

MAKING A BOOKING & FEE PAYMENT

- Submit an application using this link, <https://go.dorset.ie/apply-agents>
- The school will acknowledge all enquiries within 48 hours.
- Once the student agrees to make a booking, a detailed Pro-Forma invoice will be issued by the school.
- This Pro Forma invoice will provide full detail on the booking and the booking fees.
- Once the student is happy that the details on the Pro Forma are correct, the student must pay a non-refundable course deposit payment of €150 to Dorset College.
- The deposit is part of the course fees.
- Dorset College will confirm the booking by email on retrieval of the non-refundable deposit fee of €150.
- The student should note their arrival date and ensure the payment of full fees is received by Dorset College at least 30 days before their arrival date.
- Bookings made less than 30 days before the course start date must be paid in full at time of booking.
- Full payment of courses which commence between July 01st and August 31st inclusive must be received by Dorset College at least 6 weeks before arrival.
- Payment for bookings made less than 7 days before the course start date must be paid in full by either a credit card, bank transfer or via Transfermate at the time of booking.
- Dorset will issue the student their arrival documents once we have received full payment.
- Payments are only accepted in Euro and may be made by bank transfer, credit / debit card (Visa / MasterCard) or Transfermate. All bank charges are the responsibility of the student.
- All payments must include the student ID or invoice number and student's name. Dorset College cannot guarantee that a payment has been received unless it includes this information.
- Dorset College reserves the right to cancel any arrangements or bookings without prior notice if fee payment conditions are not met.

COURSE CANCELLATION/CHANGES TO BOOKINGS

Notice of cancellation must be provided in writing and applies from the date it is received by Dorset College

Days before commencement	Refundable fees
28+ days	Full paid fees, except €150 non-refundable deposit

14-27 days	Full fees paid, subject to a minimum total charge of *€250
7-13 day	50% of fees paid, subject to a minimum total charge of *€250
Less than 7 day	30% of fees paid, subject to a minimum total charge of *€250
On/after start	No refund

*€250 includes deposit

- All changes between one course and another, including changing from General English to Exam Preparation programmes, upgrades in group courses, and changes from group courses to private tuition are subject to availability and are at the complete and sole discretion of Management.
- Course changes requested within 7 days of course commencement are not possible
- Date changes for courses are permitted with 7 days' advance notice and subject to the availability.
- No refund is available where a course change is taken to a less intensive course: the duration of the less intensive course may not be longer than the original booking.
- Courses booked may not be transferred from one person to another.

GENERAL INFORMATION

- General, Business, IELTS and Academic Year courses start on Monday's, or where necessary, this may fall on a Tuesday's, due to public holidays.
- Classes missed due to public holidays will not be made up.
- Special Courses, including Cambridge Examination Preparation, Corporate Business English, 30+ courses and Teacher Training courses are offered on defined dates
- All lessons = 45 minutes, except Private lessons = 60 minutes (Private lessons are subject to teacher availability).
- The maximum class size for group classes is 15 students.
- Dorset reserves the right to cancel a course if there is not sufficient demand for it. In this case, full refunds will be given.
- Classes begin at 09:00 AM, however timetables may change. In any case, classes will take place between Monday to Friday and between the hours of 09:00 AM and 17:30 PM. All changes will be notified in advance.
- The minimum age for adult courses is 17 years.

- Under the provisions of Irish law young people under the age of 18 years of age may not visit Public Houses (Pubs) and will not be allowed to purchase alcohol or tobacco products.
- Students are subject to a curfew: they must be at their nominated host family by 22.30 PM each night and may not be away from their host family after this time, except under specific supervision of a school nominated leader or their host family.
- Under 18 year old students undertake to abide by the rules.

ACCOMMODATION - HOST FAMILIES & APARTMENTS

- The minimum accommodation booking is 4 weeks in duration and is subject to availability for dates requested.
- Students are advised to book in advance to avoid disappointment, especially for students coming over during the peak season.
- Students are advised that travel distance and time between accommodations to the school may vary.
- Accommodation details are sent upon the receipt of full fees.

HOST FAMILIES

- Host family accommodation runs on a Sunday to Sunday basis (7 nights).
- Extra-night accommodation in host families may be requested and may be offered at a nightly rate subject to availability.
- Host family accommodation consists of half board Monday to Friday (breakfast and evening meal) and full board at the weekends (lunch included).
- Should a student wish to change host family, Dorset College will only do so after discussing the situation and reasons with both the student and the family.
- Families may host students of a number of nationalities.
- Students booking the single room option will not be placed with students of the same mother tongue in the host family accommodation. This is not guaranteed for students booking the twin/double room option. Twin and double room prices are based on two people sharing by a couple or friends only.
- Students staying with host families will have their clothes washed once a week.
- Special requests (e.g. regarding diet, pets, children, etc.) must be made at the time of the initial booking. Dorset College may not be able to accommodate special requests after a student has already been placed. If several special requests are made on

behalf of the same student, the school reserves the right to prioritize the importance of each request.

- There will be an extra charge for special dietary requests.
- There is a Code of Conduct that must be respected between the host family and the student. The details of this are available in the Student Handbook and on request from the Accommodation Manager.

APARTMENTS

- Residential accommodation is based on a Saturday to Saturday or Sunday to Sunday basis (7 nights) depending on the provider.
- Extra-night accommodation may be requested and may be offered at a nightly rate subject to availability.
- Residential accommodation is provided on a self-catering basis as described on the Dorset College website: www.dorset.ie/accommodation.
- Apartments vary in terms of size, shape, location, facilities, etc. Requests for specific apartments cannot be guaranteed, particularly during peak periods.
- Apartments are fully equipped, however, some apartments do not have a washing machine but the laundrette at reception can be used for an additional cost.
- In certain apartments, residents must sign Residence Rules document on their first day in school. In addition, the resident is responsible for the replacement cost of keys, key cards, fobs or other access devices lost or damaged during their stay.
- Depending on availability, Dorset College may use alternative apartments to those advertised on our website.
- The terms and conditions of these apartments may differ from our more commonly used apartments.

TERMS & CONDITIONS

- Dorset College assumes no responsibility for 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 its control.
- Dorset College reserves the right to refuse or cancel bookings in circumstances where school or accommodation facilities are unsuitable for a student's specific needs.

- Students absent from their classes for two weeks or more without a valid medical certificate or prior agreement will be removed from their classes. In cases where a medical condition makes it impossible for a student to complete a course, and the school were not informed at the time of the booking, Dorset College refuses any liability and no refund will be given.
- Should a student behave in an unseemly and/or inappropriate manner that may bring the school or its agent(s) into disrepute or cause damage to its reputation or standing in any way, either real or imagined, he/she will be asked to leave the school immediately. The Directors of Dorset will be the sole arbitrators in any such event.
- A serious misdemeanour 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 Dorset College will accept no liability of any kind.
- The student is responsible for any damage or injury he/she may cause to buildings, furniture, fittings, individuals' or accommodation property, etc., while registered with Dorset College.
- Dorset College reserves the right to change without notice, the contents, dates, times, locations or any other details of course(s) brought about by political events, natural disasters, weather or any other events considered by the organisers to be pertinent.
- Dorset College reserves the right to transfer students between sites for academic and operational reasons.
- Booking requests for specific school centres cannot be guaranteed.
- If we do not enforce any condition of these Terms and Conditions or we delay in enforcing it, this will not prevent us from retrospectively enforcing the Condition(s) and will not constitute a waiver of that Condition.
- Any disputes in relation to services provided or Accounts will, where necessary, be heard in the courts of the Republic of Ireland where the bulk of the service is being carried out. The interpretation of these Terms and Conditions, all agreements and communications with Dorset College shall be through the English College.
- Dorset College's full Terms and Conditions and Policies are available on the following link <https://www.dorset.ie/policies-and-procedures>

HEALTH AND TRAVEL INSURANCE

- All students are strongly advised to take out full and suitable travel and health insurance. EU/EEA nationals are advised to obtain an EHIC (European Health Insurance Card, formerly an E111) as minimum cover: see <http://www.hse.ie/eng/services/list/1/schemes/EHIC/>
- Students from non-EU/EEA countries must have medical insurance. This can be organised by the school. The Irish immigration authorities have particular requirements which may apply: please see <https://www.dorset.ie/policies-and-procedures> for further information.
- Dorset College 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 property and are advised to insure against loss of fees and/or expenses that may be incurred due to cancellation, sudden or early departure as Dorset College will offer no refunds for days missed, late arrival or early departure

VISAS

- Students who are non-EU/EEA citizens may require a Study Visa to enter Ireland. For full details visit www.inis.gov.ie Study Visas require a minimum course booking of 15 hours per week. Students wishing to work while studying must be registered on an Academic Year Programme (25 weeks) and must register for a recognised examination.
- A minimum of 6 weeks are required for Visa Applications to be processed by the Irish authorities.
- All non-EU/EEA citizens who plan to be in Ireland for more than 90 days must register with the Garda National Immigration Bureau (GNIB) before the date stamped in their passport.
- It is necessary to pay all school fees in advance when making a Visa Application.
- All fees paid (except an administrative fee of €150) can only be refunded in the following cases:
 - Visa is refused before travelling to Ireland
 - Permission to Land, on arrival in Ireland, is refused and the student must return to their point of origin

- Permission to Remain in Ireland (after the date entered in the passport) is refused after arrival in Ireland - fees paid for the period after initial permission days from arrival are refunded
- Visa or Permission to Remain Extension application is refused - fees paid for the period of the booking extension are refunded except for any portion of an extended course used.
- Fees will not be refunded if a Visa is refused because of the submission of false information.
- Fees cannot be refunded where a Visa is granted, even if the issuing of the Visa is delayed by the authorities. In such case, the course and accommodation bookings may be deferred in entirety by the number of Visa delayed weeks, provided that at least 14 days written notice is provided to Dorset College. Course Fees may change if the Course does not take place in the calendar year.
- It is the student's own responsibility to be aware of and comply with the Visa and Immigration Registration requirements of the Irish authorities. Dorset College will assist but cannot be responsible for students' legal responsibilities.
- Applications for Refunds must be made in writing to the Accounts Dept, 8 Belvedere Place, Dublin 1 - or by email accounts@dorset.ie . All Refund Applications must complete form https://go.dorset.ie/refund_DCD and include the letters of Visa Refusal and the Visa Application or GNIB Number and clear proof that the applicant is not in Ireland.
- The Accounts Manager will inform the refund applicant of the documents and evidence required in order to apply for a refund, and will confirm to the Applicant when a Complete Application has been received.
- Refunds are processed within 20 working days of Dorset College receiving a complete application for refund. Refunds are issued in Euro and only paid to the bank account or bank card of the registered student. Banks may make additional transfer, foreign exchange and receiving charges.