

# General Conditions

## GENERAL CONDITIONS LANGUAGE SCHOOL

### 1. Booking

Your registration results in the existence of a contract upon written confirmation from Good Hope Studies.

### 2. Entry into South Africa

It is your responsibility to provide all required documents when entering South Africa. If entry into the country is denied due to not providing the required documents, no refunds will be given.

### 3. Alteration and Cancellation

An alteration fee will be charged for alteration of bookings.

Notice of cancellation before arrival must be made in writing to Good Hope Studies. The deposit is not refundable. For cancellations received within 2 weeks prior to arrival, the cancellation fee amounts to the cost of 1 week's tuition and accommodation.

Tuition fees will be refunded in full if a visa application is rejected, Good Hope Studies is unable to offer the course or a suitable alternative, or if travel regulations change or flights are cancelled due to the pandemic before arrival.

Services from third party providers (accommodation, flight tickets, etc.) are excluded from these regulations and are subject to the cancellation charges of those providers.

## 4. Withdrawal

No refund is possible in the event of cancellation after arrival, or of no-show of the participant. No refund is given if the student is asked to leave due to unsatisfactory attendance or performance.

## 5. Disruption of services

In the event that it is impossible for Good Hope Studies to continue providing its services due to force majeure for a maximum period of 18 months (i.e. due to natural disasters, pandemics, strikes, wars, riots, or nuclear accidents), students will be offered a voucher for the remaining weeks. Vouchers will be valid for 18 months from the end of the period of disruption. In cases of services offered by third party providers, the rules and regulations of the third party provider apply.

## 6. Minimum number of participants

All courses require a minimum number of 3 participants. Should the minimum number not be reached, the school reserves the right to offer an alternative course instead or run the course with a reduced number of lessons. Depending on the course, the reduction is between 20% and 33%.

## 7. Accommodation

When booking accommodation, the student accepts and agrees to the “House Rules”. No refund shall be considered for any student who is asked to leave any accommodation belonging to Good Hope Studies for reasons related to a violation of the “House Rules”.

## 8. Insurance

Students are not insured by Good Hope Studies against illness, accident, theft or any loss of personal effects.

Good Hope Studies or its representatives cannot accept responsibility for any accident occurring during the course, on or off the course premises, on excursions or during activities. Personal insurance cover is therefore recommended. Full personal insurance cover should be taken out to include medical and any other expenses and also loss of fees should the whole or part of a course or any activity, paid in advance, not be attended.

## 9. Complaints procedure

In case of any problems, no matter how serious or small they are, you are asked to inform us about the problem immediately. As Good Hope Studies is an IALC member, all clients have the opportunity to inform IALC ([info@ialc.org](mailto:info@ialc.org)) as a last resort.

## 10. Place of Jurisdiction

Place of jurisdiction in any dispute: the courts at Cape Town.

## Crisis Management Code

# GENERAL CONDITIONS VOLUNTEERING

## 1. Booking

Your registration results in the existence of a contract upon written confirmation from Good Hope Studies.

## 2. Alteration and Cancellation

An alteration fee will be charged for alteration of bookings made before a cancellation fee applies. For alternations received thereafter, the cancellation fee

applies. Notice of cancellation before arrival must be given in writing to Good Hope Studies.

The cancellation fee is:

- the nonrefundable deposit for cancellations received more than 4 weeks prior to arrival.
- 50% of the total programme fee, for cancellations received 15 days to 4 weeks prior to arrival.
- 100% of the total programme fee for cancellations received 14 days or less prior to arrival.

Cancellation fees for Medical Project and Wildlife Conservation: 27 days or less: 100% of the programme fees. Cancellation fees for African Cat Sanctuary, Lowveld Rehabilitation Centre and Shark Project: 41 days or less: 50%, 14 days or less: 100% of the programme fees.

These cancellation fees also apply in the event that a visa is not granted. To avoid cancellation fees, if a visa is required, we strongly recommend that you apply for the visa well in advance. You should apply far enough in advance that the visa is received more than 4 weeks before arrival. Should any services be cancelled that are not on our price list (hotels, flight-tickets, etc.), the cancellation charges of the third party provider will apply.

### 3. Withdrawal

No refund is possible in the event of cancellation after arrival, or of no-show of the participant. No refund is given if the student is asked to leave due to unsatisfactory attendance or performance.

### 4. Insurance

Volunteers are not insured by Good Hope Studies against illness, accident, theft or any loss of personal effects. Good Hope Studies or its representatives cannot accept

responsibility for any accident occurring during, on or off the programme. Medical insurance cover is required and details must be provided to Good Hope Studies before arrival. Travel insurance against loss of personal belongings is strongly recommended as well as against loss of programme fees should the whole or part of the programme, paid in advance, not be attended.

## 10. Health and Fitness

You are responsible for considering your health prior to the programme and warrant that you are fit and able to participate. You are required to inform us of any relevant medical conditions (i.e. diabetes, epilepsy).

## 12. Complaints procedure

In case of any problems, no matter how serious or small they are, you are asked to inform the organisation you are volunteering for immediately, in order to give them a chance to rectify the problem. In the event that the problem cannot be solved to your satisfaction, we ask you to inform us about the problem immediately. As Good Hope Studies is an IALC member, all clients have the opportunity to inform IALC ([info@ialc.org](mailto:info@ialc.org)) as a last resort.

## 7. Place of Jurisdiction

Place of jurisdiction in any dispute: the courts at Cape Town.