

General Conditions

Before arrival

1. Booking

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

2. Enrolment and accommodation placement fee

The enrolment fee will be charged once per enrolment, regardless of the amount of courses booked or whether the student studies only at in one school location or at both.

The accommodation placement fee will be charged per accommodation placement (i.e. twice for two placements).

3. Bookings going into the next year

When we receive the booking **before** next years price list is published, we charge this years prices for all course weeks, even for those going into next year.

When we receive the booking **after** next years price list is published, course weeks booked in the next year will be charged as per next year's prices.

For accommodation and volunteering, we apply fees according to when the service will be provided. When we receive a booking before the next year's prices are published, we will amend the fees once the new prices are released by mid-June.

4. Payment of fees

The full payment of net fees must, without exception, be received **7 days before** the client's arrival.

Good Hope Studies reserves the right to refuse providing the services if fees are not paid in full prior to arrival.

Please add the invoice number to the bank transfer information. If you pay multiple invoices, we can only allocate your payment once you have sent payment details to accounts@ghs.co.za.

5. Cancellations

Good Hope Studies must be notified in writing as soon as possible of any cancellation, or any changes to booking dates or booking details.

Our cancellation policy is as follows:

14 days or more before arrival

Full refund of courses and accommodation fees.

For volunteering, separate cancellation policies apply.

For hotels, B&Bs, guest houses, flight tickets, overland trips, or any other third-party services, the cancellation policies of the service provider apply.

13 to 1 day(s) before arrival

The enrolment fee is the cancellation fee for tuition and the accommodation placement fee is the cancellation fee for accommodation.

For volunteering, separate cancellation policies apply.

For hotels, B&Bs, guest houses, flight tickets, overland trips, or any

other third-party services, the cancellation policies of the service provider apply.

After arrival

6. No shows

If a student does not arrive and Good Hope Studies has not been notified before arrival, the conditions of a no show apply.

We retain or charge the agent 50% of the net course fees for not more than 4 weeks of tuition.

We retain or charge the agent 100% of the net accommodation fees for not more than 4 weeks of accommodation.

For volunteering, the general conditions as stated on the enrolment form apply.

For hotels, B&Bs, guest houses, flight tickets, overland trips, or any other third-party services, the cancellation policies of the service provider apply.

7. Refunds

In this section, the commencement date means the start date of the first course, accommodation, or volunteer placement that the client has booked.

After the commencement date, refunds can only be given in the cases stated below.

In all cases where a refund is applicable, clients are asked to contact the agency they booked with. Good Hope Studies will liaise with the agency and refund the net amount to the agency.

Courses

After the commencement date, fees for tuition are not refundable or transferable except in very exceptional circumstances such as a death or accident in the family or where students complete two 5-week teaching cycles at the highest level (Proficiency [C2]) before the end of their booked course.

Accommodation

GHS Homestay, on-site accommodation, GHS Student House and the City Centre Residence accommodation cannot be cancelled after arrival, unless booked for a duration of 9 weeks or longer. In the event of a cancellation, a 4-week notice period will apply.

Volunteering

The general conditions as stated on the enrolment forms apply.

Other third-party services

For hotels, B&Bs, guest houses, flight tickets, overland trips, or any other third-party services, the refund policies of the service provider apply (non-negotiable).

8. Disruption of services

In cases where it is impossible for Good Hope Studies to continue providing its services due to force majeure (i.e. natural disasters, pandemics, strikes, wars, riots, nuclear accidents), students will be offered a voucher valid for 18 months for the remaining weeks. In cases of



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services offered by third-party providers, the rules and regulations of the third-party provider apply.

9. Upgrades

Students can change school location, course or accommodation if they wish to do so; however, the following must be considered:

- All changes are subject to availability.
- An alteration fee will be charged, payable by the student at the school.
- No refund will be given when changing from a more to a less expensive option.
- An upgrade fee will be charged, payable by the student, when changing to a more expensive option.
- Where applicable, course starting dates must be respected.
- The total course length booked cannot be shortened.
- 4-week's notice must be given if a student wishes to change accommodation. Should the student not wish to stay at the accommodation for the notice period, they will need to pay the school in lieu of the notice period.

10. Extensions

When students extend their course, accommodation or any other services at the school, Good Hope Studies invoices them directly. An alteration fee will be charged. Students pay the school and the commission is credited to the agent in the form of a credit note.

