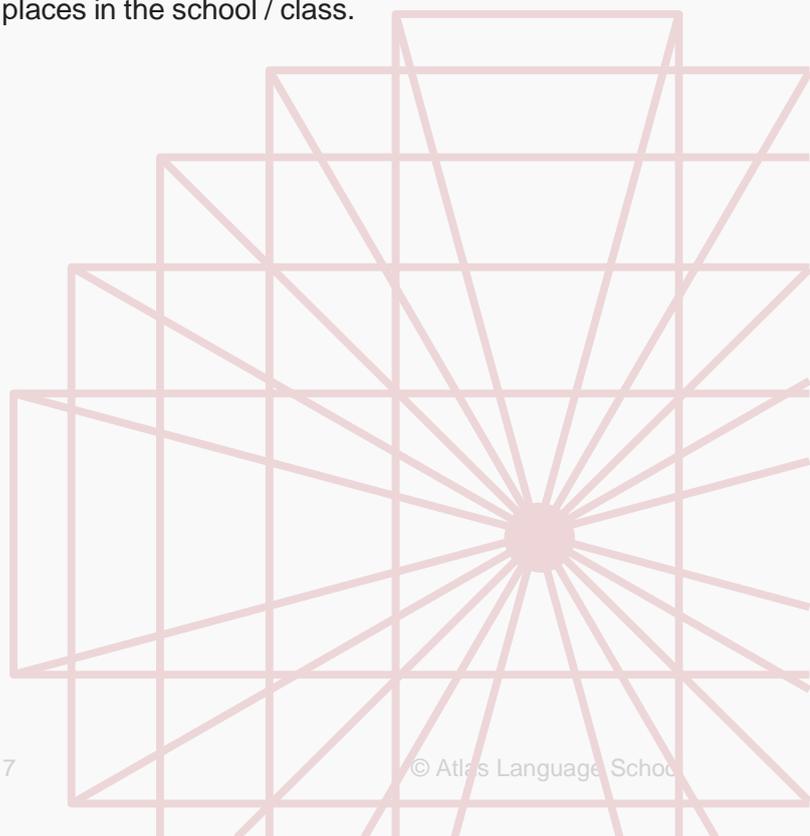
An Academic Year course lasts for 25 weeks after which students are entitled to take up to 10 weeks holiday before their visa expires. Normally Academic Year holidays are taken AFTER a student finishes their course.

If students stay during the winter holidays, these two weeks of holidays are included in the 10 weeks of holidays, i.e. students only have 8 weeks of holidays after finishing their course. Also these two weeks of winter holidays do not need to be booked but are booked by default.

In the exceptional case where a long term non-EEA student wishes to take holidays during their course, this holiday period must be requested BEFORE starting their programme and/or registering with GNIB. In addition, holiday periods cannot at any point exceed 1/3 of the total weeks elapsed. This means that students need to have completed 9 weeks of their course before they can take holidays for the first time. After 9 weeks they can then take up to 3 weeks of holidays as they need to have studied 3 weeks for each week they want to take the holiday.

For Academic reasons students need to have 4 weeks of their course remaining, i.e. cannot take holidays in their final 4 weeks.

Early return from holidays is subject to availability of places in the school / class.



## 8. Further Conditions

- a) Bookings are not confirmed until official enrolment confirmation is provided by Atlas.
- b) Final registration and provision of pre-arrival information for each student are only confirmed upon receipt of full payment of fees.
- c) We do not accept responsibility for costs incurred due to flight delays or cancellations.
- d) We do not take responsibility for loss or theft of belongings.
- e) Refunds, partial refunds or compensation of any other kind will not be given for Public Holidays, for days missed during the course, for late arrival or early departure, or days missed due to adverse weather conditions.
- f) During peak times classes may be held at additional premises.
- g) If a student wishes to return to their home country or take holidays elsewhere during the term of their English Language Programme they are free to do so, but no credit will be given for missed study time.
- h) In the event that students are unable to attend lessons due to illness, these sick days will not be added to the end of the course period.
- i) Promotional Photographs and Videos: Atlas or its representatives may take photographs and videos of classes or other school activities during a student's time with us, which may be used for promotional purposes. If students do not wish to appear in any promotional materials, please advise us at the time of booking.

## 2019 Academic Calendar

Term	Start Date	End Date	Weeks
Term 1: Winter	Monday 7th January	Friday 29th March	12 weeks
Term 2: Spring	Monday 1st April	Friday 21st June	12 weeks
Term 3: Summer	Monday 24th June	Friday 20th September	13 weeks
Term 4: Autumn	Monday 23rd September	Friday 20th December	13 weeks
Closed	Monday 23rd December	Friday 3rd January 2019	2 weeks
Winter 2020	Monday 6th January 2020		

## 2019 Bank Holidays

Holiday	Day, Date
New Year's Day	Tuesday, 1st January
St. Patrick's Day	Monday, 18th March
Good Friday *	Friday, 19th April
Easter Monday	Monday, 22nd April
May Day	Monday, 6th May
June Bank Holiday	Monday, 3rd June
August Bank Holiday**	Monday, 5th August
October Bank Holiday	Monday, 28th October
Christmas Day	Wednesday, 25th December
St. Stephen's Day	Thursday, 26th December

\* Good Friday is not a public holiday in Ireland, though like many schools and businesses we are closed on that day for a long Easter weekend.

\*\* The school is closed for classes on the August Bank Holiday, but we will be open for placement testing, induction and orientation of new students starting their courses on that day.

All information is correct at the time of update, February 2019.