

GENERAL TERMS & CONDITIONS

Effective for all bookings sent after 01/01/2025.

Definitions

Working days are Monday to Friday (8:00-18:00). Any notifications related to the course, accommodation, transfers, or other arrangements that are required before the course begins must be communicated no later than the Friday prior to the first day of the course.

Conditions of Enrolment

- Students must be 16 years old or over for adult courses.
- If you book a course that isn't suitable for your level or purpose of study, Celtic English Academy has the right to move you to an alternative course that is recommended for you and that is available.
- You must pay a £300 deposit or provide a financial guarantee if you are a government-sponsored student at the time of booking.
- You must pay your total fees at least 20 working days before the start of the course. If you enrol fewer than 20 working days before the start of the course, you must pay the total fees immediately.
- To receive a visa supporting letter, you must pay the total fees or provide a financial guarantee. If your visa is refused see terms 16 - 20 for refund conditions.
- You will not be allowed to start your course unless your fees have been paid in full. If you are Embassy Sponsored, a Financial Guarantee must be provided for invoicing purposes, or you must pay a deposit covering the first week of studies.
- In order to fulfil our obligations to you and, in some cases, to the British authorities, it is necessary for us:
 - To see and copy your passport and visa (if applicable).
 - To have contact details for you in Cardiff (including a mobile phone number if you have one).
 - To have details of your emergency contact (can be from your own country).

You therefore agree to provide this information either on your first day, or before your course starts. It is your responsibility to tell us if they change during your stay. It is also your responsibility to renew your visa (if required) if it is going to expire and to provide us with your new visa.

Booking and course changes

- If you change from a more expensive course to a cheaper one with less than 10 working days' notice before your course start date or after your course has started, you will not receive a refund or any extra lessons.
- If you change your course after you have started in the school, you must pay a rebooking fee of £30 for every change. This fee covers administration and your new course materials.
- We reserve the right to change teachers or combine classes or transfer students from one class to another. We do our best to minimise any disruption and make such changes as infrequently as possible.

Your level of English

- It is important that you are at the right level to join a class. If your level of English is below the minimum entry requirements for your chosen course, we reserve the right to place you in a different class until you are ready to join the course for which you originally applied. For example, if your level of English is below the minimum required for Exam Preparation, Business English or Global Competence Certificate (GCC) classes, we

reserve the right to place you in a General English class until you are ready to join the right level for that specific course.

- By enrolling in an afternoon course, you declare that you have a minimum A2 level of English. To confirm your booking, you will be required to complete an online entry test prior to the start of the course. However, the final decision on your level will be made after taking the speaking test upon arrival. If you choose not to take the entry test and proceed with the booking, please be aware that your English level will be assessed on the first day of the course. If your level is determined to be below A2, you will be transferred to the morning class and will be required to pay the difference in course fees. Failure to pay the difference will result in your access to the classroom being denied, and no refunds will be issued.

Postponing a course

- If you want to postpone a course, you may do this by emailing us at least 20 working days before your original course start date.
- If you ask to postpone your course less than 20 working days before your course start date, you will be charged the first 2 weeks' course fees, and normal cancellation terms for accommodation will apply.
- You may postpone your course under the following conditions:
 - The postponed course must be taken within 6 months of the original start date.
 - You may postpone your course only once while retaining the current price. However, any supplements or additional fees due to the time of year (e.g., summer supplement) will still apply.
 - If you request to postpone a second time, our standard cancellation terms will apply, and the prices listed on the price list in effect at that time will be charged.

Cancelling a course

- If you would like to cancel a course, you must do this by email. If you cancel your course, you will have the following penalties:
 - If you provide more than 20 working days' notice before the course begins: no course fees except the administration fees.
 - If you provide less than 20 working days' notice before the course begins: 50% of course fees and the administration fees.
 - If you cancel after the course has started: 100% of course fees and administration fees.
- If you cancel your course booking because your visa is rejected, you must provide written evidence. Cancellation fees are as follows:
 - If you provide written evidence at least 5 working days before your arrival date: no course fees except administration fees.
 - If you provide written evidence less than 5 working days before your arrival date: 50% of course fees and the administration fees.
 - If you notify us about your visa refusal after your course start date, we reserve the right to charge you in line with our normal cancellation terms.

Please note that it is your responsibility to apply for your visa in good time and to keep us informed in writing of any delays in the visa application process.

- Accommodation cancellation terms apply as normal, regardless of whether your visa is refused. Please refer to terms 50 and 55.

19. Refunds or compensation will not be awarded for events that are insurable: it is your responsibility to arrange suitable insurance to avoid loss of fees in the event of unavoidable cancellation or postponement.

20. Our terms apply even in the case of unforeseeable 'force majeure' events, which may not be covered by insurance.

Course extensions

21. You may extend your course at the academy if your visa allows this. The fees you pay will be based on the length of your total booking period and the price list in effect at that time. If you change courses, you will be charged the rate for the new course.

22. You must pay the full fees 20 working days before the extension to your course starts or at the time of extending if it is less than 20 working days before your original course finishes.

Shortening a booking after you have started

23. You can shorten your course or decrease the number of hours you study after you have started, but you will not receive a refund for any weeks lost you have chosen not to study for.

24. Government-sponsored students must provide written consent from their embassy and provide us with 20 working days' notice if they want to shorten their course.

Decreasing the number of hours that you study

25. You can decrease the number of hours you study after you have started, but you will not receive a refund for any hours you have chosen not to study for.

26. If you are a sponsored student, you must study the number of hours indicated on your sponsor letter. You cannot decrease without written permission from the Embassy and agreement from Celtic.

Increasing the number of hours that you study

27. If you want to increase your hours of study, you must pay the difference between the hours you are currently studying and the hours that you want to increase.

28. If you are a sponsored student, you must study the number of hours indicated on your sponsor letter. You cannot increase without written permission from the Embassy and agreement from Celtic.

Class changes

29. Class changes are subject to availability.

30. All class changes must be approved by the Director of Studies. Class transfers cannot be made mid-week. You can only change class if the Director of Studies authorises it and decides your level is suitable.

31. You can only attend classes on your timetable. You cannot attend classes which are not on your timetable.

32. We try to run all advertised courses/levels, but we reserve the right to cancel courses where this is unavoidable. In these cases, we will always do our best to offer you an alternative.

33. We reserve the right to not run courses where there are less than 4 students enrolled for that course. In this case, we will always do our best to offer you an alternative.

Holidays

34. You may take a holiday during your course with us on the following conditions:

- Students studying less than 12 weeks are not entitled to holiday.

- Students studying 12-23 weeks get up to 1 week of holiday.
- Students studying 24-35 weeks get up to 2 weeks of holiday.
- Students studying 36-44 weeks get up to 3 weeks of holiday.

Your holiday must consist of whole weeks (Monday to Friday).

35. You must give us at least 10 working days' notice before booking and taking a holiday.

36. All holidays must be authorised by the Operations Manager.

37. We will add the weeks that you take as holiday to the end of your course providing the holiday is authorised by the Operations Manager in advance and you have enough time left on your visa to do this.

38. It is your decision to take a holiday and we will hold your space at the academy for you, but we reserve the right to change your class.

39. No refunds will be given for holiday weeks if you do not want to add the weeks to the end of your course or do not have enough time left on your visa to do this.

40. If your course lasts for less than 12 weeks, you are not permitted to take holidays. Any days that you take off will be marked as unauthorised absences.

41. Courses will not be extended due to any unauthorised absences, including unauthorised holidays taken throughout the term.

42. The academy is closed on UK public holidays and for 2 weeks at Christmas time. Please see our current holiday dates on our website and price list for details.

43. If you book a course for a week that includes a UK public holiday, you will not be entitled to extra classes to compensate for the public holiday closure.

Government Sponsored students

44. We cannot authorise holidays for government-sponsored students without advance authorisation, by email, from your Embassy at least 10 working days before the holiday starts.

45. We will not under any circumstances change your attendance due to holidays that have not been authorised by your Embassy.

46. Your holiday must consist of whole weeks (Monday to Friday).

Accommodation general

47. Accommodation is only available while you are taking a course at the academy, including any time necessary to take an exam connected with your course, and usually in whole weeks.

48. Accommodation cannot be reserved until full payment is made.

49. You must pay for the full duration of your stay. However, accommodation payment plans may be available for government sponsored students who receive a monthly salary.

Homestay accommodation

50. Homestay accommodation is booked from the Sunday before your course starts to the Sunday after it ends.

If you change or cancel your homestay accommodation with less than 20 working days' notice Celtic will keep 2 weeks' accommodation fees and accommodation placement fee.

51. You must pay a weekly retention fee of £105.00 if you wish to keep homestay accommodation whilst away so long as your homestay provider agrees to keep a room for you. This is not possible in July and August.
52. You must pay for any damage that you cause at your homestay.
53. Students under the age of 18 must book "full-board" accommodation.

Residence accommodation

54. Residence accommodation is booked from the Sunday before your course starts to the Sunday after it ends. If you want to stay 1 or 2 extra days, you will be charged at the weekly rate.
55. If you have booked residence accommodation and wish to cancel your accommodation, you may do this, but you will have the following penalties:
 - If more than 20 working days' notice is given before the course begins: no accommodation fee except placement fee.
 - If less than 20 working days' notice is given before the course begins: 4 weeks' accommodation fees and placement fee.
 - Once the course has started: 8 weeks' accommodation fees and placement fee.
56. The arrival time for residence accommodation is from 15:00 hours on Sunday. Departure time is before 9:00 hours on Sunday.
57. The minimum age for residence accommodation is 18.
58. £150 refundable deposit is charged at the time of booking which will be refunded in full 7 days after your departure date if you have not caused any damages.
59. You are liable to pay for any damages you have caused. If the room or kitchen is left in an unacceptable state of cleanliness, i.e. very dirty, you may be required to pay an additional charge to have the room or kitchen cleaned, or damage repaired.
60. If you take a holiday during your course, you will be able to remain in the residence providing it has been booked and paid in advance. You must inform the Operations Manager if you want to leave the residence during this time. You will not receive a refund for the time that you are not in the residence.

Airport transfers

61. Celtic English Academy will arrange your airport transfer for you (if requested) based on the flight details that you send to us. We must receive flight details at least 10 working days before arrival. Transfers must be paid for in full before arrival. Transfer fees are per person.
62. An excess waiting fee of £22 per 30 minutes will be charged if the taxi has to wait longer than 45 minutes after the flight lands.

63. If you have paid for an airport transfer and wish to cancel your transfer, you may do this. If more than 48 hours' notice is given before the airport transfer pick-up time, you will have no penalty. If you give less than 48 hours' notice, you will be charged the full amount.
64. If there is any issue with the transfer we have arranged for you and you decide to arrange your own transportation, no refund will be given and we are not responsible for the transport you have arranged for yourself.

Travel & Medical Insurance

65. International Student Travel Insurance is provided by Guard.me.
66. Travel & Medical insurance must be paid in order to book the insurance.
67. Arrival and departure flight information must be provided at least 10 working days before arrival, otherwise, we will not be able to arrange cover for you.
68. It's important that the information we have is correct. Inaccurate information may result in an increased premium, you not being covered or a claim not being paid in full.
69. If you have purchased insurance and wish to cancel, you may do so. Cancellations made within 14 days of the booking confirmation will incur no penalty. However, cancellations made after 14 days of the booking confirmation will be charged the full amount.
70. If you have enquiries about the insurance, or you wish to find out more about the insurance cover, please get in touch with our member of staff via info@celticenglish.co.uk

General

71. We reserve the right to refuse you entrance to class if you arrive more than 10 minutes' late in the morning or afternoon. You will be marked absent for the part of the class that you miss.
72. We reserve the right to exclude you if you attend irregularly or behave unacceptably. In this case, no refund will be given. Please see our attendance and student disciplinary policy for more information.
73. We reserve the right to hold our courses at either our Cardiff centre location or at a suitable offsite location, irrespective of the published location.
74. If a situation arises that has not been covered by these Terms & Conditions, we reserve the right to take any fair and reasonable action that we think is appropriate.
75. We reserve the right to change these Terms and Conditions at any time. If we do this, our new Terms and Conditions will be available on our website.