

Provisional place holding:

All places are subject to availability at the time of request.

If the booking date is further than 12 weeks in advance, places can be held for up to 28 days with no obligation.

The request to hold places must be made in writing by e-mail, a reply will be given to confirm the provisional booking.

After 28 days, contact will be made by ATC Language & Travel and the places can continue to be held by agreement between the client and ATC Language & Travel. In this case group numbers may be amended by ATC Language & Travel or the client by mutual agreement. Should places be required for another request, contact will be made by ATC Language & Travel with the client to confirm or release the places. This request will be made in writing by e-mail and a response is required within 48 hours (2 working days).

If the booking date is within 12 weeks of the request date, places can be held for up to 14 days when contact will be made by ATC Language & Travel to confirm or to amend the booking request.

If the booking date is within 28 days of the request, confirmation and payment is required to hold places within 7 days.

Confirmation and Payment:

Confirmation should be made in writing at which point a deposit invoice of €250 per student (or €125 for a stay of 7 nights or less) will be sent. Bookings will be fully confirmed once the booking deposit has been received, unless a pre-arranged agreement already exists.

Details on confirmation should include the following: Group name, group dates, centre and programme, student names, ages and gender, allergies and dietary information, sharing and other special requests. All requests are subject to availability and cannot be guaranteed.

Payment in full is required no later than 14 days prior to group arrival.

Payments should be made by bank transfer to the ATC Language & Travel account in Euro currency, details given on the invoice.

Please note that ATC's 2021 net rates include a €75 non-refundable registration fee per student.

Cancellations:

All cancellations must be made in writing.

Any groups or students cancelling more than 7 days before the start date of the course they had booked will receive a full refund less the €75 registration fee per student.

Any groups or students cancelling within 7 days of the start date of the course they had booked will receive a 50% refund per student.

ATC Language & Travel may use their discretion depending on the reason for withdrawal in the case of late cancellations. Should a late cancellation be necessitated by government travel restrictions in either the student's home country or Ireland then a full refund less the €75 registration fee per student will be applied.

Any groups or students not completing a programme that has already commenced by departing early will not be entitled to any refund.

Refunds will be made within 60 days of the written request.

Visa invitation:

If an agent or student requests that ATC Language & Travel provide a visa invitation letter, payment in full must be made and a copy of the passport should be sent by e-mail.

Any request should allow 72 hours (3 working days) for the school to arrange and send the letter by e-mail.

If, for any reason, the visa application is not successful, a digital copy of the refusal letter must be sent to ATC Language & Travel and a full refund, less €75 registration fee per person, will be issued.

Airport Transfers:

Airport transfers can be provided by prior arrangement.

Airport transfers can be arranged at any time of day, 7 days a week.

All students under 18 years of age must arrange an airport transfer.

If an airport transfer is not arranged due to a parent/supervising adult travelling with them, full details of the adult and arrival/departure must be given to ATC Language & Travel at least 21 days in advance.

Flight details are required at least 21 days prior to flight departure, failure to do so may result in ATC Language & Travel being unable to arrange the transfer. In this case no refund will be made for the transfer not taken.

Group transfers will be provided when the group arrive and/or depart on the same flight.

Any passengers in a group arriving or departing on a different flight may incur additional transfer fees.

Individual students arriving or departing within 1 hour of another transfer to the same campus may be required to share the transfer, no discount is made for a shared transfer in this instance.

Changes/amendments to programmes:

ATC Language & Travel reserves the right to amend programme schedules and services, including but not limited to location, dates, accommodation, programme content. This may be due to operational reasons or other reasons beyond ATC Language & Travel's control which necessitates a change or where minimum numbers needed for the viability of the course have not been reached.

If a change must be made ATC Language & Travel will make the client aware at the earliest possible convenient time.

All efforts will be made to ensure the change is of the of equivalent value and in agreement with the client.

Damages:

A €50 cash damage deposit is requested from each individual on arrival, this is returned on departure as long as no damage is caused.

A €250 cash damage deposit is requested from each group booking on arrival, this is returned on departure as long as no damage is caused.

Any damage caused must be reported immediately to ATC Language & Travel staff. All or a portion of the damage deposit may be used in agreement with the student / group.

Should the damage caused be more than the value of the damage deposit, then further payment by the liable person or persons will be sought in order to cover the full cost of the damage. All payments must be paid in full before departure from college.

Exclusions/expulsion from programme:

ATC Language & Travel reserve the right to expel any students at the student's expense if the following occurs while taking a programme with ATC Language & Travel –

Consumption of alcohol

Possession of, or using illegal substances

Endangering themselves or another student or ATC Language & Travel member of staff

Deliberate or malicious damage to the property of another student, ATC Language & Travel staff or the campus

Carrying out an act which is contrary to Irish law

In the case that ATC Language & Travel expel a student, their agent and/or their parent will be contacted, the next available flight booked for them at their own cost and transported to the airport, at which time ATC Language & Travel will no longer be responsible for the student.

There will be no refund for any remaining portion of the programme for any students that have been expelled.

Students:

ATC Language & Travel accepts students on the assumption that they are in good health unless previously informed in writing by the agent.

All parts of the programme including sports and activities are undertaken at the risk of the student.

Students travelling from EU countries should bring their European Health Card with them.

Please note that this will not cover elective procedures or dental visits.

ATC Language & Travel organise medical insurance for non-EU students for long term courses only, minimum 3 months.

Insurance:

Before travelling to Ireland, all persons participating in ATC Language & Travel programmes must arrange their own insurance against all expenses that might arise due to accident, illness or loss of luggage, personal effects and money.

ATC Language & Travel accepts no responsibility in the event of such occurrences.

Providers of activities such as horse-riding, cycling etc. may insist that minors have an insurance waiver signed by their parent, guardian or group leader before commencement of such activities.

Force Majeure:

ATC Language & Travel will not be responsible for costs incurred by or on behalf of the student or group as a result of causes beyond our reasonable control including, without limitation:

acts of God, flood, drought, earthquake or other natural disaster;

epidemic or pandemic;

terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war,

armed conflict, imposition of sanctions, embargo or breaking off diplomatic relations;

nuclear, chemical or biological contamination or sonic boom;

any law or any action taken by a government or public authority;

collapse of buildings, fire, explosion or accident;

any labour or trade disputes, strikes, industrial action or lockouts;

non-performance by suppliers or subcontractors; and

interruption or failure of utility service.

Complaints:

ATC Language & Travel offers the highest standard of student welfare to each student.

If a student is unsatisfied with any aspect of their programme it is essential that they report it immediately in order for it to be resolved without delay.

A large percentage of issues can be resolved almost immediately by either ATC Language & Travel's academic staff or operational staff.

If the problem cannot be resolved immediately, the staff at ATC Language & Travel will endeavour to find a solution as quickly as possible.

If the problem is of a more serious nature, the student will be required to complete a form and ATC Language & Travel will also inform the agent/ parent of the ongoing issue and the progress in resolving the situation.

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