



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.

IMPORTANT INFORMATION AND TERMS OF PARTICIPATION

How to enrol	Please fill out the enrolment form and send it either to our central booking office in St. Petersburg or your local agent. We will confirm the course 24 hours after having received the enrolment. For all One-to-one Courses we require course participants to complete our Needs Analysis Form , which can be obtained from Liden & Denz or our booking agent.
Booking deadlines	For students not requiring a visa to Russia or Latvia, the booking deadline is 1 week prior to arrival. For students requiring a visa to Russia: for all short-term courses (up to 4 weeks) the booking deadline is 3 weeks prior to arrival. For all long-term courses in Russia (5 weeks and more) bookings should reach us at least 8 weeks prior to arrival. For students requiring a visa to Latvia: the booking deadline is 3 weeks prior to arrival for courses in our Riga centre.
Terms of payment	Payment of the total amount (including enrolment fee) is to be settled no later than 30 days prior to the course starting date (immediately if enrolling later) by bank transfer.
Russian entry visa and its prolongation	All foreign travellers to Russia require an entry visa . Visa fees depend not only on the applicant's citizenship, but also on the local consulate's pricing policy. We provide all clients with a letter of invitation, which is necessary to obtain an entry visa. Our students are asked to state in the enrolment form a period for which they would like their visa to be valid. Please take into consideration that a normal Russian visa is only valid for one entry (except for long-term student visas which are multi-entry).
Latvian visa and residence permit	Latvia is a Schengen country: most students will travel visa-free. Students requiring a Latvian visa (valid for stays up to 90 days within half a year) or a residence permit (for longer stays), will receive the respective support from Liden & Denz. Students are advised to check visa policies and costs in the nearest Latvian consulate.
Arrival	Arrival day is Sunday! Course participants who have booked host family or shared flat accommodation through Liden & Denz are met at the airport or railway station and driven straight to their accommodation at no charge.
Lesson length	One lesson lasts 50 minutes .
Cancellation fees	Up to 30 days prior to the beginning of the course – 10%, up to 10 days – 25%, but if cancellation occurs when visa support has already taken place - not less than the invoiced amount for enrolment and visa related services. For cancellations that occur later, the cancellation fee amounts to 50 % of the total fee. Telc exam cancellation: up to 30 days prior to the exam - none; less than 30 days before the exam - 100% of the exam fee. Cancellations should be communicated in writing (e-mail or fax) directly to our central booking office in St. Petersburg or to a local agent.
Programme interruption	Must be communicated in written form at least 15 days in advance . Under no circumstances has the participant the right to reclaim the total fee. A partial reimbursement is at the discretion of Liden & Denz.
Late arrival or absences during the programme	for which Liden & Denz cannot be held responsible, will not be reimbursed. Absences cannot be compensated through additional lessons.
Minimum age	The minimum age for all courses is 16 . Students coming with a closed group can be younger than 16, if the group comes with a responsible adult group leader.
Insurance cover	Participants are asked to check their personal insurance protection as they are not automatically insured by Liden & Denz against illness, accident, theft, personal liability etc. If a booking agent cannot provide adequate insurance cover, we can advise our clients an international insurer (on request).
Group Courses	If Liden & Denz has to cancel a group course for lack of participants at a particular level a student will receive one-to-one tuition with 75% of booked group lessons during the same period of time. Under no circumstances will the participant receive a refund of the fee.
Accommodation	We do all we can to ensure that students' requirements are met. However, if the language centres cannot provide the preferred type of accommodation, that does not constitute a case for reimbursement. Host families: Liden & Denz confirms home stay and shared flat accommodation three weeks prior to the course start date (immediately - if enrolling later). If required, host-family change can be organised after arrival, but only on weekends. If a change is required immediately, extra fees will apply (equivalent to one week accommodation costs). Shared flats: Please note that an arrival transfer is compulsory (required for key handover and instructions). Damage deposit: A deposit of 200€ is secured on arrival at the school, by freezing that amount in your account. On your departure, followed by an inspection of your apartment, we will unblock the deposit money the next working day. Costs incurred by damage, breakage or loss will be deducted from your deposit. Private apartments: Apartments are selected prior to arrival according to the information sent by e-mail. If necessary, an apartment can be changed after arrival but not earlier than one full week after arrival date. The apartment change handling fee is 200€. In case of cancellation less than two weeks prior to the arrival date we will charge a cancellation fee of up to 500€.
Change of programme	Liden & Denz reserves the right to change the programme in an appropriate way in case of riots, strikes, war or other events of force majeure . The language centres cannot be held responsible for changes occurring as a result of these events.
Public Holidays 2016	Russian public holidays: JAN 1, 2, 7; FEB 23; MAR 8; MAY 1,9; JUN 12; NOV 4. Latvian public holidays: JAN 1; MAR 25, 28; MAY 1, 4; JUN 23, 24; NOV 18; DEC 26. No lessons are held on these days. Compensation is only provided for One-to-one Courses.