



La Training Solutions si occupa di consulenza e formazione nel campo delle lingue e delle tecnologie informatiche **da 15 anni** circa.

Crediamo da sempre nella validità dell'esperienza di studio all'estero.

Abbiamo assistito più di 1600 persone nella personalizzazione di una vacanza studio o corso di inglese all'estero.

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## **ABC LANGUAGES CAMBRIDGE**

### TERMS AND CONDITIONS

#### **Booking Terms**

These booking terms relate to individual and family bookings made direct or via our agent partners with ABC Languages (a trading name of Group Study Holidays (GSH) Limited).

For Group Study Holidays (bookings of 15 or more students) please visit our sister website.

#### **Payments**

A non-refundable registration fee of £60 is due at the time of booking. Payment of fees must be received in full 28 days prior to the course start date, or on registration if less than 28 days before the course start date. Payment may be made by bank transfer, cash or credit/debit card. Payment must be made in Pounds Sterling. Bank details are provided on the payment details form. If paying by bank transfer, payment must include ALL bank transfer charges (including any intermediary charges).

If payment in full has not been received, you will not be allowed to start your course.

#### **Discounts**

Long-stay discounts apply ONLY when all fees are paid in full in advance of the course start date. No further discounts will be given. Only one discount type is permitted per booking.



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## **Visas**

Payment must be received in full prior to any supporting documents being issued. If a visa application is rejected and we receive a copy of the original form (given to you by the Embassy, explaining why your application has been rejected) at least 14 days prior to arrival we will refund the fees received in full, less the registration fee, any courier fees and any bank charges. A 100% cancellation fee equivalent will apply if we receive written evidence less than 14 days prior to arrival. There is a charge each time documents have to be sent by courier, the price will depend on the end address.

Group Study Holidays (GSH) Limited cannot be held responsible for decisions taken by embassies or Immigration authorities regarding entry visas or visa extensions.

Should your arrival day be postponed due to delayed visa applications, Group Study Holidays (GSH) Limited cannot guarantee the original accommodation allocation.

It is our policy in accordance with UK Government guidelines, to report any student requiring a visa to the immigration authorities should they fail to arrive for their course or leave early without good reason.

## **Refunds & Cancellation**

Cancellation prior to arrival

Cancellation charges are as follows:

29 days or more before commencement: Registration fee withheld, no further cancellation charge.

Between 28 days and 15 days before commencement: 50%

14 days or less before commencement: 100%



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'Commencement' means the course or accommodation start date – whichever comes first.

We strongly recommend that you purchase insurance – see separate page for details.

### **Termination of course after arrival**

No refunds of tuition, accommodation or registration fees will be given by Group Study Holidays (GSH) Limited once the student has started his/her course.

### **Absence**

No refunds of tuition or registration fees will be given by Group Study Holidays (GSH) Limited should the student be absent from school for whatever reason. Students must inform Group Study Holidays (GSH) Limited office if they are going to be absent from school. Courses may not be extended to include any days/weeks tuition missed.

Any excursions, activities or other extracurricular activity missed will not be refunded.

### **Refund Payments**

Refund payments are only be made to the person or organisation from whom we received the fees. Refunds to individual students can only be made if he/she originally paid the fees directly to Group Study Holidays (GSH) Limited. All refunds will be made to the original payer's bank account or credit card and will not be made in cash.

### **Terms Specific to Part-time Courses**

Students are asked to pay in advance for each half-term. Students who enrol mid-term will be charged the 'weekly fees' subject to a 4-week minimum course length.



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Refunds, credits or replacement lessons are not given for classes missed for whatever reason. In no circumstances can lessons be carried forward after the original period of enrolment.

If a student's circumstances change, and a permanent change to their days of study is requested, the student should speak to their teacher who will refer the request to the Academic Management Team. Casual changes of day are not permitted.

### **Changes to Enrolment**

Group Study Holidays (GSH) Limited reserves to right to charge an Administration Fee of £50 each time the course or accommodation is changed after Group Study Holidays (GSH) Limited has confirmed the initial enrolment. 7 days notice must be given if a student wishes to make changes to their course or accommodation.

### **Accommodation**

Our accommodation is only available when you are taking a full-time course with Group Study Holidays (GSH) Limited (t/a ABC Languages).

All accommodation is subject to availability.

Homestay accommodation is booked from the day before your course starts to the day after it ends. This is usually from Sunday to Saturday. If you want to arrive earlier, or leave later, we will try to arrange this but we may have to offer you an alternative such as a hotel for the extra night(s).

If you wish to cancel your accommodation, you must give one week's notice or you will have to pay a cancellation fee equivalent to one week's rent. If you leave your accommodation because you are unhappy there, we will not ask you to pay the cancellation fee as long as your decision to leave is reasonable.



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If you take a holiday break during a long course, you may be able to retain your accommodation, but this is not guaranteed and you will be asked to pay a fee, normally half the rent. If you wish to leave your accommodation at this time, you must give us at least one week's notice. We will try to arrange for you to return to the same accommodation but we cannot guarantee to do so.

You are liable to pay for any damage you cause at your accommodation.

### **Materials Deposit**

Students who wish to borrow materials, such as books, CD's and DVD's, are required to leave a deposit of £20 at the start of their course. This is refunded at the end of the course provided all borrowed materials are returned in the same condition as they were loaned.

A deposit of £10 is also required for the loan of an access card allowing students to freely enter and exit the school building - this is refunded at the end of the course provided the card is returned in good condition.

### **Expulsion**

Group Study Holidays (GSH) Limited reserves the right to expel students for unacceptable behaviour including, but not limited to, harassment of teachers or other students, possession or consumption of illegal drugs and alcohol, smoking in restricted areas, malicious damage to school property or place of accommodation, threatening other students' safety, breaking local law. No refund will be given. Repatriation is at the students own expense.



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## **Liability**

If Group Study Holidays (GSH) Limited is unable to deliver all or part of any course, our liability will be limited to the value of the course not provided. Group Study Holidays (GSH) Limited will not be liable in any circumstances for any consequential loss whatsoever. Group Study Holidays (GSH) Limited will not be held liable for loss, damage or injury to persons or property.

Students must pay the full cost of any damage they cause to property.

## **Insurance**

Students must have adequate health, accident and travel insurance.

## **Photography & Filming**

Students agree that photographs, videos, artwork or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by Group Study Holidays (GSH) Limited, or by a third party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, Group Study Holidays (GSH) Limited will respect their wishes.

## **Medical Information**

Group Study Holidays (GSH) Limited must be informed of any special medical information which applies to the student. Any student arriving with a serious medical condition not previously reported, or which requires regular staff supervision, may be sent home without any refund of fees. Any costs incurred through repatriation will be borne by the student. Group Study Holidays (GSH) Limited will try to accommodate any special needs as far as deemed reasonable.



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## **Social Programme**

Group Study Holidays (GSH) Limited reserves the right to make changes to the social programme due to weather conditions or any other reasons beyond our control. Any misconduct will lead to total exclusion from the social programme. Excluded students will be given supervised private study for two hours instead.

## **Website**

The information contained on our website is for general information purposes only. The information is provided by Group Study Holidays (GSH) Limited and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage, or any loss or damage whatsoever arising from loss of data of profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Group Study Holidays (GSH) Limited. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Every effort is made to keep the website up and running smoothly. However, Group Study Holidays (GSH) Limited takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.



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## **Force Majeure**

Without prejudice to the foregoing, Group Study Holidays (GSH) Limited will do its utmost to provide the necessary care of students affected by causes beyond its control; however extra accommodation, transfers, repatriation and any other expenses resulting from such causes are to be borne by the student. In any such case, students might have to be accommodated in emergency accommodation which may not be of the same standard or located in the same geographical areas as the accommodation that would otherwise be provided by Group Study Holidays (GSH) Limited in terms of its obligations. If, notwithstanding that it has no obligation to do so, Group Study Holidays (GSH) Limited covers any costs for which the student is responsible; Group Study Holidays (GSH) Limited shall be refunded such costs in full.

Group Study Holidays (GSH) Limited will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide any compensation) if the failure is occasioned by any cause beyond Group Study Holidays (GSH) Limited's reasonable control; nor shall Group Study Holidays (GSH) Limited be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster and unusually adverse weather conditions.