

Terms and Conditions for Group Bookings

DCU International Academy is a trading name for DCULS DAC, wholly owned by Dublin City University. The Terms and Conditions outlined in this document are effective from 11/01/24 until further notice. These terms are applicable to student groups attending DCU, including groups who apply directly to DCU International Academy, and those from schools, universities or educational agencies.

PART 1 Definition

- (A) A Group booking is defined as two or more students being registered for a DCU International Academy training programme.
- (B) These conditions are valid for Group bookings. Separate terms apply for individual student Bookings, which can be read at www.english.dcu.ie

PART 2 Applicability

- (A) The Terms and Conditions set out in this document form the basis of DCU International Academy's contractual engagement with Groups. DCU International Academy will only contract on the basis of these conditions. By commissioning a Programme at DCU International Academy, the Group is indicating their acceptance of these Terms and Conditions.

PART 3 Customer Enquiries

- (A) Groups are invited to submit enquiries about our programmes to english.courses@dcu.ie, or to their nominated company contact or representative.

PART 4 Fees

- (A) Pricing for courses can be viewed on our website www.english.dcu.ie or via a DCU International Academy Group Proposal Document prepared by DCU International Academy staff.
- (B) Price Variation Clause: Prices (*as per DCU International Academy Price List or Group Proposal Document*) are subject to change to the fees in effect at the time of programme delivery. Therefore, if a Group makes a course booking more than 12 weeks in advance of course commencement, the customer understands that fees may be increased in line with pricing applicable at time of programme delivery. In such circumstances DCU International Academy will advise the Group organiser of such fee changes.

PART 5 Bookings – Payment Schedule

- (A) Group bookings are made by DCU International Academy Group Registration Form. DCU International Academy staff will send the Group Registration Form to the Group Organiser upon confirmation of booking to DCU International Academy.
- (B) At booking stage, the Group Organiser is required to indicate Programme dates and final specification for the Group.
- (C) Once DCU International Academy receives information from the Group Organiser as per parts 5 (a) and 5 (b) above, DCU International Academy will contact the Group Organiser to indicate availability and ability to accept the booking.
- (D) A non-refundable programme registration fee of €1,000 applies to all Group Bookings, and is charged at registration stage. This fee is deductible from overall group fees. Therefore, a Group Organiser will pay an initial €1,000 at registration stage, and the balance of fees upon receipt of the programme invoice from DCU International Academy. Where a Group Organiser pays the registration fee but does not proceed to pay the fees balance or commission the programme, the registration fee of €1,000 is non-refundable.
- (E) Payment of fees in full is required upon receipt of invoice from DCU International Academy. A Group booking is not confirmed until 100% of fees have been paid.
- (F) DCU International Academy has a limited capacity. Where a Group seeks to make a booking on desired dates but said dates are not available, DCU International Academy will propose alternative dates for the Group.
- (G) Groups should not arrange flights or make travel preparations until a booking is confirmed by DCU International Academy. For avoidance of doubt, DCU International Academy is not liable for consequential loss arising from situations where

Groups make travel plans for set dates and DCU International Academy is unable to accept a Group for said dates. Therefore, Groups should only commence travel plans after DCU International Academy has confirmed availability for Group's preferred dates.

- (H) DCU International Academy recommends that Groups make booking requests as early as possible to DCU International Academy in order to secure their desired specification and dates.
- (I) Groups are responsible for obtaining Travel and Medical insurance to protect against loss. DCU International Academy recommends that Groups avail of such insurance.
- (J) The specification delivered by DCU International Academy to the Group will be expressly listed on the invoice and Programme Proposal. For the avoidance of doubt no other services (other than those explicitly listed) are included or implied.

PART 6 Payment

- (A) Upon booking confirmation by the Group and acceptance by DCU International Academy, DCU International Academy will send a pro forma invoice to the Group Organiser, detailing amount due and payment account details.
- (B) The Group Organiser will make full payment of fees to DCU International Academy upon receipt of pro forma invoice. No preparation or procurement of services for the group will take place until full payment has been received.
- (C) Fees payment is due to DCU International Academy immediately upon Group Organiser receipt of DCU International Academy invoice(s). A booking is not confirmed until 100% of course fees have been received.
- (D) All fees relating to DCU International Academy programmes must be paid 6 weeks before programme commencement. A late payment fee of €170 per student will be applied for late payments.
- (E) DCU International Academy does not offer credit to Groups.
- (F) The Group is liable for any consequential loss arising from DCU International Academy

cancellation as a result of failure to meet payment deadlines.

- (G) Payment can be made by International Bank Transfer or by Credit Card payment at: www.english.dcu.ie/apply/pay-online Information on the payment process is located on the programme invoice.
- (H) The Group is liable for all 'sender' fees and charges incurred for international bank transfers.

PART 7 Campus Assignment

- (A) DCU delivers classes from DCU St. Patrick's Campus, DCU All Hallows Campus and DCU Glasnevin Campus. These campuses are located within 2.5km of one another, in the Dublin 9 area.
- (B) Groups attending courses may be placed to classes at any one of these campuses, and the decision for campus placement is the sole decision of DCU International Academy. The assignment of a Group to a campus is the decision of DCU International Academy – i.e. it will not be possible for a Group to choose a preferred campus for classes.

PART 8 Class Times

- (A) DCU International Academy delivers classes on our campuses between the hours of 08:00hrs and 21:00hrs, Monday to Sunday.
- (B) It is the preference of DCU International Academy to place students to morning classes, but, at certain times, DCU International Academy may deliver afternoon or early evening classes to students.
- (C) During peak periods, DCU International Academy may deliver classes on Saturdays and Sundays – therefore students may be allocated to weekend classes as part of their programme.
- (D) Non-core tuition / 'minor' classes for groups may be timetabled to the period 18.00hrs to 21.00hrs on weekdays or on Saturdays or Sundays, in line with staff and classroom availability.

PART 9 Class Level and Syllabi

- (A) DCU International Academy reserves the right to provide mixed-level classes in circumstances where students present with a variety of language levels.
- (B) DCU International Academy retains full autonomy over syllabus delivery, teaching methodology, tuition delivery and associated items to students. DCU International Academy will deliver tuition as per our syllabus.

PART 10 Attendance

- (A) Attendance at classes each day is mandatory. Where a student is unable to attend class on a given day, the student should communicate with DCU International Academy to inform of same as per the policy at: www.english.dcu.ie/Attendance-Absenteeism-Policies
- (B) A minimum class attendance rate of 65% is required for students to receive DCU International Academy certification. For visa requiring students, a minimum attendance of 85% is required.

PART 11 Course Materials

- (A) Adult students will receive an English Course book and DCU International Academy Student Handbook upon commencement of the programme. Students are required to bring their own pencils, pens and notebook materials to class each day. Junior students will receive a DCU Learning Journal.
- (B) For all students attending adult courses, the first course book is included. Subsequent course books (e.g. where student moves level, or enters a different course) are not included in course fees. Additional course books are charged at €49 per book.

PART 12 Certification and Reports

- (A) Students will receive a DCU International Academy certificate upon completion of their programme as standard, provided that students have met DCU International Academy minimum attendance and performance requirements.

- (B) DCU International Academy will issue an academic report to adult students attending as part of a Group from a partner university. Reports are not provided to junior students or individual adult students.
- (C) A fee of €20 per student applies (per request) for reissue of a student certificate or report.

PART 13 Accommodation – General

- (A) Accommodation for students is offered on a first come, first served basis. Early booking is advised. Accommodation will only be assigned for students upon receipt of 100% payment.

PART 14 Accommodation – Host Family

- (A) DCU International Academy will place students to Host Families on the basis of the availability of a Host Family to receive a student, and the suitability of a Host Family to receive the student.
- (B) Adult students attending as part of a group may be placed to single bedroom or shared bedroom accommodation (with another student of the same group). Particulars will be agreed with the group organiser at specification stage.
- (C) A surcharge of €25 per week will apply for students who have special requirements for Host Families. The below grid lists examples of where a €25 fee will be chargeable and where this fee will not be chargeable, as follows:

Item	Does €25 Fee Apply?
Vegetarian Student	€25 Fee Applies.
Vegan Student	€25 Fee Applies.
Coeliac Student	€25 Fee Applies.
Halal Student	€25 Fee Applies.
No Pets Requirement	€25 Fee Applies.
No Smoking Requirement	€25 Fee does not apply.
Other Non-Standard Requests	Requests will be considered on a case by case basis – but the customer should note: Any requirement that requires bespoke demands of a Host Family / the DCU International Academy Accommodation Team (or both) are liable to incur the surcharge fee of €25 per student per week. The above list of examples are not exhaustive, and bespoke requests not listed above will be reviewed and dealt with on a case-by-case basis.

- (D) If a serious problem develops at a Host Family (e.g. safety related), we can arrange a change of family for affected student(s). However, if the issue is of a subjective nature, and DCU International Academy feels that a change is non-essential (but still insisted upon by students / customers) we can facilitate a change of Host Family for an additional fee of €100 per affected student.
- (E) DCU International Academy places students to neighbourhoods around DCU campuses, and further afield at peak times. At peak times, students may be placed up to 1 hour commuting time from DCU campuses (to areas including Ashbourne, Ratoath and Swords), and may involve the student taking one or two buses to reach DCU campus.
- (F) The student is responsible for travel costs between their Host Family accommodation and our campuses (unless a transport card is provided as part of the programme specification). We recommend that customers purchase a LEAP Transport Card. For the avoidance of doubt, DCU International Academy is not responsible for student travel costs.
- (G) DCU International Academy advises that long term students (e.g. students attending for 12 or more weeks) make a host family booking for a minimum of 3 months. While it is possible to make shorter term bookings (e.g. 4 weeks), please note that short term bookings are non extendable. Therefore, if a student books a host family placement for 4 weeks, they will be required to vacate the placement once the 4 week period has elapsed.
- (H) For students who are placed in pairs / triples to Host Families, DCU International Academy requires that the group organiser provides pairing details on the Group Registration Form. Where these details are not provided, DCU International Academy will configure pairings from the group, and allocate students to Host Families. Please note that the pairing details act as a guide only and in peak periods, it may not always be possible to accommodate these requests.
- (I) Please note that mixed gender pairings are not possible.
- (J) A notice period of 2 weeks (14 days) applies to any student who wishes to cancel their host family accommodation and move to their own privately arranged accommodation. For cancellations

requests received less than 2 weeks before the proposed move out date, a refund will be provided, less a 2 week cancellation fee. Cancellations requests must be made in writing to DCU Accommodation Department, to acc@dcu.ie.

- (K) The minimum age for students to attend a DCU International Academy ministay programme to host family accommodation is 15 years.
- (L) If a host family has multiple rooms available during peak periods, more than one pair/triple of students may be placed in this home.

PART 15 Accommodation Residential

- (A) For residence accommodation, students attending as part of a group will be placed to either single bedrooms or twin bedrooms (in the case of a twin room, two students of the same gender will be placed together). The decision to place a students to a single or twin room is at the discretion of DCU International Academy.
- (B) A notice period of 2 weeks (14 days) applies to any student who wishes to cancel their Residential accommodation booking and move to their own privately arranged accommodation. For cancellations requests received less than 2 weeks before the proposed move out date, a refund will be provided, less a 2 week cancellation fee. Cancellation requests must be made in writing to DCU Accommodation Department, to acc@dcu.ie.

PART 16 Meals – Host Families

- (A) Students staying at Host Family Accommodation will receive half board meals – i.e. breakfast and dinner daily, and packed lunch at weekends as standard.
- (B) DCU International Academy operates a meals schedule as follows – first meal is dinner (or supper) on day of arrival and last meal is breakfast on day of departure.

PART 17 Meals – Residential

- (A) For adult students, DCU International Academy offers residential accommodation as self-catering as standard – *i.e. no meals provided*. Adult residence accommodation is provided with cooking

utilities and resources for adult students to prepare and arrange their own meals.

- (B) Separate arrangements may apply for Junior Groups staying at residence. For details, please refer to the DCU International Academy proposal for your group.

PART 18 Cancellation and Refund

- (A) The €1,000 registration fee is non-refundable in the event that a Group withdraws from a course booking.
- (A2) For individual student cancellations within a group, the following terms apply:
 - (B) For individual cancellations within a group received at least 12 weeks prior to programme start date, a refund will be provided, less a €100 administrative fee. Cancellations must to be made in writing to DCU International Academy, to english.courses@dcu.ie
 - (C) For individual cancellations received in a period of 6-12 weeks of the programme start date, fees received will be refunded minus a €500 EURO administrative fee. Cancellations must be made in writing to english.courses@dcu.ie
 - (D) For individual cancellations received within a period of 3-6 weeks of the programme start date, fees received will be refunded minus an €800 EURO charge. Cancellations must be made in writing to english.courses@dcu.ie
 - (E) No refund is provided where cancellation is made 3 weeks or less before course commencement.
 - (F) No refund is possible for students who leave a course after the course has begun.
 - (G) Refunds will be made back to the account or credit card of the sending party – i.e. it will not be possible to refund to a third party bank account or credit card.

PART 19 Programme Management

- (A) DCU International Academy retains exclusive autonomy with regard to programme management, including (but not limited to)

timetabling, chronology, delivery, resource provision, accommodation assignment, staff provision, staff assignment and subcontractor procurement. The Group / Organiser will have no role or jurisdiction in such matters, and this will remain under the exclusive remit of DCU International Academy.

- (B) All engagement regarding group operations must take place via DCU International Academy. Specifically, group organisers may not contact DCU subcontractors directly (e.g. group organisers are not permitted to contact DCU International Academy Host Families directly).

PART 20 Damage and Behavioural

- (A) Students are liable for any fees incurred to make good damage caused by the customer or their students.
- (B) Students are subject to the DCU International Academy Student Charter and to abide by the principles of good behaviour and respect to DCU staff, subcontractors and the DCU community in general.
- (C) DCU International Academy reserves the right to take action (up to and including expulsion of student/s) in circumstances of breach of DCU International Academy behavioural standards. In such circumstances, no refund will apply and the student will be ejected and excluded from all programme items immediately.

PART 21 Substitution

- (A) In circumstances where it is impossible to deliver programme a specification item(s), DCU International Academy will deliver a substitute specification item of a similar nature. This includes the provision of online classes in cases where it is not possible to deliver an on-campus class.

PART 22 National Holidays

- (A) DCU International Academy is closed on national holidays. Tuition lost due to national holidays is not made up. Details of national holiday dates are available on the DCU International Academy website.

PART 23 Social Activities

- (A) Students registered for social activities are required at the time allotted for the activity to take place. If a student arrives late to a social activity, the activity may have begun / departed (in the case of a day excursion the bus may have departed). DCU International Academy is not responsible for late arrival. No refund will apply in circumstances where a student arrives late and misses an activity as a result.
 - (B) DCU International Academy activity leaders are engaged to provide an accompaniment service and to engage with students. DCU International Academy staff are not professional tour guides and are not promised as such. The primary responsibility of DCU International Academy activity leaders at all times is the safety and welfare of students.
 - (C) Social activities are elective for students attending adult language programmes. DCU International Academy does not maintain a record of student attendance at activities, nor offers programme credits for student attendance on the social programme. Please note that DCU International Academy reserves the right to cancel or remove social activities due to low interest from students or for other operational reasons.
 - (D) For Ministay programmes, DCU International Academy offers standard activities as policy. DCU International Academy does not arrange bespoke trips, to include visits to destinations via private bus and / or to destinations that carry an entrance fee. In circumstances where a group wishes to arrange these activities, the organisation of such activities is the responsibility of the agency / group leader / sending school.
 - (E) DCU International Academy does not offer evening activities on ministay programmes.
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PART 24 DCU International Academy Out-of-Hours Telephone Number

- (A) The DCU International Academy Out of Hours contact number is +353851857060. This number will be active outside of office hours and is provided as a contact means for students at DCU International Academy who require assistance.

- (B) This number is provided for operational matters only, and shall not be used as a means of communication with DCU International Academy for any other matters (e.g. commercial enquiries or academic questions).
 - (C) The remit of the assistance phone number is to provide advice only, and that DCU International Academy is generally unable to provide face-to-face operational assistance outside of office hours. DCU International Academy does not guarantee that staff can travel to a particular place to assist students out of hours – the provision of the assistance number is only for telephone support on matters. In circumstances where operational changes are required, such charges can only be reviewed on the next working day, and are generally not possible outside of working hours.
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PART 25 GDPR / Privacy and Marketing

- (A) DCU International Academy uses Student testimonials, photographs and videos in promotional materials. Student permission is sought in advance for inclusion in such activities in accordance with the DCU Data Privacy Policy.
 - (B) Students are not permitted to use DCU International Academy intellectual property without express consent in writing from DCU International Academy.
 - (C) Students are advised to review the DCU International Academy Data Protection policy, available for view upon request.
 - (D) DCULS holds customer data in compliance with Irish and European Union Data Protection laws.
 - (E) The taking of pictures or videos in DCU International Academy classrooms, common areas or other DCU environments (including accommodation) is forbidden.
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PART 26 Modification of Terms

- (A) DCU International Academy reserves the right to modify terms and conditions without notice.
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PART 27 Vacations

- (A) Students attending long-term courses may be permitted take a vacation, subject to immigration rules and by agreement with the sending customer and DCU International Academy. Group Organisers and Students are invited to consult with DCU International Academy staff on such matters.
- (B) Vacations are not possible within the first 8 weeks of an ILEP programme, nor during a student's attendance on an IELTS or Cambridge course. For details, please refer to 'Student Policies' at www.english.dcu.ie/studentpolicies
- (C) It is not possible for students to take holidays during their period of attendance on exam courses – e.g. IELTS course.

PART 28 Visa Requiring Students

- (A) Non-EU / Non EEA passport holders may be required to obtain a visa to enter Ireland. DCU International Academy recommends that such students apply to DCU International Academy at least 16 weeks in advance of the start of their programme commencement to ensure reasonable time is provided for the visa application process.
- (B) DCU International Academy will issue visa support documents to Group Organisers upon full payment of course fees.
- (C) A visa application is the responsibility of the Group Organiser / Student. DCU International Academy can assist with questions regarding visa application, but is not responsible for a student or Group's visa application.
- (D) Where a Student / Group has received a letter of invitation from DCU International Academy (in order to obtain a visa) and the visa application is refused, the Student / Group Organiser is required to return the original visa refusal documents to DCU International Academy. Once these documents are verified, DCU International Academy will refund fees, less a €200 EURO administration fee.
- (E) DCULS is obliged to inform the Irish Immigration Authorities of any perceived irregularities regarding attendance or performance of Non EU / Non EEA students. Non-compliance with attendance requirements under visa terms may lead to expulsion.

PART 29 General / Other

- (A) DCU International Academy advises Students and Group Organisers to avail of personal insurance to protect against financial loss. DCU International Academy can offer such insurance to students.
- (B) Applicable Law: Any dispute or claim arising from a booking shall be governed and construed in accordance with Irish Law. The Group Organiser agrees that any dispute shall be dealt with under the exclusive jurisdiction of the courts of Ireland.
- (C) Group Organisers must give advance notice to the DCU International Academy of any dietary requirements, medical conditions or disorders of students. DCU may request that the group sender provides an assistant for students in cases where DCU believes that this is necessary. The group sender is liable for additional costs associated with the facilitation of such students.
- (D) There is no refund of fees for days missed during the Course or for late arrival or early departure or for Public Holidays. Tuition lost due to national holidays is not made up.
- (E) A surcharge of €25 per person per direction applies if a group flight arrives to Dublin after 20.00hrs on arrival day, and departs before 10.00hrs on departure day.
- (F) DCU International Academy does not take responsibility for loss or theft of belongings. Students / Group Organisers are advised to avail of appropriate insurance to protect against loss.
- (G) DCU International Academy does not accept responsibility for costs incurred due to flight delays. Students / Group Organisers are advised to avail of appropriate insurance to protect against loss or delay.
- (H) No liability shall arise if DCU International Academy is prevented or delayed in performing its obligations or from carrying on its business directly or indirectly by any acts, events, omissions or accidents beyond its reasonable control including (but not limited to) acts of God, war, terrorism, invasion, rebellion, riot, civil commotion, disorder, malicious damage, fire, flood, epidemic, pandemic, quarantine restriction, strikes, lock outs or other industrial disputes, failure of a utility service or

transport network, compliance with any law or governmental law, rule, regulation or direction, accident, breakdown of plant or machinery, unusually severe weather or default of suppliers or contractors.

- (I) Students / Organisers are required to disclose medical or health conditions of students to DCU International Academy, in order for DCU International Academy and its subcontractors to understand needs and requirements of attendee(s). Failure to disclose information of a pre-existing condition is contrary to the terms and conditions of DCU International Academy.
 - (J) **Student Replacement Policy:**
Any student replacing a cancelled student must be communicated to us in writing at least two (2) weeks prior to the group course commencement date. Requests received after this deadline will not be accommodated.
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