ENGLISH LANGUAGE INSTITUTE

# Terms and Conditions for Rolling Enrolment Programmes

Concerns: **Daytime English programmes**, and any other group programme with a **continuous enrolment schedule**. We ask that you read all the terms below. The most important sections marked in **red.**

## General Terms and Conditions

1. Full payment is required prior to joining the programme.
2. Registration and material are included in the general programme fees. Any lost material must be replaced at the student's expense.
3. If students do not attend a scheduled class, the class cannot be rescheduled and it will be considered as taken.
4. Group classes cannot be rescheduled by the student.
5. Speak English Language Institute reserves the right to cancel or reschedule a class or programme due to unforeseen circumstances.
6. Speak English Language Institute reserves the right to change the group teacher at any time.
7. The student must sit a placement test prior to joining a programme.
8. Students are not permitted to invite other people, including children and other family members, into the group without payment.
9. 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.
10. 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.

## Rescheduling, Cancellations, Refunds

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

- Remaining study weeks can be rescheduled, or converted to credit note, provided a notice is given by
- 5:00PM Friday the week before.
- A course change fee of 100AED is charged when rescheduling any remaining study weeks.
- 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 5:00PM 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.

## Public Holidays

Please contact your nursery, school or company to check which holidays they take.

- 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 credit note and can be used for any product or service that Speak English Language Institute offers.
- Any classes which are 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 there is a seat available in the desired group and if the teachers and institute approve the change.
- Students cannot change group partway 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 groups before moving.
- When changing from a group course to a private course, the weekly group course rate is adjusted to 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 either an internal exam, or the Language Cert exam for the level in which they are studying.
- A continuing student's seat is never guaranteed for future study weeks until full payment, or a deposit of 500AED is paid.

I have read and agree to the term and conditions above.

Name: GUILHERME DRAGELA Today's date: 01.11.2022

I would like to study for 4 weeks, starting on 31.10.2022 at **9:00AM / 11:15AM / 1:45PM / 7:00PM** (circle one).

*(No. of weeks)* *(Start date)* *(Class timing)*

Sign: _____