Speak English Language Institute

Terms and Conditions for Speak English Institute

Signers: Nadine Bernet

General Terms and Conditions

- Full payment is required before joining the programme.
- Speak English Language Institute reserves the right to cancel or reschedule a class or programme due to unforeseen circumstances.
- Speak English Language Institute reserves the right to change the group teacher at any time.
- The student must sit a placement test before joining a programme.
- Students are not permitted to invite others, including children and family members, into the group without payment.
- Children under 10 years of age cannot be left unattended in the reception or waiting areas while the student is in class. Speak English Language Institute is not responsible for any children left unattended in the institute.
- Students must bear the costs of any COVID-19 testing if they are unwell or have been in close contact with a positive case, whether inside or outside of the institute. Please see our COVID-19 policy for more details: https://www.speak.ae/support/covid-policy
- All students must behave in a manner consistent with Speak English Institute's code of conduct listed on the reverse of this agreement: https://www.speak.ae/support/code-of-conduct

General Terms and Conditions For Group Courses

- Registration and material are included in the general programme fees. Any lost material must be replaced at the student's expense.
- If students do not attend a scheduled class, the class cannot be rescheduled and it will be considered as taken.
- Group classes cannot be rescheduled by the student.

General Terms and Conditions For Private Courses

- Each private course must be completed within 6 months of the first class. Any classes that are not taken within this time will be considered as given.

- 100% of the remaining credit can be used as credit towards an alternative group course.

General Terms and Conditions For IELTS Courses

- Registration and material are included in the IELTS programme fees. Any lost material must be replaced at the student's expense.
- The weekly test day is considered as a regular class and if it is missed by a student it can not be rescheduled.
- Students must sit a placement test prior to joining the IELTS programme.
- Speak English Language Institute expects students to improve by 1.0 their IELTS band based on their current General English level, which is assessed by Speak English Institute's placement test cited in clause 8 in accordance with the Common European Framework of Reference for Languages (CEFR).
- If students do not improve by 1.0 point and have attended 100% of the classes, completed 100% of their homework and taken all practice tests, they can take the course again for free (subject to availability).

Rescheduling, Cancellations, Refunds - Group Courses

Please make sure you are available to study on the days you choose before enrolling to avoid any complications.

- The remaining study weeks can be rescheduled, or converted to a credit note, provided notice is given by 5:00 PM Friday the week before.
- A course change fee of 100AED is charged when rescheduling any remaining study weeks.
- The remaining study weeks or credit must be used within 6 months. After 6 months, the credit will automatically expire.
- Students must inform the institute 1 week before they would like to return after taking a break.
- The institute has the right to give away the student's seat if a break is taken, even if the break is only for 1 week. In such cases, the student will be put on a waiting list for the next available seat (Typical waiting time is approximately 1-2 weeks at the busiest times of the year).
- If a study week is cancelled after 5:00 PM Friday, but before the week begins on Monday, the student must pay a fee of 50% of the value of that week if they would like to reschedule it.
- Study weeks cancelled after the week begins cannot be rescheduled and will be considered as taken. This includes weeks for which the student does not show up for class.
- If the student would like a refund, only 50% of their remaining credit can be refunded within 3 months of the start date and the student will no longer be able to participate in their course or programme and will not have any remaining credit at Speak English Language Institute.
- If the student fails to show up for a study week and has not contacted the institute by Friday of the same week, any remaining study weeks will automatically be put on hold. This may result in the student losing their seat in that particular group until a seat comes available.
- Refunds or credit notes will not be issued for individual group classes missed and these hours are not exchangeable for any other course or product.
- Books and other learning material that are used will not be refunded or exchanged under any circumstances.

Rescheduling, Cancellations, Refunds - Private Courses

- The student is permitted to cancel and reschedule classes provided that a cancellation notice by email or phone is given 24 hours in advance.
- Classes cancelled within 24 hours for any reason (including sickness and family emergencies) CAN NOT be rescheduled.
- Speak English Language Institute reserves the right to cancel or reschedule a session or course due to unforeseen circumstances. If this occurs, this DOES NOT give the student the right to cancel within 24 hours.
- It is not the responsibility of the institute or teacher to remind students before each individual lesson.
- If students do not attend a scheduled class, the class cannot be rescheduled, and it will be considered as taken.
- The class will begin and finish at the scheduled time. Time lost due to late arrival cannot be replaced.
- If the student is more than 15 minutes late without previously informing the institute, the class will be cancelled and considered as taken.

Outcomes of preparing for the IELTS exam

- If the student is preparing for the IELTS exam, Speak English Language Institute cannot and does not guarantee that the student will be able to obtain their desired IELTS band score at the completion of the course.

Public Holidays

- Speak English Language Institute is closed only for holidays set for the 'Private Company Sector' of Dubai.
- The institute is not closed during extra holidays as set for government organisations. Please contact your nursery, school or company to check which holidays they take.
- The value of any classes which fall on public holidays will be converted to a credit note and can be used for any product or service that Speak English Language Institute offers.
- Any classes missed by the student due to differences in holiday schedules cannot be replaced.

Group and Level Changes, Continuing Students

- Changing to an alternative group of the same level or lower is only possible if a seat is available in the desired group and if the teachers and institute approve the change.
- Students cannot change group halfway through a study week. Students must finish the current week in which they are studying before moving to an alternative group.
- It is not possible to try individual classes in an alternative group before moving.
- When changing from a group course to a private course, the weekly group course rate is adjusted to the number of weeks spent studying in the group, and an additional charge of 10% is deducted from the remaining credit.
- Changing to a higher level is only possible if students can successfully pass the internal exam.
- A continuing student's seat is never guaranteed for future study weeks until full payment, or a deposit of 500AED is paid (a continuing student refers to a student who has completed the weeks they have paid for and

would like to book for more weeks in the same group without taking a break).

Force Majeure

• Speak English Institute will not be responsible for any failure to comply with any of its obligations if the failure is the result of any cause beyond Speak English Institute's reasonable control. Speak English Institute shall not be responsible for any costs incurred by or on behalf of the student as a result of any such occasion. Such instances include but are not limited to war, the threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Student number: recrIv2fTgNv1O65G

Student's full name
Nadine Bernet

☑ I have read and agree to the above terms and conditions.

Electronic Signatures

Nadine Bernet
September 13, 2022 16:34
Email: nadine@bernet.ae

Audit trail

September 13, 2022 16:10
Contract is sent to Nadine Bernet nadine@bernet.ae

September 13, 2022 16:30
Viewed by Nadine Bernet

September 13, 2022 16:30
Email address verified Nadine Bernet nadine@bernet.ae

September 13, 2022 16:34
Signed by Nadine Bernet (IP: 62.19.119.209)

September 13, 2022 16:34
Document finalized
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