

Terms & Conditions 2024



Enrolment Procedure

Upon receipt of the enrolment form, the students information will be added to our booking system. We will then issue an invoice detailing the payment due.

All fees must be paid before course commencement.

- For EU students: All fees must be paid at least 2 weeks before course commencement.
- For non-EU non-visa required students: All fees must be paid at least 2 weeks before course commencement. We will then issue a visa letter confirming acceptance onto a course and full receipt of fees. Students must present this visa letter at the point of entry into Ireland.
- For Non-EU visa required students: All fees must be paid at least 4 weeks before course commencement (or before visa letter is issued). All visa applications must be made online. A letter from ALL confirming full payment and all required documents should be sent to the appropriate Irish visa office. Fees must be paid in full before we can issue a visa letter. Normally, the time it takes to process a visa for Ireland varies between 2-6 weeks. It is, however, always best to apply as far in advance as possible as some visa applications need to be made several months in advance.



Fees

Fees usually consist of course fee, accommodation fee, transfer fee, insurance fee, exam fee (if applicable) and any other additional services booked.

For long-term Non-EU students (26 week course) a language exam is compulsory (TIE or IELTS).



Methods of payment

The course fees can be paid:

- By Credit Card. (Please note a 3% bank charge applies to all credit card payments).
- By Transfermate (details will be on invoice).
- By Bank Transfer from your bank to our bank (details will be on invoice).

When paying by Bank Transfer, please ensure to make reference to the full name and invoice number as stated on the invoice in order to ensure quick and proper credit to the account. All bank transfer fees must be paid by the payee. The amount that arrives in our account must match the invoice amount.



Age

Our school is open year-round to everyone aged 17 years and over.

Our Intensive Study Week (ISW) Programme is open to students aged 12-17 years old



Course Start Dates

Our courses commence every Monday. If Monday is a public holiday; the course will start on a Tuesday. ISW courses can commence any day of the week.



Public/School Holidays

Due to Public/School holidays there will be no classes on:

Bank holidays in Ireland occur on the following dates in 2024 and the school will be closed: 1st January, 5th February, 17th March, 29th March, 1st April, 6th May, 3rd June, 5th August, 28th October.

Our last day of classes will be on Friday 20th December 2024.

Classes missed for public holidays will not be made up at a later date.

Classes which are cancelled in the event of circumstances beyond our control (strikes, weather etc.) will not be refunded or made up.



Cancellation and Refund Policy

Course cancellation due to COVID-19, or other global, restrictions will be dealt with on an individual basis only.

Students will be immediately offered 1) a re-scheduled course option or 2) a course voucher valid within six months or 3) immediate online course commencement or continuation.

Accommodation booked will be refunded in full unless a cancellation occurs after arrival. There will be a process of accommodation fees deduction in place pro rata in this case.

All Non-Covid-19 cancellations and terminations must be made in writing to the Director of Active Language Learning. Cancellation requests will be responded to within 10 working days. If a refund is approved, it will be transferred within 10 working days of the cancellation refund being approved.

Cancellation Policy is as follows:

1. Bookings may be cancelled up to 2 weeks prior to commencement of course with a €75 administration penalty. Where accommodation has been booked an additional €95 penalty applies.
2. For cancellations 1 to 7 days before the course begins, 50% of the full amount will be refunded.
3. There is NO refund for any cancellation once the course has commenced. This includes late arrival, early departure, or days missed during the course.
4. At least 24 hours is required to cancel an individual lesson without cost. Lessons cancelled with less than 24 hours' notice will be charged at the full price of the lesson.
5. A fee of €200 applies to cancellations due to visa refusal (visa refusal documentation required for refunds). Course fees are refunded minus this cancellation fee.
6. All accommodation cancellations after arrival are non-refundable. The same applies if you have to shorten your stay – payment is non-refundable. No shows, failure to arrive or postponement incurs charges in full from the booking date.

Course Withdrawals

All withdrawals need to be made in writing to Active Language Learning. If the student wishes to withdraw from their course after arrival at the school, they must inform the Managing Director or Academic Manager explaining their circumstances.

Medical Insurance

For EU students:

EU Students should bring their European Health Insurance Card (EHIC).

For Non-EU students:

Non-EU students are required to have medical insurance when travelling to Ireland.

We recommend and can arrange an 8-month cover with our partner insurance company for a fee of €130. (Excess fee of €100 applies, pre-existing conditions + dentistry not covered).

Important:

Flight arrival details (flight number & arrival time) must be sent to ALL at least 7 days prior to arrival.

ALL does not accept responsibility for transfer and accommodation costs incurred due to flight delays.

No refund will be given for early departure of accommodation.

ALL does not take responsibility for loss or theft of student's belongings.

No refund will be given for misbehavior and resultant expulsion from accommodation or from class.

Any damages or lost keys / change of locks etc. incurred by a student in a Host Family must be paid by the individual concerned.