

Terms & Conditions

Enrolment and Payment Conditions

1. Enrolling On a Course

To enrol on a course applicants should complete the enrolment form and send it to the Emerald Cultural Institute by email or by booking online at www.eci.ie. A booking deposit of €250 (Ireland) or £250 (UK) must accompany all applications and must be sent either directly by bank draft to the Institute, by credit card (Visa or MasterCard) or by inter-bank transfer to the Institute's bank account. Please add £20 (UK) for bank charges (EU accounts). Please add €35 (Ireland) or £20 (UK) for bank charges (non-EU accounts).

All payments must be in Euro for courses in Ireland, and in Sterling for courses in the UK.

A copy of the bank receipt should be sent to the Institute with the enrolment form. Upon receipt of these documents the confirmation documents will be sent together with the full invoice. The deposit is non-refundable but is deductible from the total amount payable. The balance of fees due to the Institute should be paid at least two weeks in advance of the course start date.

Accommodation details will be confirmed after we have received the proof of full payment.

2. Enrolling On a Group Course

To enrol on a group course applicants should first confirm their allocation (by March 15th for summer groups), complete the Institute enrolment form and send it to the Emerald Cultural Institute by email. Bookings can also be submitted online at www.eci.ie/group-booking/. A deposit payment of 20% will be payable upon confirmation of the group. Groups arriving between June and August must pay their deposit by April 1st to secure places. The balance of fees due to the Institute should be paid at least one month in advance of the course start date. Visa invitation letters and confirmed accommodation details can be provided only after full payment has been received.

3. Paying for a course – Ireland

Payments can be made in a number of ways:

- **By inter-bank transfer in EURO (€)**
- **By Credit Card: MasterCard and Visa**
- **Via TransferMate**

Non EU students applying for a Visa to enter Ireland must pay their fees into the escrow account operated by TransferMate where funds will be held on behalf of the student and ECI pending the visa decision.

Contact the Institute for full bank account details.

Additional bank charges incurred for both the sending and receiving banks are payable by the sender. Please note €35 bank fees will be added for payments from non-EU accounts. Credit card charges will also apply.

4. Paying for a course – UK

Payments can be made in a number of ways:

- **By inter-bank transfer in UK£ Sterling to our UK£ account**
- **By Credit Card: MasterCard and Visa**

Contact the Institute for full bank account details. Additional bank charges incurred or both the sending and receiving banks are payable by the sender. Please add £20 for bank charges (EU and non-EU accounts).

Terms and Conditions

1. Cancellation

Cancellation of booking before arrival: For cancellations received at least fourteen days prior to the course commencement, fees will be refunded less the nonrefundable deposit of €265 (Ireland), or £265 (UK). For cancellations received within 7-13 days of course commencement 50% of the course fees will be refunded. For cancellations of less than 7 days no refund is given. **Cancellation after arrival:** Once a student has commenced their course at the Institute they are obliged to complete their full course of study. The full course of study is defined as the initial enrolment period. No refund will be given for course fees if a student withdraws from the course before the completion of the full course of study.

If a student wishes to change the course they are attending it may be possible to change to an alternative course or programme of the same value, depending on availability and immigration guidelines in the case of non-EU students. Students cannot change from group tuition to individual tuition. No refunds can be given for course changes including changes to a less intensive course. Students who have obtained an extension to their visa as a result of a course extension cannot cancel that extension and will not be entitled to any refund.

Refunds will be processed by our Accounts Department within 21 working days of receiving the request.

2. Cancellation - Group Courses

Cancellation of booking before arrival: For cancellations received at least fourteen days prior to the course commencement, fees will be refunded less the nonrefundable deposit of 20%. For cancellations received within 7-13 days of course commencement 50% of the total fees will be refunded. For cancellations of less than 7 days no refund is given.

3. Visa and Immigration Guidelines - Ireland

Students requiring a visa to study in Ireland should contact the nearest Irish embassy for detailed information and allow at least two months to process visa applications. We can assist with the application procedures for the visa when required. All fees must be paid in advance into the escrow account operated by TransferMate and an invitation letter with details of the transfer will only be issued once the funds have been received in full by bank transfer. If original copies of documents are required from ECI they can be sent by mail free of charge or by courier for a fee of €100. Students who experience delays in having their visa issued can postpone their course.

Visa Refusals: We will refund all prepaid money minus €265 for administration costs on all visa refusals, within 20 days of receiving the request. Written proof of the visa refusal from the Embassy is required.

Immigration Procedures: All non-EU students attending a course of more than 12 weeks (90 days) duration are required to register with the Immigration Bureau. A fee of €300 is payable to the Immigration Bureau by students on their initial registration and students will also be charged €300 for any extension of their immigration period. (The registration fee quoted is €300 at time of printing, but may be subject to change).

All non-EU students registered for courses over 12 weeks in length are obliged to register, pay for and sit an approved English-language examination. An examination deposit of €120 is required at the time of booking for all non-EU students who will remain in Ireland for over 90 days.

We recommend that all non-EU students verify visa and Immigration requirements before booking their course (www.irishimmigration.ie).

4. Holidays for long-term students - Ireland

Students are permitted to take holidays depending on the duration of their course.

The following regulations apply:

To request a holiday, students should contact the admissions department at least 2 weeks in advance. Non-EU students must schedule all holidays before they register with the GNIB. Unscheduled breaks in study are not permitted except in exceptional circumstances. Once non-EU students have registered their holidays with GNIB they will not be permitted to change these arrangements.

The minimum holiday period permitted is 2 weeks

- Holidays cannot be taken in the middle of a week (must be booked from Monday to Friday)
- Holidays cannot be taken during the first 8 weeks of a student's course and cannot exceed 1/3 of the total weeks already studied
- Upon returning from a holiday, students may have to take a level test before being placed in a class
- In the interest of the student's academic progress, only one holiday is permitted during any 12 week period
- Where possible, students are advised to take holidays only on completion of their current level.

Course weeks booked Holidays Permitted

12 weeks	1 holiday period
25 weeks	2 holiday periods

Working while Studying: Non-EU nationals with permission to remain in the State for an Academic Year Programme (25+ weeks) are allowed to take up casual employment to supplement their income while studying in Ireland. During term-time and during scheduled vacation periods, students can work up to 20 hours per week.

Students can work up to 40 hours per week only during specific periods from December 15 to January 15 and from June to September.

5. Postponement of Courses – Ireland

If you cannot attend your course you may postpone it.

All postponements must be made in writing at least 14 days before the course start date.

A course may be postponed once without a charge being applied. Additional postponements will be subject to a €200 administration fee. New invoices for postponed courses will be issued and the rates applied will depend on the revised start date.

6. Public Holidays

In the case of public holidays, which occur on a Monday, students may begin their course on the Tuesday of that week. Public holidays are non-refundable.

7. Adult Beginners - Ireland

We do not provide a beginner level class, if you believe you are a beginner, please take our [online test](#) and contact us at emerald@eci.ie, we will be happy to advise you of your level. Private individual lessons are available to beginners. We reserve the right to refuse or cancel an enrolment if a student tests at a beginner level of English.

8. Accommodation

Prices for accommodation are quoted per week, 7 nights.

Refunds will not be given for early departure.

Accommodation details will only be sent once all fees have been paid in full.

Any damage caused by a student to homestay or residential property will be charged to the student or students responsible and the school reserves the right to recover the cost for exceptional cleaning.

Accommodation arrivals should be on Sundays (Saturday arrivals will be also accommodated where possible) and we recommend that you check with our Bookings team before confirming flight arrangements.

For students requesting host family changes or changes from host family to residence or between different residences, a change fee of €100 will be applied.

Accommodation extensions:

Extra nights in host family and residence are possible subject to availability and an additional charge. If you would like to extend your accommodation, please speak with the accommodation office to check availability. Accommodation extensions cannot always be guaranteed and are subject to availability. Students wishing to extend their accommodation should check availability well in advance of completion of their initial stay. Students who wish to extend their accommodation but require a change of host family must pay a deposit of €100 (Ireland). This deposit is non-refundable but will be deducted from the first week's accommodation fee. Accommodation extensions should be paid 4 weeks in advance.

Host family:

Students can take holidays from their host family accommodation once 2 weeks' notice are given. 50% of normal fees are payable during holiday periods.

Any special dietary requirements, such as gluten free, vegan or dairy free diets, will be subject to a supplement of €40 per week for host family accommodation.

Prepaid host family accommodation fees can be refunded in full (less the administration fee) if at least 14 days cancellation notice is given.

During July and August students aged 16 and 17 will be accommodated in twin rooms.

A supplement applies to students who are accommodated in a host family over the Christmas holidays (2 weeks). Accommodation availability during this period is very limited and cannot be guaranteed. Please contact the accommodation office to check availability.

Isolation in host family due to Covid-19 is €40 per week.

A summer supplement is applied for homestay bookings from 2 to 11 weeks in July and August.

Groups:

For groups, participant details (including sharing preferences, diet/allergy notes and special requests) should be submitted as early as possible to facilitate timely placement in host families but must be received at least 6 weeks before the group arrival date. Host family placement details will be sent 2 weeks before the arrival date assuming the full payment has been received in our account and flight details have been advised. Accommodation change requests will be considered where possible but must be received at least 14 days before the group arrival date.

Residential accommodation:

A deposit for all residential accommodation is charged and is payable on the first day to the school (€50 for junior students, €150 for adult students). This deposit will be refunded provided that the room key has been returned and no damage has been caused.

Residential accommodation fees are refundable (less the administration fee) once 28 days' notice of cancellation are provided.

9. Airport Transfers

Transfer details should be sent to us at least seven days prior to the arrival of the student. For students booking an airport transfer we ask for the flight number, arrival time and student's mobile number. Transfers are compulsory for all students under 18 years of age. Students arriving at similar times may be required to share transfers and no discount can be offered in this instance. Missed transfers are not refundable.

10. Discipline

If students' behaviour or conduct is unsatisfactory, they will be subject to the School's disciplinary procedures. A serious breach of conduct may result in expulsion. In the event of an expulsion, fees are not refunded. Additional charges for flights and other costs will not be covered by the school and are the responsibility of the student or, in the case of underage students, their parents/guardians.

11. Insurance – Ireland

All students are required to have comprehensive travel, medical and personal insurance, to be provided to the school before arrival. This should include medical cover for Covid-19 and appropriate cover for eventualities arising as a result of Covid-19. Any additional costs incurred due to Covid-19, such as extended stays, are the responsibility of the student or parent/guardian.

Students travelling from EU countries should bring their European Health Insurance Card with them. This only entitles students to emergency hospital care and attendance at certain doctors. Please note that this will not cover elective procedures or dental visits.

To comply with immigration guidelines, all non-EU students are required to have medical insurance valid for their entire stay in Ireland.

We can organise medical insurance for non-EU students at a cost of €140 (fee is valid at time of printing but may be subject to change; policies are non-refundable once they have been issued). Students are not insured by the school or by the family, against accidents, illness, theft or loss of personal effects, and the school accepts no responsibility in the event of such occurrences. We will automatically add our medical insurance policy to non-EU Academic Year Bookings in order to facilitate opening a bank account in Ireland - our policy can be used as proof of address which is a requirement of opening a bank account.

Vaccination

The Irish Health Service recommend that individuals ensure they are vaccinated against Covid-19 and certain other conditions.

Further advice is available at:

Screening and vaccinations - HSE.ie

12. Insurance – UK

Students must arrange appropriate medical, travel and personal insurance.

Students are not insured by the school or by the family/residence, against accidents, illness, theft or loss of personal effects, and the school accepts no responsibility in the event of such occurrences.

13. Publicity Materials

Permission is given for the use of student comments or testimonials and photographs/images of students in the official promotional material for the Emerald Cultural Institute by the student or their parents or legal guardian with acceptance of these terms and conditions, **unless otherwise specified at the time of booking.**

14. Junior Students

For all junior students, parents/guardians must sign and agree to accept the school rules and Terms & Conditions prior to receiving the booking confirmation. For all students under the age of 18, parents/guardians must complete and sign our consent form and return it to the Institute together with the enrolment form.

15. Legal Notice

The Emerald Cultural Institute reserves the right to change the prices and the details of its services, including courses, accommodation, facilities/centres and course dates where circumstances beyond the Institute's/company's control necessitate such changes or where the number of enrolments is not enough to operate a course viably. The right is also reserved to decline any person at any time without liability. The Emerald Cultural Institute gives notice that all arrangements for transport, activities or for accommodation are made by the Emerald Cultural Institute as an agent upon the express condition that they shall not be liable for any injury, damage, loss, accident, delay or irregularity which may be occasioned either by reason of any defect in any vehicle or through the acts of default of any company or persons engaged in conveying the passenger, or in carrying out the arrangements of the programmes, or otherwise in connection therewith of any family member.

No responsibility is accepted for losses or additional expenses due to delays or changes in air, sea, rail, bus or other services, sickness, weather, war, quarantine, strikes, or other liability. The contents of Emerald Cultural Institute's promotional brochures are intended for information purposes only and do not constitute a contract between the Institute and any student or third party. The Institute reserves the right to make changes which may affect courses, curriculum of courses, programmes or any other content announced in the publications, without prior notice.

The Institute reserves the right to close the school on certain days in the case of status red weather emergencies and/or if directed to do so by the Department of Education. Classes missed in this instance are non-refundable.

Please note that some of the facilities, prices and services presented in our promotional materials may be subject to change or availability.

Quality is at the very centre of the Emerald Experience – it is at the heart of all our language courses and the basis of each decision. We are members of IALC and Quality English, we are accredited by EQUALS and British Council, and recognised by Quality and Qualifications Ireland for English Language Teaching.

