



## TERMS AND CONDITIONS OF BUSINESS

- 1 The company title for legal purposes is Immersion.
- 2 Fees for all courses are payable in advance unless otherwise specified in our Proposal. No course will be reserved until a fully completed Enrollment Form, together with the appropriate payment has been received by us. Payment schedules are set out in the Proposal and must be fully respected.
- 3 Class schedules must be respected and cannot be varied without our prior consent. A minimum of 24 hours notice of class cancellation is required by SMS to +353 87 6352057 or e-mail to [info@immersion.ie](mailto:info@immersion.ie). If such notice is not provided then that class is forfeited without any obligation on us to provide a replacement class. If there are an excessive number of cancellations we reserve the right to charge for these.
- 4 Course fees include tuition for the hours booked and all necessary course materials except for items for your own personal use such as pens, paper, dictionaries, computers, tablets etc. We provide a Language File in which you can record your progress.
- 5 All payments must be made by Bank Transfer (Full details are provided on your invoice). It is your responsibility to ensure that full payment arrives within the appropriate time. Payment must be made by Bank Transfer (including all bank costs) ensuring that the full Euro amount of the course is received in our bank without any deductions. You must quote our full IBAN and BIC codes when making payment. Any discounts allowed are applicable only to courses which have been fully paid in advance.
- 6 If you require a visa to enter Ireland, or you are a non-EU national who does not require a visa for a stay of 90 days or less and enter Ireland as an 'educational tourist' defined by the Irish Immigration Service, we will assist you with documentation required as follows; course confirmation, confirmation that the fees have been paid in full and any other reasonable requirements to help you obtain a visa that we agree to assist you with. We do not charge for this service at present, provided you apply for such a visa or clearly establish your right to status as an 'educational tourist' a minimum of 90 days prior to course commencement. We reserve the right to charge for documentation that is not normally required or where there are extra requirements imposed by the Immigration Service or other body.
- 7 At the time of completion of this booking form you must confirm that you do not have any illness or infectious disease, that you have not travelled or intend to travel to any country where there has been or continues to exist any form of epidemic that is life threatening or not, and that you have not been exposed to infection from another person. If your circumstances change between the date of booking and the commencement of your course you must advise us with medical evidence following which we will discuss deferral of your course.
- 8 Invoices are addressed to the person/company and at the address named on the Booking Form unless we are requested in writing to do otherwise.
- 9 Course fees include tuition for the hours booked and all necessary course materials except for items for your own personal use such as pens, paper, dictionaries, computers, tablets etc. We provide a Language File in which you can record your progress.
- 10 If you are travelling to Ireland, it is your responsibility to arrange adequate insurance for your to include cancellation or curtailment of your trip due to your illness or other reason, flight delays, loss of baggage and illness or accident necessitating medical assistance and/or hospital admission during your course and damage to teachers' property. Possession of adequate insurance is required by the Irish Immigration Service for visitors who require a visa to enter Ireland including visitors and 'educational tourists' who do not require visas for a stay of 90 days or less.

- 11 We use our best endeavours to place you with the best suited tutor for your course and according to your stated needs; however, it may be necessary, in exceptional cases such as unexpected illness of the tutor concerned or other serious reason, to allocate another tutor at short notice, which tutor will be suitable for the course concerned. If we are unable to do so, we can offer you a choice of deferral of your course or refund the cost of the course in full.
- 12 The consent of the parents or guardians is required for all students under the age of 18 years and this consent is prepared by us for signature before course commencement. Serious inappropriate or uncooperative behaviour by under 18s, as determined by us, constitutes grounds for course termination.
- 13 No contract shall come into existence until such time as a properly completed Enrollment form together with the appropriate payment is received and accepted by us following written confirmation by us that a proposed course is available.
- 14 Grievances must be notified to us immediately (same or next day) so that we may address them properly and will not under any circumstances be entertained after course conclusion. We may be contacted at any time at +353 87 6352057 by leaving a message or by e mail to [info@immersion.ie](mailto:info@immersion.ie)
- 15 Any dispute concerning the provision of a contracted service by Immersion shall be referred to a single arbitrator or in default of agreement to be nominated by the President for the time being of the Chartered Institute of Arbitrators Ireland in accordance with the Arbitration Act 2010 and such arbitration shall take place in Dublin, Ireland in accordance with the provisions of the Arbitration Act.