

## TERMS AND CONDITIONS 2017

When you book a course with inlingua Porto, whether directly or via an agency, you accept our terms and conditions of sale and commit yourself to attending classes and respecting the school's internal rules and regulations

### 1) Deposit and Payment

A deposit of 15% of the total course price (minimum €150) must be paid to secure your enrolment. The balance must be paid in full 14 days prior to the course start date. Payment must include all bank transfer charges. For online courses / SKYPE lessons there is no minimum fee but the total amount of the course (100%) must be paid in advance.

<p>Payment by bank transfer:</p> <p><b>ACCOUNT:</b> CENTRO SUIÇO DE LÍNGUAS (inlingua) <b>BANK:</b> Banco Santander Totta <b>ADDRESS:</b> Carvalhido <b>NIB:</b> 0018 0008 0200 2763 0203 8 <b>IBAN CODE:</b> PT50 0018 0008 0200 2763 0203 8 <b>SWIFT CODE:</b> TOTAPTPL</p> <p><small>N.B. Please make sure that any bank charges are paid by the sender. If we do not receive the course fees in full then the duration of the course will be shortened accordingly / you will be expected to pay the outstanding amount upon arrival</small></p>	<p>Payment by VISA</p> <p>We accept payment by <a href="#">VISA</a> and <a href="#">MASTERCARD</a></p>
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**2) Confirmation:** Courses will only be confirmed after we have received payment.

**3) Cancellation / Refunds:** If, for any reason (including visa refusal), you cancel your studies we will issue a refund, minus a €150 non returnable administrative fee plus bank charges, according to the following scale:

- Cancellation 7 or more days before start date - 100% refund
- Cancellation 1-6 days before start date - 50% refund

After arrival no refunds will be made under any circumstances.

**4) Insurance:** No insurance coverage is provided by the school or host families. Students are strongly recommended to take out appropriate insurance to cover: cancellation, loss of personal belongings, illness and personal accident.

**5) Material:** All necessary material is included in the enrolment fee. Any other material (grammar books, dictionaries etc) may be purchased separately.

**6) Activities:** Activities are organised as a service to the students. They are offered either free or at cost price. We accept no responsibility for loss of clients' belongings or any personal injury incurred by clients while participating in these activities.

**7) Holidays:** The school is open all year. It is closed only for 1 week between Christmas and New Year and on local and national holidays. (In 2017 = 01.01 / 28.02 / 14.04 / 25.04 / 1.05 / 10.06 / 24.06 / 15.08 / 05.10 / 01.11 / 01.12 / 08.12 / 25.12). Any lessons missed as a result of local or national holidays will be recuperated.

**8) Minimum Number of Students: Regular group courses** Regular group courses have an 8 week duration. Lessons are on consecutive weeks and follow academic school holidays. Any lessons missed as a result of local or national holidays will be recuperated. If there are only one or two students enrolled on a regular group course the lesson duration with teacher is reduced from 2 hours to 75 minutes (intermediate+) or from 3 hours to 2 hours (beginners).

**9) Minimum Number of Students: Intensive group courses:** If there are only one or two students enrolled on an intensive group course the lesson duration with teacher is reduced from 3 hours to 2 hours.

**10) Image use:** Photos of students taken during lessons, activities or excursions may be used by inlingua Porto in its promotional material (brochures, websites, catalogues, etc.) unless the student or his/her parents state otherwise. This refusal must be made in writing when booking the course

**11) Complaints** of any kind must be addressed to inlingua Porto directly and immediately. No consideration can be given to complaints received after the course has ended.