

Terms and Conditions – English & Surf Adventure Course

These Terms and Conditions will become binding on you and us when we confirm your booking in writing. At that point, a contract will come into existence between you and us.

A. Bookings

1. Bookings can be made by completing and submitting the enrolment form, which can be found on our website or obtained by email.
2. Please ensure that you read these Terms and Conditions carefully and check that all details of your booking are complete and accurate before making your booking. If you believe there is a mistake, please contact us as soon as possible. We will confirm any agreed changes in writing to avoid any misunderstanding.
3. Making a booking does not mean that we have accepted it. We will confirm acceptance of your booking by email once the registration fee of £150 has been received. If we are unable to accept your booking, we will inform you as soon as possible.
4. This course is subject to a minimum enrolment of 5 students. If the minimum number of students is not met, City School of Languages reserves the right to cancel the course. In the event that the course is cancelled for this reason, all course fees paid will be refunded in full.

B. Payment of Fees

1. All fees must be paid at least four weeks before the course start date. Students will not be permitted to begin the course unless full payment has been received.
2. All fees must be paid in Pounds Sterling (GBP). Any bank or transfer charges are payable by you.
3. Any refunds due under these Terms and Conditions will be paid to the person from whom the original payment was received, using the same payment method where possible.
4. The registration fee will be deducted from the final balance due.
5. The registration fee cannot be exchanged for course fees and is non-refundable.
6. Any unused registration fee will expire two years from the date of payment.
7. Enrolments that are cancelled will be subject to the £150 registration fee.

C. Refunds and Cancellations

1. Cancellations must be made in writing. Cancellation fees will apply as follows:
2. Cancellation received more than 14 days before the course begins: all fees will be refunded, less the £150 registration fee.
3. Cancellation received in writing 14 days or less before the course begins: 30% of the course fees will be refunded, less the £150 registration fee.

4. Cancellation received less than 14 days before the course begins, after arrival, or in the event of early termination of the course: no refund will be available. The registration fee may be carried forward for up to 365 days.
5. If your visa application has been refused, you must provide us with a copy of the refusal letter issued by the relevant embassy or immigration authority.
6. Changes to enrolment or confirmation documents: we reserve the right to charge an administration fee of £50 each time course details are changed after confirmation documents have been issued.

D. Changes to Bookings

1. If you wish to change your booking by transferring to another course, you must provide us with at least 14 days' written notice. If sufficient notice is not provided, you may be expected to attend the course originally booked. A £50 change fee may apply after confirmation documents have been issued.
2. You may be required to pay any difference between the cost of your original booking and the revised booking at the time the change is requested.
3. We reserve the right to cancel a course or make reasonable changes to course arrangements where this is necessary due to circumstances beyond our control or insufficient demand.

E. Our Liability to You

1. Unless caused by our negligence, we will not be liable for any losses arising from delays or failures relating to travel arrangements. We will, however, use reasonable endeavours to assist you where appropriate in the event of a breach of contract by a travel organisation.
2. If we fail to comply with these Terms and Conditions, we are responsible for any loss or damage you suffer that is a foreseeable result of our breach or our negligence. We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of our breach or if it was reasonably anticipated by both you and us when the contract was entered into.
3. Nothing in these Terms and Conditions excludes or limits our liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, or any other liability which cannot legally be excluded or limited.

F. Medical and Health

1. In the event of a medical emergency where a student becomes incapacitated, we will make reasonable efforts to contact their emergency contact(s).
2. If an emergency contact cannot be reached, the student authorises City School of Languages, its staff or an appropriate medical professional to arrange any necessary medical treatment, including hospitalisation, medication, anaesthesia or surgery where considered necessary.

3. Students are responsible for informing City School of Languages of any relevant medical conditions, allergies, disabilities or other circumstances that may affect their participation in the programme before the course begins.

G. Insurance, Travel and Visas

1. You are responsible for arranging your own appropriate travel and medical insurance, including cover for medical expenses and repatriation in the event of illness or accident.
2. Accommodation is not provided by City School of Languages and students are responsible for arranging their own accommodation for the duration of their stay.
3. Flights and other travel to and from the programme are not included in the course fees and are the responsibility of the student.
4. Morning and evening meals are not included in the course fees and are the responsibility of the student.
5. Where applicable, you are also responsible for obtaining the appropriate visa or immigration permission required to attend the course. City School of Languages will provide relevant documentation, such as an invitation letter, where required to assist with the visa application process.

H. Your Right to Cancel

1. To exercise your right to cancel under these Terms and Conditions, you must notify us clearly in writing and receive confirmation from us that your cancellation has been received.
2. Once a course has begun, you may cancel your booking with immediate effect by giving us written notice if:
3. We materially breach this contract and fail to correct or remedy the situation within 30 days of being asked to do so in writing;
4. We enter into liquidation or a receiver or administrator is appointed over our assets; or
5. We are affected by an Event Outside Our Control which prevents us from providing the programme.

I. Our Right to Cancel

1. We will not be liable or responsible for any failure to perform, or delay in performing, any of our obligations under these Terms and Conditions where this is caused by an Event Outside Our Control.
2. An Event Outside Our Control means any act or event beyond our reasonable control, including but not limited to strikes or other industrial action, civil commotion, terrorist attack or threat of terrorist attack, epidemic or pandemic, adverse weather conditions, natural disasters or other circumstances beyond our reasonable control.

3. If an Event Outside Our Control affects our ability to provide the programme, we will contact you as soon as reasonably possible to notify you.
4. We reserve the right to refuse a student's attendance where they have an illness, medical condition, disability or other circumstance that was not disclosed to us at the time of booking and which, in our reasonable opinion, may affect their ability to participate safely in the programme.
5. We expect all students to behave reasonably and respectfully towards other students, school staff, instructors and members of the local community. Students must respect cultural, racial and religious differences and follow the standards and rules set by us.

If a student's behaviour is considered unacceptable, we reserve the right to terminate their participation in the programme. In such circumstances, no refund will be provided. Unacceptable behaviour may include persistent poor attendance or participation, aggressive physical or verbal behaviour, drug abuse, dishonesty, criminal behaviour, deliberately causing damage to school property, or any other serious breach of our rules.

6. Surf classes may be cancelled or changed where weather, sea conditions or other circumstances mean that the activity cannot be provided safely. In such circumstances, City School of Languages will arrange a suitable alternative activity as part of the programme. No refund will be provided where a surf class is replaced by an alternative activity.
7. This course is subject to a minimum enrolment of 5 students. If the minimum number of students is not met, City School of Languages reserves the right to cancel the course. In the event that the course is cancelled for this reason, all course fees paid will be refunded in full.

J. How We Use Your Information

1. We will use your personal information in accordance with the City School of Languages Privacy Policy.
2. We may take photographs and videos of classes, activities and other events during your time with us for promotional purposes. We may take group photographs and will generally avoid close-up individual photographs unless appropriate consent has been provided.

If you do not wish to appear in promotional materials, please inform us at the time of booking.

3. Quotes or feedback provided by students may also be used in promotional materials. These will be published anonymously unless permission has been given to identify the student, or unless we are contacted and asked not to use the feedback.

K. Student Conduct and Standards of Behaviour

1. We reserve the right to terminate the course of any student who persistently behaves inappropriately or seriously breaches our rules, whether in classes or during activities. No refund of fees will be provided where a course is terminated

for this reason. Any additional travel or other costs incurred will be the responsibility of the student.

2. We reserve the right to issue a warning to students whose behaviour is disruptive or inappropriate. If there is no improvement, we may require the student to leave the programme and return home at their own expense.
3. We reserve the right to require a student to leave the programme immediately, without a prior warning, where they commit a serious offence or serious breach of our rules. This may include offences involving the police, theft, smoking in prohibited areas, or the possession, purchase or consumption of alcohol or illegal drugs.

Please refer to our Discipline and Exclusion Policy for further information.

L. General

The original version of these Terms and Conditions is in English. Any interpretation of these Terms and Conditions will be based on the original English version. If these Terms and Conditions, or any related documents or notices, are translated into another language, the English version will prevail in the event of any discrepancy.

By signing the application form, the student:

1. Gives permission to participate in the full programme of classes, activities and leisure activities included in their booking.
2. Authorises City School of Languages to take appropriate action in the case of any medical or other emergency and accepts responsibility for any reasonable costs resulting from such action.
3. Accepts responsibility for any wilful damage caused by the student and any resulting costs for repair or replacement.