



ATC Language Schools

Online Summer Camps 2021

Terms & Conditions

For the sake of brevity, ATC Language and Travel Ltd trading as ATC Language Schools will be referred to as ATC throughout this document.

Booking Terms and Conditions:

- Payment is regarded as acceptance of the booking conditions.
- Payments made are non-transferable.
- Any participant whose conduct is deemed by the camp instructor/teacher to be detrimental to the best interest of the programme will be dismissed - no refund will be made. Participants must comply with all safety requests made by their teachers. Failure to comply will result in the participant being removed from the activity.
- Cancellations made in advance of 7 days prior to the camp start date will receive a refund of the fees paid, less €15 per child administration fee.
- Cancellations should be made in writing.
- No refund will be given within 7 days of the camp.
- No refund will be given for missed classes on the part of the student.
- The discount for booking more than one child only applies to siblings in the same family.
- The discount for multiple week bookings applies to the same child taking courses for more than 1 week, different courses may be chosen.
- It is the responsibility of the participant to ensure sufficient internet connection to engage and interact in online courses.
- ATC reserves the right to cancel a camp or change camp dates in the event of unforeseen circumstances (Monies paid will be refunded in full).
- ATC reserves the right to modify our programme of activities in the event of unforeseen circumstances.
- ATC will add you to our mailing list in order to inform you of relevant information about discounts and future camps. You can unsubscribe from our mailing list at any time by clicking "Unsubscribe" or contact info@atcireland.ie

Online Safeguarding

- Students will have a short introduction to online safety on their first day of their camp. An ATC staff member will be present at all times during online sessions. ATC teachers will be the first to enter the virtual classroom and the last to leave. Students will not be left unattended online at any time.
- ATC online camps are run via a password-secured learning platform and all interaction within the platform is closely monitored by our academic team.
- ATC requests that students leave their cameras on during the camp. This is in the interest of effective communication and interaction. However, if there are any issues with the student's camera, parents/ guardians should let the ATC team know.
- A parent or guardian must be present at the start of the lesson each day. ATC staff members will have access to parents' contact numbers in case of emergency during lessons.
- By booking and paying for any online course, parents, guardians and students agree to ATC's Acceptable Use Policy.

ATC's Acceptable Use Policy

- This policy is informed by the importance of staying safe and showing respect online. The aim of this policy is to help students understand their responsibilities when online, and how to reach their full potential when taking online courses and camps with ATC.
- While their camera is on, students should endeavour to keep their background clear of all personal items, for example photographs.
- Students must not post personal information about themselves or others during their ATC camp. They should ensure that the information they post online does not put them at risk and they should not publish full contact details, a schedule of activities or inappropriate personal details online.
- Students must never share their ATC Zoom passwords, or any other passwords they use online.
- Students are encouraged to report any aggressive or bullying behaviour they witness or experience. ATC encourages students to show respect to their teachers and their peers.
- Students should not use technology inappropriately during their ATC camp. They should not share material that will negatively impact on their peers or teachers.
- Students should be aware of the limitations around sharing images and copying text from online resources, and abide by fair use copyright rules.

Important information regarding GDPR:

- For a better experience while using our service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, and nationality. The information that we collect will be used to contact or identify you.
- ATC only has access to information that is voluntarily provided via email, through our online forms or other direct contact from you. We will not share your information with any third party outside of our organisation, other than as necessary to fulfil your request.
- Through your choice to use ATC's service you are agreeing to the collection and use of information in relation with this policy.
- Please contact us anytime on info@atcireland.ie if you wish to contact us to avail of your rights to:
 - a) Identify what data we have about you
 - b) Change/correct any data we have about you
 - c) Ask us to delete any data we have about you
 - d) Express any concern you have about our use of your data

Full details of ATC's privacy policy can be found here:

<http://www.atclanguageschools.com/privacy-policy>

Complaints Procedure:

ATC offers the highest standard of programme content and 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's academic staff or our operational team. If the problem cannot be resolved immediately, the ATC team 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 will involve the agent/ parent in resolving the situation.

You can contact info@atcireland.ie or humanresources@atcireland.ie if you have any concerns or complaints regarding your camp.

Thank you for taking the time to read the terms and conditions above.

www.atclanguageschools.com

