

Terms and Conditions for Individual Student 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 13/07/23 until further notice. These terms are applicable to individual students attending DCU, including students who apply directly to DCU International Academy, and those who apply via a university partner, educational agency, or other body.

PART 1 Definition

- (A) An individual Customer / Student booking is defined as one student being booked for a DCU International Academy training programme in a single booking transaction.
- (B) These conditions are valid for individual Customer / Student bookings. Separate terms apply for Group 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 relationship with Customers / Students. DCU International Academy will only contract on the basis of these conditions. By commissioning a Programme at DCU International Academy, the Customer / Student is indicating their acceptance of these Terms and Conditions.

PART 3 Customer Enquiries

- (A) Customers / Students are invited to submit enquiries about programmes to english.courses@dcu.ie

PART 4 Course Fees

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

International Academy will advise the customer of such fee changes.

PART 5 Bookings – Payment Schedule

- (A) When the Customer / Student wishes to apply for a Programme, the booking can be completed online at: <https://www.english.dcu.ie/apply-now/>
- (B) Third party (agent / reseller) customers may apply for students online at: [https://www.english.dcu.ie/partnerapplication-for m/](https://www.english.dcu.ie/partnerapplication-for-m/)
- (C) At booking stage, the Customer / Student is required to indicate Programme dates and specification for the attendee.
- (D) Once DCU International Academy receives information from the customer as per parts 5 (a) and 5 (b) above, DCU International Academy will contact the Customer / Student to indicate availability to accept the booking.
- (E) A non-refundable programme registration fee of €100 applies to all bookings, and is charged at registration stage. This fee is deductible from overall course fees. Therefore, a customer will pay an initial €100 at registration stage, and the balance of fees upon receipt of the programme invoice from DCU International Academy. Where a customer pays the registration fee but does not proceed to pay the fees balance or attend a course, the registration fee of €100 is non-refundable.
- (F) Payment of course fees in full is required upon customer receipt of invoice from DCU International Academy. A course booking is not confirmed until 100% of fees have been paid.
- (G) DCU International Academy has a limited capacity. Where a Customer / Student seeks to make a booking on desired dates but said dates are not available, DCU International Academy will propose alternative dates for the Customer / Student.

- (H) Customers / Students 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 Customers / Students make travel plans for set dates and DCU International Academy is unable to accept a Customer / Student for said dates. Therefore, Customers / Students should only commence travel plans after DCU International Academy has confirmed availability.
- (I) DCU International Academy recommends that Customers / Students make booking requests as early as possible, in order to secure their desired specification and dates.
- (J) Customers / Students are responsible for obtaining Travel and Medical insurance to protect against loss.
- (K) The specification delivered by DCU International Academy to the Customer / Student will be expressly listed on the invoice. 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 Customer / Student and acceptance by DCU International Academy, DCU International Academy will send an invoice to the Customer / Student, detailing amount due and payment account details.
- (B) The Customer / Student will make full payment of fees to DCU International Academy upon receipt of invoice.
- (C) Fees payment is due to DCU International Academy immediately upon customer receipt of DCU International Academy invoice. 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 Customers / Students.
- (F) The Customer / Student 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 Customer / Student is liable for all 'sender' fees and charges incurred for international bank transfers.

PART 7 Campus Assignment

- (A) DCU International Academy 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) Customers / Students attending courses may be placed to classes at any one of these campuses, and that the decision for campus placement is the sole decision of DCU International Academy. It will not be possible for a Customer / Student to choose their 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 may be timetabled to the period 1800hrs to 2100hrs 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: <https://www.english.dcu.ie/AttendanceAbsenteesm-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.
- (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

- (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) A fee of €20 per student applies (per request) for reissue of a student certificate.

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.
- (B) In circumstances of unavailability of a student's preferred accommodation option, DCU reserves the right to arrange an alternative accommodation option. This includes provision of a residential bedroom where a host family placement is unavailable, or provision of a host family placement where residence is unavailable. Such substitution may be provided for the full duration of a student's booking or for a partial period of booking, and is an express part of our terms and conditions. While such circumstances are rare, DCU reserves the right to make such arrangements in situations of sudden shortage or non availability of accommodation services.

(C) Flight Times

In general, DCU will seek to be flexible to facilitate student / group flights. However, certain limitations apply, for operational reasons. Examples of such limitations can include:

- Student / Group Arrivals (Check In) for Host Families in period 22.00hrs-06.00hrs: this may not be possible for policy reasons - specifically due to unavailability of host families to collect students in the nighttime period.
- Student / Group Departures (Checkout) from Host Families in period 23.00hrs-08.00hrs: this may not be possible for policy reasons - specifically due to unavailability of host families to return students to DCU in the nighttime period.
- In general, we can facilitate Student / Group arrival to residence accommodation day or night (subject to availability)

Please liaise with us before arranging flights to check that we can accommodate your arrival and departure.

(D) Departure Transfers

Where departure transfers are included in a student(s) / group programme, it is the responsibility of the student(s) / group organiser to satisfy themselves of their transfer arrangements prior to departure. DCU IA policy is to communicate such details to a student(s) / group organisers in advance of departure; however responsibility rests with the student(s) / group organiser to (a) understand their departure transfer arrangements in advance and to (b) attend at the assigned time for departure.

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 will be placed to Host Families in a single room as standard.
- (C) A surcharge of €25 per week will apply for students who have special requirements for Host Families. The DCU International Academy 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	€25 Fee Applies.
Reaurement	
No Smoking	€25 Fee does not apply.
Reaurement	
Other	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
Non-Standard Requests	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, 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. We recommend that customers purchase a LEAP Transport Card. For the avoidance of doubt, DCU International Academy is not

- (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) 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.
- (I) 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, adult students will be placed to either single bedrooms or twin bedrooms. Students are subject to DCU International Academy Residential House Rules.
- (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.
- (C) On certain occasions, it may be necessary for a student(s) to move bedroom(s) at the residence during their programme for operational reasons or maintenance reasons. The student / organiser understands that, on some occasions, it may be necessary to move bedroom at DCU Residence during their programme.
- (D) DCU IA seeks to maintain separation of adult students and junior students at the residence - usually by placing adults and juniors in separate buildings. This is for the safety and comfort of both adult students and junior students.
- (E) Students are obliged to obey the rules of residence at all times. Failure to do so may include penalties of up to and including expulsion from our programmes.

- (F) DCU places students to DCU Residence and also to local residences closeby to DCU. In the event of change, operational reasons or unavailability of DCU Residence, we reserve the right to place student(s) to a local, external residence of equivalent standard to DCU Residence. Students / organisers should expressly understand that, in certain or unforeseen circumstances, DCU may take this course of action and no compensation applies to those affected by such change.

PART 16 Meals - Host Families

- (A) Adult 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 arrange their own meals.

PART 18 Cancellation and Refund

- (A) The €100 registration fee is non-refundable in the event that a student withdraws from a course booking.
- (B) For cancellations received at least 12 weeks prior to programme start date, a full refund will be provided, less the €100 registration fee. Cancellations must to be made in writing to DCU International Academy, to english.courses@dcu.ie
- (C) For cancellations received in a period of 6-12 weeks of the programme start date, fees received will be refunded minus a €500 EURO charge. Cancellations must be made in writing to english.courses@dcu.ie

- {D) For cancellations received within 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 provlsion, accommodation assignment, staff provision, staff assignment and subcontractor procurement. The customer will have no role or jurisdiction in such matters.

PART 20 Damage and Behavioural

- (A) Customers / Students are liable for any fees incurred to make good damage caused by the Student.
- (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.

- (D) 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 are required to attend for social activities at the time allotted for their 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.
- (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) All payments received for social activities / field trips are non refundable. After a student makes a booking and payment for an activity, the fee is non refundable, even if the student is unable to attend. We recommend that students avail of a suitable insurance policy to claim against in the event they are unable to attend a social activity or field trip.

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 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.

PART 25 GDPR / Privacy and Marketing

- (A) DCU International Academy uses Customer / Student testimonials, photographs and videos in promotional materials. Customer /Student permission is sought in advance for inclusion in such activities in accordance with the DCU Data Privacy Policy.
- (B) Customers/ Students are not permitted to use DCU International Academy intellectual property without express consent (in writing) from DCU International Academy.
- (C) DCU International Academy is owned by and part of Dublin City University. The DCU Data Privacy Policy applies to all DCU IA activity. For policy information, see: <https://www.dcu.ie/policies/data-privacy-policy>
- (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.
- (F) It is understood by students that DCU IA is legally required to share information with Irish government departments. Such information may include: name, date of birth, address, passport details, course attended and dates thereof, exam registration details, and attendance record.

PART 26 Modification of Terms

- (A) DCU International Academy reserves the right to modify terms and conditions without notice to customers.
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PART 27 Long Term Students - 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. Customers 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
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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 customers apply to DCU International Academy at least 16 weeks in advance of the start of their programme commencement to ensure sufficient time is provided for the visa application process.
 - (B) DCU International Academy will issue visa support documents to customers upon full payment of course fees.
 - (C) A visa application is the responsibility of the Customer / Student. DCU International Academy can assist with questions regarding visa application, but is not responsible for a student's visa application.
 - (D) Where a customer has received a letter of invitation from DCU International Academy (in order to obtain a visa) and the visa application is refused, the customer 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 customers. Non-compliance with attendance requirements under visa terms may lead to expulsion.
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PART 29 General / Other

- (A) DCU International Academy advises customers to avail of personal insurance to protect against financial loss. DCU International Academy can offer such insurance to customers.
- (B) Applicable Law: Any dispute or claim arising from a customer booking shall be governed and construed in accordance with Irish Law. The customer agrees that any dispute shall be dealt with under the exclusive jurisdiction of the courts of Ireland.
- (C) Customers must give advance notice to the DCU International Academy of any dietary requirements, medical conditions or disorders of 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) DCU International Academy does not take responsibility for loss or theft of belongings. Customers are advised to avail of appropriate insurance to protect against loss.
- (F) DCU International Academy does not accept responsibility for costs incurred due to flight delays. Customers are advised to avail of appropriate insurance to protect against loss or delay.
- (G) 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.
- (H) Students 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.