

Our Terms and Conditions

Booking a Course

Individuals

To book a course, students must complete an application form and send it to us by email or post. Students can also book online via our website: www.ihdublin.com

Groups

For group bookings, we must receive a completed International House Dublin group booking form at least 5 weeks before arrival date.

Payment

Individuals

A non-refundable deposit of 20% is required from all students, at time of booking. The remaining balance due must then be paid at least 2 weeks before arrival.

Payments can be made by:

- Credit card (all major cards accepted)
- Bank transfer in EURO (€). Please see bank details below:

Account Name: ICON International Ltd.

Account Number: 73187072

Bank: Ulster Bank Ltd., College Green, Dublin 2.

Sorting Code: 98-50-10

SWIFT/BIC Code: ULSBIE2D

IBAN: IE03ULSB98501073187072

Each student's name and invoice number must be stated on all bank transfers. Please note that bank charges are not included in our prices and must be paid by the sender.

All details will only be confirmed, once we have received proof of full payment.

Groups

A non-refundable deposit of 20% is required from all groups at time of booking. The remaining balance due must then be paid at least 2 weeks before arrival.

All details will only be confirmed, once we have received proof of full payment.

Fees

All of our prices include lessons, welcome pack, student handbook, Wi-Fi, use of our computers, placement test and end of course certificate. Adult students are also offered a free walking orientation tour of Dublin city, on their first day.

There is a registration fee of €70 and course materials fee of €40 for all adult course bookings. Both these fees are already included in the Teacher, Junior and High School package prices.

Lessons

Each lesson is 60 minutes.

Accommodation

All individual accommodation prices per week, are based on a 7-night stay. There is a placement fee of €60 for all adult student accommodation bookings.

Refunds will not be given for early departure. Extra nights in homestay are possible, subject to availability and an additional charge. Students wishing to extend their accommodation should check availability with us well in advance of completion of their initial stay.

Accommodation details will only be sent once we have received proof of full payment.

A refundable deposit for our apartment accommodation is charged on the student's first day. This deposit will only be refunded if there has been no damage caused.

Any damage caused by a student to our homestay or apartment accommodation, will be charged to the student or students responsible. We reserve the right to charge the student for any exceptional cleaning required.

Any special dietary requirements, such as gluten-free, vegan or dairy-free diets, will be subject to a supplement of €30 per week for homestay accommodation. All our student apartments are self-catering, with no meals included.

Check-in to and check-out of our homestay accommodation is on Saturdays or Sundays.

Check-in to and check-out of our apartment accommodation is strictly on Sundays only.

Students should check with our Admissions Team before booking flights.

Our homestays are all located in the suburbs of Dublin, with public transport access and an average commute time of 30-45 minutes. Please note that this can vary at peak times.

Homestays will not provide house keys to students under 18.

Students under 18 must adhere to our curfews.

Airport Transfers

Flight details should be sent to us at least 7 days prior to arrival. For students booking an airport transfer, we need the flight number and arrival time. Unless accompanied by an adult, students under the age of 18 must book and pay for transfers on arrival and departure. Missed transfers are non-refundable.

Cancellation

All cancellations must be sent to us in writing (by post or e-mail.)

Course

For all cancellations received in writing at least 14 days prior to arrival, a full refund will be given minus the non-refundable deposit.

For cancellations received in writing within 7 - 13 days of arrival, 50% of the course fees will be refunded.

For cancellations of less than 7 days, no refund is given.

No refund will be given after arrival date.

In the case of illness, students may ask for their course to be postponed to a later date and must present us with a medical certificate. A course cannot be carried over to the next calendar year. All courses are non-transferrable.

Accommodation

For all homestay cancellations received in writing at least 14 days prior to arrival, a full refund will be given minus the non-refundable deposit.

For all apartment cancellations received in writing at least 4 weeks prior to arrival, a full refund will be given minus the non-refundable accommodation placement fee.

Visa Students

Bookings for students who require visas are placed as provisional until proof of the visa is received.

If an amendment occurs because of a visa delay/refusal less than 5 working days before arrival date, 1 week's accommodation fees will apply.

In the case of a visa refusal, a full refund will be given minus the course registration fee of €70. The refund will only be processed when we receive the official letter of refusal from the Embassy.

Refunds

For any refunds made, please note:

- If payment is received from an agent, the refund is made directly to the agent.
- If payment is received from a student, the refund is made directly to the student.

Public and School Holidays

In the case of public holidays occurring on a Monday, new students will begin their course with us on the Tuesday of that week. These new students will have their level test and orientation on the Tuesday morning. These new students will be compensated with 2 additional hours tuition on the Friday afternoon of the same week.

Public holidays are non-refundable. Please see page 8 for a full list of all 2018 public and school holidays.

Beginner Lessons

Please note that complete beginners can only start their course on fixed dates. Please see page 4 for a list of these dates.

If there are not enough participants on the course, we will offer alternatives to the students following the below guidelines:

- 1 student – 5 hours of shared tuition
- 2 students – 10 hours of shared tuition
- 3 students – 15 hours of shared tuition
- 4 students – 20 hours of shared tuition

Insurance

All students should obtain appropriate medical and travel insurance, before arrival into Ireland. International House Dublin can arrange medical insurance for students, upon request.

Students from the EU should travel with their European Health Insurance Card (E111) card. This will allow students to access medical care in Ireland.

Visa Students

All non-EEA students should contact their local Irish Embassy, or visit the Immigration Service website www.inis.gov.ie to check their visa requirements.

All non-EEA students registered for courses over 12 weeks in length, are obliged to register, pay for and sit an approved English language exam. An exam fee of €150 is required at time of booking, for all non-EEA students who will remain in Ireland for over 90 days.

Junior Students

For all students under the age of 18, parents/guardians must accept the school rules and Terms & Conditions, prior to receiving the booking confirmation. The parents/guardians must also complete and sign our consent forms and return them to us, with the enrolment form.

Group Leaders

Group Leaders are expected to be present in the school at all times when their students are in the building. They should supervise their students when they are not in class, including break times and lunch times.

Group Leaders are expected to attend all group activities.

Group Leaders should have the phone number of all their students. All the students should have their Group Leader's phone number. Group Leaders are required to provide us with a phone number contactable in Ireland.

If a student is ill at any time, Group Leaders should accompany them to the doctor. Any costs incurred are the responsibility of the Group Leader / Agency / students' parents. We will not be responsible for doctor's visits or costs incurred.

Discipline

If a student's behaviour or conduct is unsatisfactory, they will be subject to our disciplinary procedures. A serious breach of conduct may result in expulsion. In the event of expulsion, fees will not be refunded. Additional charges for flights and other costs will not be covered by us and are the responsibility of the student or, in the case of underage students, their parents/guardians.

Publicity Materials

Permission is given for the use of student comments, testimonials and photographs/images, in our official promotional material with acceptance of these Terms & Conditions.

Travel

We cannot be held responsible for alternative transport costs in the case of industrial action or timetable changes.