**TERMS AND CONDITIONS**

EDUCA Russian Language Center is committed to providing you with simple, clear and understandable terms and conditions. Please read them carefully and should you have any questions, please contact us by e-mail or telephone. The terms detailed below form the basis of an agreement between you [the Student] and EDUCA [the School].

The Enrolment of the Student at the School cannot take place until these Terms and Conditions are signed by the Student.

**1. Enrolment & Tuition Fees**

The School will advise the Student on all courses, fees and other matters based on the information supplied by the Student.

A non-refundable registration fee of 65 EUR to cover the enrolment administration charges is payable at the time of enrolment.

The minimum age for enrolment is 16 years.

The average number of students in a classroom is 2-3; the maximum number of students in a class is 4.

Fees are not transferable to another student.

**2. What is Included in the Enrolment Fee:**

- Pre-course Questionnaire & Placement Test;

- A Welcome Pack on arrival;

- Free Internet access and Wi-Fi access, subject to availability;

- One EDUCA student card;

- A certificate at the end of the course.

**3. What is Not Included in the Tuition Fees:**

- Travel costs;

- Accommodation, transfer and visa costs;

- Coursebooks;

- Personal & health insurance;

- Social program and/or excursions - except the events advertised as free or inclusive;

- Bank charges on international money transfers and credit card charges;

- Express postage charges;

**4. Refunds of Course Fees**

With the exception of payments through Agents, regardless of who paid for the course, refunds will only be given in the name of the Student and will be made in cash or by bank transfer only. Any bank charges are payable by the Student or Agent.

Refunds may take up to 3 weeks from the date when official notification has been received by EDUCA.

If payment has been made through an Agent, the refund will be given via that Agent.

No refund can be made for registration fee, visa support, travel expenses and airport transfer.

**4.1.** Course Cancellations - Before Arrival

If the Student wishes to cancel the enrolment, (s)he must inform EDUCA or our authorized Agent in writing.

Non-commencement of the course without written notification is not equivalent to cancellation.

The cancellation notification must be received at least 5 working days before start of course.

EDUCA doesn`t return enrollment fee, visa fee, delivery fee if the Student cancels the course 5 working days before the course starts

If the Student cancels the course less than 5 days before the course starts s(he) will be charged a cancellation fine of 20% from the total cost of the booked course and the service commission.

**4.2.** Course Cancellations - After Course Commencement

No refunds can be made after course has commenced.

In case of genuine personal emergency the Student will receive a course voucher for the time remaining after the approval of the School principal and will be able to continue her/his studies later.

**5. Terms of Contract for Individual Tuition**

All fees must be paid in advance of the tuition.

The School reserves the right to appoint and rotate teachers.

Once booked normal cancellation rules apply (see above).

Tuition time/date may be changed in advance with a written notification (subject to availability of teaching staff / teaching rooms) or through direct negotiation with the Teacher (subject to availability of teaching rooms).

Punctual arrival is the Student's responsibility. The School will not extend the teaching time due to late arrival.

One lesson lasts 45 minutes (1 academic hour).

**6. Terms of Contract for Group Tuition**

All fees must be paid in advance of the tuition, 4 weeks prior to the course beginning.

The School reserves the right to appoint and rotate teachers.

Once booked normal cancellation rules apply (see above).

Students who booked the group tuition and have no co-students are entitled to be compensated with the individual lessons:

- 20 group lessons are compensated with 15 individual lessons;

- 30 group lessons are compensated with 20 individual lessons;

-30 group lessons may be compensated with 20 group lessons (in case there is a group available) + 5 individual lessons.

As soon as the other student with the same level joins the group, the amount of lessons changes back accordingly.

The School reserves the right to establish the current level of the language of the Student and his/her suitability to the group.

Punctual arrival is the Student's responsibility. The School will not extend the teaching time due to late arrival.

One lesson lasts 45 minutes (1 academic hour).

**7. Holidays**

Fee reductions do not apply where a course includes a public holiday when the School is closed. The lessons missed because of the School closure will be given on different days according to the arrangement between the School and the Student.

**8. Accommodation Terms and Charges**

The School will make every effort to meet all the requirements of the Student. It is more likely that the requirements can be met in full when bookings are placed one month prior to arrival.

The School cannot be held liable to the Student’s complaints if the information about accommodation requirements submitted to the School by the Student or Agent is inaccurate or has been given in undue time.

Minimum accommodation booking period is 3 nights.

All accommodation fees must be paid in advance directly to the School, not to the Host Family or any other people or institutions.

Arrival and departure dates may be changed in advance by special arrangement, subject to availability.

Accommodation fees are non-refundable if the Student arrives late or leaves early without sufficient notification.

Requests to refund the accommodation fees must be submitted in writing within 1 week after the appointed arrival date. The School reserves the right to deduct a 10% service commission from the total cost of the booked accommodation.

If the Student wishes to cancel the accommodation booking, they must inform the School in writing in advance. If the accommodation is cancelled less than 5 days before the appointed arrival date, the Student will be charged a cancellation fine of 10% from the total cost of the booked accommodation and the service commission.

Requests to change accommodation after arrival are at the discretion of the School and subject to availability at the time of the request.

Please note: the School will attempt to resolve any dispute with a Host Family.

**9. Airport Transfer Bookings**

The airport pickup service can be booked for transfers to accommodation arranged by the School or to an accommodation arranged privately by the Student.

Private accommodation addresses must be provided in advance of the arrival date.

Airport pickup fees must be paid in advance directly to the School, not to the driver.

The School will issue a Letter of Transfer Confirmation with the expected flight arrival details and emergency phone number.

The service includes a maximum of 2 hours waiting time from the time of arrival submitted to the School. Additional waiting time may be charged separately.

Pick-up service arrangements may be changed, subject to sufficient advanced notice.

**10. Course Terms**

It is the responsibility of the Student to book their course far enough in advance to enable visa requirements (if necessary) to be met. No refunds will be made should these requirements not be met in time.

Requests for class changes must be made to the Head Of Studies of Russian Language Department on or before Thursday for the transfer to be effective from the following Monday.

No course extension will be made for unauthorized absences.

In case of illness, the extension will be made if the notice is received 12 hours before the lessons start.

The School reserves the right to change teachers, times, rooms and combine classes if necessary.

**11. Class Level**

All new students are required to complete a pre-course questionnaire and take an EDUCA Placement Test.

The result of the test will place the Student in the appropriate level for their chosen course. Should the Student disagree with the level stated by the tester, the school reserves the right to place the student in a class of the level stated previously until another test is done and the class change is approved by the Head Of Studies. If the student chooses to leave as a consequence, no refund of fees will be made. The student may discuss this matter with the Head Of Studies whose decision will be final.

The Student may change their study level if this is agreed by their teacher and the Head Of Studies, and if the School’s procedures for class changes are followed.

**12. Use of Computers**

The Student will have access to computers with Internet and Microsoft Office applications for their personal use.

It is the Student’s responsibility to ensure that:

- the Student does not access or contribute to inappropriate sites on the Internet e.g. pornographic sites;

- the Student does not store personal files on the computers;

- the use of the computers is strictly for educational or personal social use; the Student does not undertake any commercial activity.

**13. Conduct and Discipline**

In cases of proven criminal offence or flagrant misconduct, the School reserves the right to expel any student. In these circumstances, no refund will be given.

The Student is expected to behave in an orderly manner and any willful damage to the School’s property or personnel will be treated as gross misconduct. In the case of such misconduct the student will be held personally responsible for rectifying any damage caused.

The Student will also be expected to behave respectfully towards other students and neighbors of EDUCA. Extreme cases may result in expulsion with no refund.

The Student is expected to observe fire and safety rules displayed at the School.

**14. Force Major**

A basic stipulation of the agreement/contract between the Student and the School, or its representatives, is that neither the School or its representatives are liable for refunds or damages, however arising, in cases where the School is unable to fulfill any services to which they are contractually bound because of labor disputes, insufficient demand for classes or other reasons which are beyond their control.

The School, its employees and its representatives accept no responsibility for personal injury and/or loss or damage to personal property on the School premises whether as a result of fire, burglary, theft or otherwise. This condition also applies to public and private places included in School trips and excursions.

**16. Privacy**

Photographs of the students may be used in the School's promotional and publicity material unless the student specifically objects. The Student will not be paid for the time involved in the taking of such photographs and will assign to the School any rights to royalties they may have.

It is the policy of the School not to disclose personal details of any student to a third party (other than the appropriate authorities) without prior written authority of the Student.

**17. Other**

The School does not provide parking or storage facilities. Any items left at the premises or outside the School are left at the owner's risk.

We regret that the School building is not suitable for the provision of facilities for the disabled and as a consequence it is unable to provide facilities for people with disabilities.