



English Language Institute

International Student Terms & Conditions

Terms & Conditions

Booking

- ❖ A deposit 300USD must be paid immediately upon booking.
- ❖ Booking confirmation will only be sent when the deposit has been received.

Payment

- ❖ Payment must be received in full 14 days prior to the course start date.
- ❖ Payments can be made by cash, cheque, credit card, bank transfer, or through our online store, and must include all bank charges.
- ❖ Payment plans are available for courses and accommodation longer than 12 weeks.

Changes to booking

- ❖ An alteration fee of 50USD will be charged each time the course or accommodation is changed or postponed after Speak English Institute has confirmed the initial booking.
- ❖ One week will be deducted for any course postponement made within 48hrs of the start date.
- ❖ A downgrade in the course duration or type after booking is considered a cancellation and the same refund policies will be applied.

Courses

General

- ❖ Students must take a placement test prior to joining a course.
- ❖ Registration and material are included in the general program fees.
- ❖ Any lost material must be replaced at the student's expense.
- ❖ Each lesson/class hour is 60 minutes.
- ❖ Regular skill assessments and expert feedback are provided in all courses.
- ❖ Speak English Institute reserves the right to use classrooms in alternative premises of a similar standard.
- ❖ Speak English Institute reserves the right to cancel or reschedule a class or course due to unforeseen circumstances.

Terms & Conditions

Group courses

- ❖ Students can join a group course at the beginning of any week.
- ❖ Group courses require a minimum number of 3 participants. Should the minimum number not be reached, Speak English Institute reserves the right to offer an alternative, postpone, or cancel the course.
- ❖ The maximum number of students per course is 10.
- ❖ Semi-intensive and intensive General English courses run from Sunday to Thursday and are scheduled in the morning and/or afternoon.
- ❖ Business English courses run two days per week and are scheduled in the afternoon and/or evening.
- ❖ The IELTS preparation courses run for four days per week and are scheduled in the afternoon and/or evening.
- ❖ Skill focus courses, language workshops and social activities are subject to change due to availability.
- ❖ Speak English Institute reserves the right to change the group teacher at any time.
- ❖ Students cannot reschedule group classes.
- ❖ 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 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 alternative groups before moving.
- ❖ Changing to a higher level is only possible if students can successfully pass an internal exam.

Private Courses (one-to-one)

- ❖ One-to-One lessons are dependent on availability of staff and classroom space and will be scheduled accordingly.
- ❖ One-to-One lessons can only be rescheduled with at least 24 hours notice, given in advance.
- ❖ 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 canceled and considered as taken.

Refunds and cancellation Fees

- ❖ All refunds will be made to the original fee payer only.
- ❖ In the event that a refund is due, prorated refunds will be calculated on a weekly basis and cancellation policy of the accommodation provider will apply.
- ❖ Course fees will be refunded in full if a visa application is rejected or if Speak English Institute is unable to offer the course or a suitable alternative.
- ❖ For cancellations received at least 48 hours prior to the start date, course fees will be refunded in full.
- ❖ For cancellations received within 48 hours of the start date, the cancellation fee amounts to 1 week's tuition.
- ❖ After the start date, only 50% of the student's remaining credit can be refunded, within 3 months of the start date.
- ❖ Should any services be cancelled that are not printed on our price list (hotels, flight-tickets, etc.), the cancellation charges of the third-party provider will apply.
- ❖ There is no refund of fees for days missed during the course/late arrival/early departure.

Terms & Conditions

Course Break

- ❖ Speak English Institute offers students the option to take breaks during their course.
- ❖ Breaks must be booked at least one week in advance at reception.
- ❖ A course change fee of 30USD 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 at least one week prior to the date they would like to return after taking a break.

Course deferral

- ❖ Students who are unable to complete their course due to exceptional circumstances will be offered the option of deferring the remainder of their course for a period of up to 6 months.
- ❖ A course change fee of 100USD is charged when deferring a course.
- ❖ After 6 months, the credit will automatically expire.

Accommodation

- ❖ When booking accommodation, the student accepts and agrees to the terms and conditions of the accommodation provider selected.

Level of English

- ❖ If a student does not have the minimum level of English required to follow a specific course, as determined by Speak English Institute's Placement Test, the institute reserves the right to move the student to an appropriate course for their level.

Visas

- ❖ Speak English Institute can provide sponsored student visitor visa for a period up to 6 months to international students and non-residents who are enrolled in courses longer than 12 weeks.
- ❖ Student visitor visa sponsored by the institute is single entry and is automatically cancelled upon exit of the U.A.E..
- ❖ Students must respect the visa duration and shall be liable for any fines arising due to overstaying and/or failure to leave.
- ❖ Students cannot be sponsored after they have completed their studies.
- ❖ Speak English Institute cannot be held responsible for decisions taken by embassies or immigration officials regarding entry visas or visas extension.
- ❖ Students must maintain a valid visa status and their course will be terminated without a valid visa.

Public holidays

- ❖ Speak English Institute is closed only for holidays set for the 'Private Company Sector' of the U.A.E.
- ❖ The institute is not closed during extra holidays as set for government organisations.
- ❖ The value of any class which falls on public holidays will be converted to credit note and can be used for any product or service that Speak English Institute offers.

Arrival Transfers

- ❖ Flight details including arrival time, flight number, airline and point of origin must be advised 7 days

Terms & Conditions

Supervision

- ❖ Speak English Institute does not provide supervision for students who book an adult course.
- ❖ All students under 18 will be required to complete a parental consent form prior to arrival.

Expulsion

- ❖ Speak English Institute reserves the right to expel students for unacceptable or unlawful behaviour or lack of attendance.
- ❖ In the event of expulsion, fees are not refundable, and the student must cover travel and other repatriation costs.
- ❖ Students are required to maintain a minimum attendance of 70% per month. Students that fail to meet attendance criterion may be reported to immigration.
- ❖ Students expelled from a course are no longer eligible for accommodation.

Liability

- ❖ Speak English Institute and its staff and representatives will not be liable for loss, damage or injury to person or property howsoever caused, except where liability is expressly imposed by law.
- ❖ Speak English Institute will not be liable for any failure to provide any services if the failure is due any reason or any cause beyond the institute's control.
- ❖ Any damage caused by a student to school property, or to a residence, whether intentional or not, will be charged to the student's responsible.

Insurance

- ❖ Students are expected to have appropriate medical and accident insurance.

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 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.

Publicity materials

- ❖ Students agree that photographs, videos and sound material maybe used, stored or transferred internationally by Speak English Institute or by a third party agent, for promotional purposes including printing and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, Speak English Institute will respect their wishes, but it is the student's responsibility to absent themselves from the photograph/video.

Complaints Procedure

- ❖ In case of any problems, no matter how serious or small they are, the student must inform us about the problem immediately.

Jurisdiction

- ❖ Place of jurisdiction in any dispute is the courts at the UAE.