



# Book With Confidence

ATC has been teaching English to students from around the world for over 45 years and we are pleased to continue to offer a range of quality courses online and in Ireland.

We are continually working to ensure our schools are meeting and exceeding all minimum criteria when it comes to hygiene and safety for all students, teachers and staff.

Please contact us for further information on our protocols and safety measures.

We know that your preference is to learn English with us in Ireland and explore our beautiful country and so we want to provide you with some assurances when you are planning your school-based course.

While we hope this answers any concerns you have, we also recommend that you source the correct travel and medical insurance for your situation.

## Full flexibility before you travel

### Payments

Payments for all courses should be made at least 14 days prior to arrival.

If the course start date is less than 14 days prior to arrival at the time of booking, payment should be made on receipt of the invoice.

All courses should be paid in full in order for the student to begin the course.

### Cancellations and postponements

If you let us know that you wish to cancel or postpone your course at least 7 days before your planned arrival date, you can choose one of the following –

- postpone your course and accommodation in full to a later date.
- a full refund less any bank fees.
- if you do not have a date in mind at this time a credit voucher will be issued for the full amount, the voucher will have a validity of 2 years from the date issued.

If you find that you need to change your plans within 7 days of arrival, you can choose one of the following –

- postpone your course and accommodation in full to a later date, less 1 week.
- a full refund less 1 week and any bank fees.
- If you do not have a date in mind at this time a credit voucher may be issued for the full amount less 1 week, the voucher will have a validity of 2 years from the date issued.

### Visa invitation:

If an agent or student requests that ATC 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 and a full refund, less €75 registration fee per person, will be issued.

# Once your course has started

## Courses of 1 to 12 weeks

If you cannot continue your course in Ireland, you can choose one of the following –

- online classes for the full remaining weeks.
- a credit voucher for the remaining number of full weeks of your course, the voucher will have a validity of 2 years from the date issued.
- a refund for the full remaining weeks, less 1 week.

## Courses of 13 weeks or more

If you have completed less than 6 weeks of your course and you cannot continue your course in Ireland, you can choose one of the following –

- online classes for the full remaining weeks.
- a credit voucher for the remaining number of full weeks of your course, the voucher will have a validity of 2 years from the date issued.
- a refund for the full remaining weeks, less 2 weeks.

If you have completed 6 weeks or more of your course with us and you cannot continue your course in Ireland, you can choose one of the following –

- online classes for the full remaining weeks .
- a credit voucher, the voucher will have a validity of 2 years from the date of issue.

## Individual Tuition – Face to Face and Online

If you cannot attend individual tuition or need to change the planned lesson time, the following terms apply –

- More than 24 hours notice - rescheduling will be available at no extra charge.
- Within 24 hours notice - the class cannot be rescheduled and is non-refundable.
- In the case of non-attendance no refund will be due.
- Notice must be given to the Director of Studies.

## Accommodation

- If you have booked host family accommodation with ATC and choose to leave early a refund will be given for the remaining full weeks, less 2 weeks.
- If you have booked self-catering residence in Bray and choose to leave early a refund will be given for the remaining full weeks, less 2 weeks.
- If you have booked self-catering residence in Dublin and choose to leave early a refund will be given for the remaining full weeks, less 4 weeks.

## Important note for visa students

Please note that ATC Language Schools will follow and uphold the guidelines and regulations being registered on the ILEP regarding any changes to bookings for visa students. Students should contact their booking agent for assistance in the first instance.

[www.atclanguageschools.com](http://www.atclanguageschools.com)

