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| Terms and Condtions |
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| Professional Linguistic & Upper Studies Limited t/a PLUS - P: + 44 (0)20 7730 2223 - E: info@plus-ed.com |

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| **TERMS & CONDITIONS** |
| **1 BOOKING CONDITIONS** |
| By submitting the Booking Application, the Agent formally agrees to abide by PLUS Terms & Conditions set herein. |
| **2 DEPOSITS** |
| If the booking is accepted, the Agent must pay by the date indicated, a non-refundable deposit of £ 120.00 for UK and $ 120.00 for USA per person upon |
| confirmation of the booking. Failing this, the places will be automatically released with no further communication. Partial payments, payment falling short of the |
| full amount due and/or notification of payments will not be sufficient to retain bookings. The deposit paid will be deducted from the total amount due to be paid |
| 21 days before arrival (please refer to par 7). |
| **3 PRICES** |
| All prices are exclusive of any value added or any sales tax or any other tax which may become applicable and for which the Agent shall be additionally liable. |
| **4 SERVICES** |
| In return for the payment of the appropriate fees PLUS will provide board, tuition and activities as specified on the website. Not included in the fees are: general |
| expenses (except where clearly indicated), entrance to museums and attractions, airport transfers. |
| Changes of services, facilities or dates of programmes are avoided whenever possible. On rare occasions generally due to circumstances beyond PLUS’ control, or |
| where the bookings in a centre do not reach the minimum numbers required to viably operate it, changes may be necessary. In these circumstances PLUS shall |
| either offer equivalent services/facilities or refund in full all fees paid. No other claims for compensation or expenses can be considered. Neither PLUS, nor the |
| Agent shall be in any way liable to the client if a service cannot be supplied by reason of industrial dispute, or other cause outside their control. There is no |
| reduction in the course fee where a course includes a public holiday. |
| **5 INSURANCE** |
| The Agent shall, at its own expense, obtain and maintain throughout the duration of the courses an insurance cover for public liability, event and personal injury |
| liability to or the death of any person and any loss or destruction of or damage to property not attributable to any fault or neglect of the clients with an |
| insurance company of repute. Copies of all such insurance policies and evidence that all premiums have been paid shall be presented on PLUS’ demand. |
| **6 WARRANTY & LIABILITY** |
| PLUS, its staff and representatives will not be liable for any loss, damage, illness or injury to persons or property however caused, except where such liability is |
| imposed by statute. Clients must have personal insurance against medical expenses, third parties, travel insurance, including inability to attend or continue a |
| course. |
| **6.1 STUDENT WELFARE AND GROUP LEADERS’ RESPONSIBILITIES** |
| PLUS only accepts closed groups accompanied by their group leader. |
| Except for Intensive English bookings (UK), the Group Leader must be at least 25 years old and speak fluent English. |
| The Group Leader is the ultimate person responsible for supervising his/her group constantly day and night and must comply with the student welfare, security |
| and safety rules set by PLUS. Group leaders’ duties and responsibilities are well defined and encompassed in the Handbook. Agents/schools are required to hand |
| it out to their selected staff members, drawtheir attention to the student Welfare paragraph and ultimately invite them to sign a statement of acceptance prior |
| to their departure. |
| **7 PAYMENTS** |
| The balance with final number of students is due 21 days before the arrival date. Payments must be credited to the PLUS bank account, without deduction or |
| setoff and free from any taxes, levies or other charges or encumbrances. If the sums due are not accredited on the date indicated, all agent’s bookings are |
| subject to immediate release and the deposit paid will be forfeited to PLUS. If by the term indicated on relevant invoice (s) the Agent fails to pay for clients, staff |
| booked over and above the places initially secured at the centre or for any extra services requested, PLUS is entitled to cancel or suspend any further service to |
| the Agents’ clients at any or all the centres. |
| **8 CANCELLATION FEES** |
| In case of cancellation, the deposit paid is forfeited to PLUS. For places cancelled the following penalties will be levied. If the booking is cancelled between: |
| • 21 days before arrival, loss of deposit paid |
| • 15 days before arrival, 70% |
| • 7 days before arrival, 100% of the total package cost. |
| **9 SCHOOL REGULATIONS** |
| PLUS uncompromisingly prohibits illicit drugs, violence, racism, classroom disruption and dishonesty. No drugs, tobacco products or alcohol are permitted at any |
| centre, function or when on excursions. Clients are expected to abide by the College disciplinary regulations, and demonstrate reasonable standards of conduct |
| within and outside the classroom. Failure to do this may result in expulsion from the course. In this event, no refunds become applicable. |
| **10 VISA STUDENTS** |
| If, in spite of a PLUS sponsorship letter, the British Embassy or American Embassy does not grant a visa, PLUS shall reimburse the initial deposit of £ 120.00 for UK |
| and $ 120.00 for USA upon receiving a copy of the formal Embassy document confirming such refusal. Cancellation charges still apply (please refer to par 8). |
| **11 COMPLAINTS APPLICABLE TO UK** |
| Over the years PLUS has been able to fully respond to students’ requirements and to minimize cause for complaints. This does not necessarily mean, however, |
| that something cannot go wrong. If a student is unhappy or dissatisfied with any part of the programme ie teaching, leisure activities, host family and so on, he/ |
| she should observe the following procedure: |
| *STEP 1* Discuss the problem with his/her leader who will report the problem to the Campus Manager, who should solve it within 36 working hours. |
| *STEP 2* If the problem persists, the student can call or ask his/her group leader to office (0207 7302223 ). Necessary steps will then be taken without delay. |
| *STEP 3* If the problem still cannot be solved, then the student may refer the complaint to: ABLS PO BOX 312, GREAT YARMOUTH NR30 9EP. |
| The complaint can also be sent to British Council: Customer Services, Accreditation Unit Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK. |
| Or emailed to: accreditation.unit@britishcouncil.org The complaint must be written in English, specifying whether action has already been taken by PLUS, and |
| signed. The student should also state whether he/she is happy for the complaint to be copied to PLUS. |
| **12 FORCE MAJEURE** |
| If PLUS or the Agent is affected by Force Majeure it shall forthwith notify the other party of the nature and extent thereof. Neither party shall be deemed to be |
| in breach of this Agreement. Neither party shall or otherwise be liable to the other, by reason of any delay in performance, or non performance, of any of its |
| obligations. |
| **13 PROPER LAW** |
| These Terms & Conditions are construed in accordance with the English Law. All disputes, controversies or claims shall be referred to and finally settled under |
| the rules of Arbitration of the International Chamber of Commerce of London by three arbitrators appointed in accordance with those Rules that are known and |
| accepted by the Parties. It is hereby agreed that the Commercial Court of London shall have exclusive jurisdiction over any judicial proceedings howsoever |
| related to the interpretation of these Terms & Conditions which may not be deferred to arbitration. |
| Previous Terms & Conditions are superseded. London, 21 December 2017 |