

TERMS AND CONDITIONS (2020)

1. The minimum age is 13 for the "Holiday Language Course", 16 for "One-to-One" programmes, and 17 for our "General English Course," "Executive English Course," and all exam preparation courses.
2. Half-board homestay accommodation includes bed, breakfast, and evening meal. For teenage students a packed lunch is provided from Monday to Friday and whenever there are full-day excursions. Homestay accommodation for students under 16 can only be arranged for a maximum period of 4 weeks. We are only able to arrange family accommodation for students attending classes at CELT. Homestay accommodation for students attending one-to-one classes is based on a minimum of 6 hours per week being booked.
3. Students who want to keep their room and possessions in their homestay accommodation during holiday breaks will have to pay a retention fee of £70.00 each week. Students who need a special diet (gluten free, lactose free, halal, vegetarian, vegan, etc.) will be charged an additional £21.00 per week
4. Airport collections by a CELT representative can be arranged for both individuals and small groups. Prices on application.
5. Students are not insured by CELT or by the homestay providers against illness, accident, theft, loss of personal effects, curtailment, etc. and CELT accepts no responsibility in such circumstances. It is strongly recommended that students take out appropriate insurance in their own country to cover these risks.
6. **New students are only tested on Monday mornings**, so students should make arrangements to arrive in Cardiff on the Saturday or Sunday before the course starts. Students who miss the Monday morning test will have to wait until the following Monday to be tested and join classes. Students can start on any Monday.

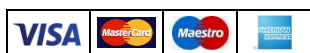
BOOKING CONDITIONS & METHODS OF PAYMENT

1. A deposit of £150.00 for tuition and £100.00 for accommodation (if required) must be paid at the time of booking. This represents a registration fee for each student and is only refundable if CELT is unable to run the course requested for any reason. The deposit is not an extra and will be deducted from the total fees, i.e. when **all** the fees are paid in full.
2. Students who are sponsored by their governments/embassies have to pay the deposit as explained above at the time of enrolment. The deposit will be refunded to the student only when they have completed the course they have booked. Financial guarantee letters must be sent to **CELT** within 15 days of the course starting date. After that students will be liable for their course fees.
3. The booking will be confirmed only on receipt of the deposit and a completed application form. The deposit must be paid before a place can be reserved and accommodation arranged. Course and accommodation fees will be charged from the date stated in the application form and/or letter of acceptance. No refunds will be made for students arriving late or leaving early.
4. **The balance must be paid in full at least 15 days prior to arrival.** If no payment is received, CELT has the right to cancel the booking. In the case of a late enrolment, course fees must be paid in full at the time of booking. Students will not be allowed to start their course unless full payment of their fees has been made.
5. **All payments must be made in sterling.** Please note that if payment is made by bank transfer, you are requested to ensure that the amount paid includes **all** bank charges for transmission, both in your country and in the UK, otherwise you may find that there is still a balance to pay when your student(s) arrive. Please allow about 8 days for the payment to arrive. **Please clearly state your name on the bank transfer form.**
6. CELT reserves the right to annul the booking if any of the above terms are not met.
7. Payment may be made using the following methods:

BANK TRANSFER

Name of account:	CELT Ltd.	Account No:	11775111
Name of bank:	HSBC	Sort Code:	40-16-12
Address:	259 Cowbridge Road East	SWIFT Code:	HBUKGB4B
	Cardiff CF11 9TN, UK.	IBAN Code:	GB74HBUK40161211775111

CREDIT CARD



We can accept payment by Visa, MasterCard, Maestro & American Express. Payment by credit card will be accepted only for small amounts such as deposits or for last minute bookings for individual students.

CANCELLATIONS

1. If a student cancels for whatever reason, CELT will retain the deposit paid. In the case of a student being refused a visa to study here, CELT will refund any course fees paid only if the student provides proof in the form of an official refusal notice issued by a British Embassy or UKVI. The initial £150 deposit is non-refundable and non-transferable. Fees will only be refunded to the person who made the payment and will be sent to the same bank account or credit card that was originally used.
2. If a student cancels for whatever reason 14 days or less before the course starting date, **CELT** will retain 50% of the fees. Cancellations by telephone will not be accepted. Cancellations must be made by email. Students cancelling after the course starting date will receive no refund.
3. If a student starts later or decides to leave a course before the end of the period booked, no refunds will be made. No refunds (or weeks in lieu) will be given to students wishing to take time off during their course. Students are advised to take out appropriate insurance to cover curtailment of the course due to personal circumstances.
4. The £100.00 deposit for homestay accommodation is non-refundable once a homestay family has been assigned to the student.

5. If a student wants to leave their accommodation before the end of the period booked, a minimum of two weeks' notice is required. If no notice is given, the school will be under no obligation to refund any accommodation fees paid.
6. There are no lessons on official Public Holidays. Lessons falling on those holidays are not recouped later in the week. No refunds or discounts are given in respect of lessons falling on official Public Holidays.
7. CELT reserves the right to terminate a student's course in case of serious misconduct or if their attendance, attitude or behaviour towards the school or the homestay provider is unsatisfactory. Students whose attendance is less than 80% will not receive a certificate of attendance at the end of their course.
8. CELT reserves the right to cancel or otherwise modify the dates, times, or any of the other particulars of its courses.
9. CELT cannot accept responsibility or liability for changes or cancellations caused by war, threat of war, civil unrest, terrorist attacks, industrial disputes, cancellations or changes by airlines, adverse weather conditions, or other circumstances amounting to "force majeure" and/or Act of God.
10. In the case of online bookings, students have the right to cancel a course if they change their mind within 14 days of booking. Please note that we will not start providing the services during the cancellation period unless the student expressly requests us to do so.