

TERMS & CONDITIONS

A booking can only be considered valid if a deposit has been received by MLA Move Language Ahead in its accounts as per the payment terms below.

By submitting the Booking Application, the Agent formally agrees to abide by the MLA Move Language Ahead Terms & Conditions set herein.

1. DEPOSIT REQUIREMENTS

The Agent is required to make net payments to MLA Move Language Ahead for group enrolments. The payment is made into two installments. First a deposit and then the final balance. A 20% deposit of the total invoice is required by the 15th of February in order to continue to hold the allocation.

2. FINAL PAYEMENT

All remaining funds are required to be paid no fewer than 45 days prior the groups' arrival. MLA Move Language Ahead reserves the right to cancel the booking arrangements made if the payments due have not reached MLA Move Language Ahead bank account(s) prior to the arrival of the group. MLA Move Language Ahead reserves the right to refuse admission to the accommodation and the programme and/or terminate the housing and/or programme if full payment has not been received prior to arrival.

3. BANK DETAILS

If you choose one of the centres in UK, please make the payment on the UK sterling pounds account:

UNITED KINGDOM (£/GBP)

Go Languages World Wide LTD

Bank: National Westminster

Bank plc

Iban: GB98NWBK60103914095068

Bic: NWBKGB2L

If you choose one of the centres in Ireland or Italy, please make the payment on the UK euro account:

IRELAND/ITALY (€/EUR)

Go Languages World Wide LTD

Bank: National Westminster

Bank plc

Iban : GB23NWBK60720517095956

Bic: NWBKGB2L

If you choose one of the centres

in USA or Canada, please make the payment on the US dollar account:

UNITED STATES OF AMERICA

Study World Corporation

Bank Routing Number (ABA or Swift): 054001725

Bank Name: TD Bank

Bank Country: United States

Recipient Account Number:

4303013637 Swift Code:

NRTHUS33XXX

4. CONTRACT

MLA Move Language Ahead has the right to change prices, starting dates, course content and programme at any time due to errors, omissions and circumstances beyond our control.

For any discrepancies between this copy and the online version published on the MLA website, this last shall prevail.

5. PAYMENTS

All prices are shown for students under 18 years of age. An adult supplement will be applicable for participants aged 18 and over.

Full payment must be received no fewer than 45 days prior to the course start date. If this is not received the booking is not confirmed.

Payment must be made by bank transfer and bank details are shown on the invoice.

Arrival details and transfer bookings will not be released until the full payment has been received.

Full payment may be made immediately but must be received by MLA Move Language Ahead no fewer than 45 days prior to the course start date.

Final confirmation documents will be released when full payment and travel details have been received and no sooner than one week prior to arrival. Visa and final confirmation documents will be issued once MLA is in receipt of the appropriate payment and travel details. No individual/group will be accepted on any course under any circumstance until FULL payment has been made. In cases where any customers are immediately arriving on or

already following a MLA Move Language Ahead programme, and there are any overdue invoices relating to them or their agents, MLA Move Language Ahead may at its discretion and without notice refuse or discontinue services to those customers.

6. CANCELLATION COSTS

Please see below cancellation charges that will apply up to:

- 60 days before departure = loss of deposit (20% of the allotment per group booked).
- 45 days before departure = 50% cancellation charge of the allotment per group booked.
- 30 days before departure = 75% cancellation charge of the allotment per group booked.
- from 29 days until departure = 100% cancellation charge. MLA will retain the full programme cost; this applies also for "no shows".
- The only exceptions to the above is in case of a visa rejection.

Please note any tickets, attractions or extras purchased in addition to the standard MLA programme will be charged in full at whatever point cancelled.

7. VISA REJECTION

If a student's visa application is rejected after payment has been received, all fees will be refunded within 60 days, provided a visa refusal letter is received by our Head Office at least 2 working days before the course is due to start and the student has fulfilled all requirements for a visa application.

Refunds will be processed according to these terms and conditions.

8. SERVICE CHANGE

MLA reserves the right to change the particulars of the services, including changes to courses, locations, accommodation, facilities and dates of the programmes where circumstances MLA control necessitate such changes or where the number of bookings received does not reach the minimum numbers required to operate a course viably.

9. ALLOTMENT TERMINATION

MLA Move Language Ahead reserves the right to cancel all arrangements and bookings without prior notice if the payment conditions are not met.

10. GROUP REDUCTION

In the event of a group decreasing in size after the price has been set and agreed, MLA Move Language Ahead will alter the price accordingly and the agent will be informed.

11. GROUP INCREASE

In the event of a group number increasing in size, all services for those people must be paid for immediately upon arrival. Group option numbers must NOT increase without prior agreement of MLA Move Language Ahead Head Office.

12. PARENTAL CONSENT

The agency will obtain a signature from the parent or guardian of each junior student authorizing his/her attendance in the course. MLA Move Language Ahead receives all bookings from the agency in good faith.

By signing up for the course the parents/guardians are automatically granting permission for the student to attend all activities organised by the company. As stated in the provisional social programme.

b) The agency must provide their group leaders and/or representatives the contact details for each student's next of kin. This must include temporary contact details if they are away during the course. This information will be available to MLA Move Language Ahead staff when necessary.

13. FORCE MAJEURE

If war or terrorist activities, threatened or actual, civil unrest, closure or congestion of airports or ports, riot, cancellation of changes or scheduled airlines, industrial action, threatened or actual natural disasters, adverse weather. conditions, pestilence, quarantine controls, host family cancellations or any other event outside the control of the company either delays, extends the stay, compels a change in the programme or accommodation arrangements

or forces the programme to be cancelled, MLA Move Language Ahead cannot accept liability for any resulting loss, damage or expense.

14. MLA MOVE LANGUAGE AHEAD LIABILITY, CLIENT LIABILITY & INSURANCE

MLA Move Language Ahead accepts and is fully insured for all liability arising out of loss, damage, injury, sickness etc caused by MLA Move Language Ahead employees or their gross negligence. However:

a) In the case of lost or stolen property, whether taking place inside or outside premises hired by MLA Move Language Ahead, MLA Move Language Ahead is only liable if such property has been entrusted to a responsible MLA Move Language Ahead representative in return for a written receipt.

b) MLA Move Language Ahead can accept no responsibility for loss or damages or changes caused by 'force majeure' events such as strikes, riots, terrorism, war, fire, flood, weather problems, problems to transport or similar events beyond its control.

15. CLIENT

Any losses or damages to any MLA Move Language Ahead or MLA Move Language Ahead hired property or equipment or transport during the course caused by the customer(s) or by people occupying any accommodation or using any equipment allocated to them are their responsibility to pay at the time of discovery. The customer will be responsible to pay any loss or damage committed by him/her. Failure to make such payments may lead to the suspension of services.

16. GROUP LEADER

The free place entitlement is specified on the Group Quote form and the written proposal. There is a charge for additional leaders at 75% of the student net price. A group leader free place includes accommodation, board and transfers where part of the package price. Additional fees will apply for any additional activities that are not part of the

MLA programme.

In the UK, the British Council Accreditation UK scheme requires us to obtain confirmation that any leaders, teachers and coach drivers accompanying students hold evidence of their suitability to work with children. A signed letter of good conduct is required for every group prior to arrival and before admittance is permitted to the centre.

17. AGENTS

All the above terms are applicable to direct students and agents unless variations are expressly agreed between the agent and MLA or their companies, Go Language WorldWide in the UK and Ireland and Study World in the USA and Canada, in writing.

18. MLA STAFF ON SITE

All teachers and staff are native speakers or of native speaker competence.

19. HARD ROCK CAFE

Time of the meal at the Hard Rock is dependent on the Cafe availability. Subject to change and/or substitution.

20. INSURANCE

We request that all customers appropriately insure themselves. The agency will advise all students on the necessity of having insurance to cover personal accident or injury, ill-health (medical/hospital fees), cancellation, delay, loss of baggage or property etc i.e. comprehensive travel 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, in English, and evidence that all premiums have been paid shall be presented to MLA Move Language Ahead on demand.

21. BEHAVIOR

By attending the course the students and their

representatives agree to abide by local laws and by the regulations of the school. In the event of serious misconduct, the parent may be required to withdraw the student.

A student may be suspended or expelled without refund in case of serious misconduct. No refunds will be made. That student in full must pay for any damages committed by a student.

A security deposit will be required from each student upon arrival in the amount of UK (GBP) £50, Ireland (EUR) €50, Canada (CAD) \$50 or USA (USD) \$50.

22. MARKETING

All photographs and/or videos of students taken during the course may be used for marketing purposes by MLA Move Language Ahead. If you do not wish photos of students to be used, you must advise us in writing before travel to the UK, Ireland, Italy, Canada and USA.

23. DATA PROTECTION

Any information provided to MLA Move Language Ahead may be held on computer and shall be used in accordance with its data protection registration and the national data protection laws applicable.

With your consent or where there is a legitimate need or legal obligation to do so, MLA may disclose appropriate personal data, including sensitive personal data of a medical nature, to relevant MLA staff and third parties.

We will not share sensitive information about students to any third party without their consent unless there are exceptional circumstances, such as when the health and safety student and others is at risk or where the law requires us to do so.

Our privacy Notice is available on our website.

24. RESOLUTION OF DISPUTES

If a student, agent or their representative wishes to complain about any aspect of the services provided by MLA, such a complaint should be made in writing, in English or

native language, to either the Centre Director. If not resolved, this should be addressed to the MLA Head Office.

Each complaint will be fully investigated provided that it is received within 4 weeks of the course ending, it was initially registered in writing with an on-site representative or Centre Director and all fees have been paid in full.

25. MEDICAL INFORMATION

The agency will request and pass on to MLA Move Language Ahead any relevant medical information such as allergies, dietary requirements and any current medical conditions or currently prescribed medicine.

The agency will obtain a signature from the parents/guardians to allow the school to act 'in loco parentis' when having to administer prescribed medication or when dealing with a medical emergency.

MLA Move Language Ahead takes no responsibility for medical emergencies arising from non-disclosure of current medical information.

26. EARLY ARRIVAL/LATE DEPARTURE

The company has set fourth arrival and departure dates for all centres. Should the group(s) and/or individual(s) arrive or depart on another date a fee of UK (GBP) £75, Ireland (EUR) €75, Canada (CAD) \$90 or USA (USD) \$90 per night will be assessed to cover the cost of room and activities or excursions will be arranged or offered without prior written consent.

27. ACCEPTANCE

Any booking constitutes acceptance of the Terms and Conditions stated above.

MLA MOVE LANGUAGE AHEAD
MLA Move Language Ahead is the trading name of Go Languages Worldwide Ltd in UK and Study World Corporation in USA.

In case of any discrepancy between these terms and conditions of contract and those published on our website, the latter shall prevail as updated.