

## **Language Camp West - Terms & Conditions**

### **Booking, Cancellation, Refund & Other**

#### **AGREEMENT**

Both the student enrolled in Language Camp West and the Parent(s)/Guardian(s) of the student agree to be bound by the School Rules and the Terms and Conditions of this agreement.

Language Camp West may update these terms from time to time and any changes will be effective immediately on being set out here. Please ensure you are aware of the current terms.

Please read these terms carefully before using the online payment facility. Using the online payment facility on this website indicates that you accept these terms. If you do not accept these terms do not use this facility.

Please also see Easy Payments Plus Terms and Conditions and Privacy Policy.

All payments are subject to the following conditions:

Your payment will normally reach the Language Camp West account to which you are making a payment within two working days. We cannot accept liability for a payment not reaching the correct account due to you quoting an incorrect card number or incorrect personal details.

Neither can we accept liability if payment is refused or declined by the credit/debit card supplier for any reason.

#### **SECURITY**

All payment details which are entered through this payment gateway are encrypted when the customer, or third party making payment, enters them. Communications to and from the service provider's site are encrypted.

Language Camp West shall not be liable for any failure by the customer or third party making payment of fees to properly protect data from being seen on their screen by other persons or otherwise obtained by such persons, during the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

All cardholder information is protected and will never be passed onto any third parties

#### **SERVICE PROVIDER**

Online payments of fees can be made by credit or debit card. The transaction is received and validated by the Service Provider (Fee Pay Ltd). The client making the application will get an immediate notification to confirm whether or not the card validation was successful. The funds will be transferred from your account within 48 hours.

#### **BOOKING**

Bookings can be made online or by phone. There is no booking confirmation in place based solely on a booking inquiry, email or telephone call. Course places will be held for customers who pay a non-refundable deposit (€100 per week booked, per student). The balance of the course fees must be paid by the agreed due date or at least 8 weeks before the course starts. If the payment is not received by the final due date, the booking will be considered cancelled. Management reserve the right to change the course price at any time, however, prices quoted for a course will not be changed once a student's deposit, partial payment and/or full balance of fees has been paid.

## **REFUNDS**

No refund of course fees shall be given for students who are dismissed from the school for breaking the school rules. No refund of fees shall be given if a student voluntarily and for whatever reason, including medical, leaves the course before the end date. No refund of fees shall be given if a student refuses to attend the camp or is late to camp. Any fees paid are non-transferable to other students or subsequent camps/years. Language Camp West reserves the right to change the dates of a course or to cancel a course. In the unlikely event of this happening, course fees will be fully refunded.

Refund of payments made will be at the discretion of Language Camp West. Disputes regarding amounts paid must be made in writing to Language Camp West. Refunds, if applicable, will only be made to the debit/credit card used for the original transaction.

## **CANCELLATIONS**

Cancellations must be made in writing and addressed to the School Manager, Language Camp West. *Deposits are non-refundable and non-transferable.* If the balance of course fees, or a portion thereof has been paid, the following cancellation charges will apply:

Time period before course start date: % of balance of course fee to be charged

14 days or less before course start: 100% of balance of course fee will be charged

28-15 days before course start: 75% of balance of course fee will be charged

56-29 days before course start: 50% of balance of course fee will be charged

More than 56 days before course start: Deposit paid will be retained.

## **PRIVACY POLICY**

Personal data is data that identifies you or can be used to identify or contact you and may include, for example, your name, address, mobile number, or email address.

This personal data that you volunteer to us will be processed for the following purposes:

- a. To facilitate payments from you.  
To provide you with the information on any item you have requested from us.
- b. To send you texts, email alerts and newsletters that you have opted-in to receive by filling in our online forms or by other means.

You have the right to request a copy of any personal data held by us about you. You also have the right to have such data corrected where it is inaccurate or misleading. You also have the right to have this data deleted.

**By registering and paying for a course, you agree to receive communications and emails pertaining to the course booked.**

Like most websites, we gather statistical and analytical information collected on an aggregate basis of all visitors to our website. This non-personal data comprises information that cannot be used to identify or contact you.

## **SECONDARY CONTACT**

Parent/Guardians will be the first point of contact in an emergency situation or if the student is to be dismissed from the school. The person designated by the student as the Secondary Contact person may be contacted if the parent/guardian is unreachable. The Secondary Contact person must be notified and consent to their contact details being made available to Language Camp West. They must also be located in Ireland for the duration of the course and willing to pick up a student in case of expulsion/emergency where the parent/guardian is unavailable.

## **MEDICAL TREATMENT**

If a student needs urgent medical treatment, hospitalization or surgery, Parent(s)/Guardian(s)/Secondary Contact will be contacted for permission. If they cannot be contacted, the Parent(s)/Guardian(s) agree to give permission to the School Manager, doctors and hospital staff to make any necessary decisions regarding treatment for the health and well-being of the student. Students who need to attend a doctor or require medical treatment will be brought to the local Medical Centre. Any fees or prescriptions for treatment must be paid for by the parent/guardian (arrangements can be made for reimbursement to Language Camp West via bank transfer or debit/credit card).

## **PERSONAL VALUABLES**

Language Camp West cannot be held responsible and will not be liable for any loss of valuables or personal property by theft, damage or otherwise. Students should not bring valuable items or expensive clothing/shoes/personal items to Language Camp West.

## **USE OF GROUP PHOTOGRAPHY**

Throughout the course, general group photos of activities will be posted on our Facebook/Instagram/Twitter pages. Parents are usually keen to keep up to date with what the students are doing each day on the camp, so we post up regular updates over the course of the week. Our Team Leader or Supervisor will post up the photos and they will make sure anything put up is appropriate and ok with the students in the photo. By signing up for this course you consent to the use of these photos on our social media and for Language Camp West marketing purposes. The photos will not be passed on to third parties or used for any other purpose. If for any reason you are not happy to have a photo up and do not give your consent, please let us know and we will remove/delete it immediately.

## **LOSS OF ACTIVITY/COURSE TIME**

Language Camp West cannot accept responsibility for loss of time on the course or on activity sessions due to problems outside of our control such as, but not limited to, issues with transport arrangements, weather or strike action. The School reserves the right to change the timing and nature of scheduled activities based on weather, transport and scheduling problems or for any other reasonable cause.

# Language Camp West School Rules

## **SPEAKING THE LANGUAGE**

Students must make their best effort to communicate in the course language at all times, to the best of their ability. Help and encouragement as well as written visual aids will be given – students will be expected to attempt a percentage of every sentence in the course language and to gradually increase that effort as their confidence grows.

Students who have only one or two years of language practice will be given extra help to form sentences, ask questions and attempt to converse with our staff in the course language at every opportunity. Students who need extra help will find there are many opportunities to share one-on-one conversational practice with our Animator team.

Please note that Adventure Sports instruction is given in English for safety reasons but using the course language is still mandatory between students and staff at all times.

Students who do not make an effort to speak the course language will receive a formal warning; if the behaviour continues and no improvement or effort is made, the student may be asked to leave the course. In this case, it is the responsibility of the parent to pick up the student from the camp in Achill. No refund will be given on course fees.

## **BEHAVIOUR**

For the benefit of all students and staff, a respectful attitude and courtesy towards others is required at all times on the course. Abusive language, theft, vandalism, illegal activity and violence or any kind of threatening behaviour will not be tolerated.

Students may not write or draw on or deface the walls or fittings/fixtures of the hostel premises. While it is accepted that accidents happen, students who wilfully vandalise fittings/fixtures or the structure of the premises will be liable for any damage caused. Students should obey the directions of school management and staff.

Language Camp West acknowledges bullying as a category of abuse. Bullying of any kind is not acceptable. If bullying does occur, students, staff and parents/guardians should know that incidents will be reported and dealt with promptly. Incidents will be reported to the Camp Supervisor and the School Manager at Language Camp West and will be dealt with immediately.

If a student repeatedly refuses to follow these rules of behaviour he/she may be dismissed from the course without refund.

### **In addition to the general rules of behaviour, students:**

- May not leave the language camp site without permission and unaccompanied by school staff.
- May not enter bedrooms or dormitory areas of members of the opposite sex *at any time*.
- May not bring knives, weapons, lighters, solvents or flammable materials to the school.
- May not bring games consoles, notebooks, laptops, tablets, expensive electronic equipment, skate boards, roller skates or large amounts of money to camp. These items will be confiscated by school staff and returned at the end of the course.

## **School Rules (cont'd.)**

- Must follow the out-of-bounds rules of the school whereby students are not allowed in certain areas of the grounds at certain times of day.
- May not leave the dormitory at night without permission.
- Must not swim unattended at any time and without the permission of Language Camp West.
- May not disrupt the sleep of others in the dormitory rooms, nor keep other students or staff up at night with excessive talking, noise or any other kind of disruption.
- May not damage, deface or interfere with any furniture, fixtures or fittings in the hostel residence or school buildings.

It must be stressed that *students who attempt to leave their rooms and/or dormitory floor/area at night without permission are out of bounds*. This behaviour in particular cannot be tolerated as it puts staff and students at risk. Students involved in this behaviour may be asked to leave the course. The only exceptions to this are in the case of an emergency, if the student is seeking assistance from a member of staff or with the permission of supervisory staff.

## **ALCOHOL, SMOKING & DRUGS**

Possession or use of alcohol, cigarettes and drugs of any kind (other than permitted prescription medication) is not allowed. Students found in possession and/or using these substances will be immediately dismissed without refund from the school.

## **USE OF MOBILE PHONES**

Mobile phones will be held by the Animator Team Leader and students will be allowed the use of their phone for about half an hour each night before bed. If there is any abuse of this rule school management reserve the right to confiscate the phone and hold it until the student's departure from the course. *Students are not allowed to bring more than one mobile phone to camp. We ask parents to cooperate and help enforce this rule so that conditions are the same for all students at camp. Please note there can be no exceptions to this rule.*

Any student expelled for any reason must be collected by the parent/guardian. The return transport home of an expelled student is not the responsibility of Language Camp West. Full or partial refunds will not be given on course fees in the case of expulsion from the school.