

## TERMS AND CONDITIONS

All registrations are subject to the following conditions which become legally binding once the registration is confirmed by English Outdoors.

### 1. Registration and booking

All bookings submitted to English Outdoors (EO) are only accepted on receipt of written confirmation from EO or its authorized representative. A \$300 deposit per student is payable at the time of booking (individual or group bookings) for program only bookings, and \$600 for program + accommodation bookings. Payment in full must be received a minimum of 28 days before the program start date, or immediately in the event of late booking (bookings made within 28 days of the start date). All payments must be in U.S. dollars.

### 2. Cancellations and refunds

All cancellations must be made in writing and will be confirmed in writing by EO. Cancellations are subject to the following charges:

- For programs - full refund for cancellations made more than 7 days prior to arrival. A \$300 administration fee will be charged thereafter.
- For residence accommodation - full refund for cancellations made more than 28 days before course start date. A \$300 administration fee will be charged thereafter.
- For cancellations, after the course has started, a pro-rated amount of tuition will be refunded. Please note: refunds are calculated from the end of the last week the student attended classes at the non-discounted rate. Pro-rated refunds will be calculated on a weekly basis.

### 3. Visa support

Our young adult camp and our junior summer camp can be followed on a tourist visa or ETA. Where relevant, the school will supply supporting documentation to enable students to secure tourist visas for Canada, pending eligibility requirements.

### 4. Alterations by the client

Any alterations by the client must be confirmed in writing and EO will respond in writing. EO recommend that you arrange full insurance cover against possible cancellation charges.

### 5. Level of English

The Teen and Young Adults Summer Camps have a minimum level requirement of pre-intermediate - those at beginner or elementary level cannot be guaranteed a class.

### 6. Airport transfers

You must submit your flight details (airline name, arrival time, flight number and point of origin) and your contact cell phone number to the school at least 7 days before departure/arrival. Your cell phone is used only for airport transfers in case the driver cannot find you and has to get in touch with you. EO does not use clients' cell phone number for any other purpose. EO cannot be held liable for any extra charges if you have not provided your contact cell phone number for

airport transfers (if you cannot find the driver and have to make your own way to your accommodation for example).

If a flight is missed or delayed, you must email EO immediately on [info@englishoutdoors.org](mailto:info@englishoutdoors.org) to let us know (emails are picked up everyday). EO cannot be held responsible if the airport transfer provider charges you again for a new transfer.

## **7. Disciplinary and behavior issues**

EO reserves the right to refuse or exclude any person at any time prior to or during the operational dates of the center if in the opinion of EO, that person is incompatible with the general well-being and safe running of the center. This includes, but isn't limited to: criminal, abusive or violent behavior, putting themselves or others at risk, use of alcohol by minors, use of illegal drugs, and refusal to follow the rules of the program. In this instance, no refund will be given and any costs incurred, including damages, will be passed on to you or your parents/guardians, including any repatriation costs.

## **8. General**

8.1 Arrangements and courses outlines in EO publicity materials are given in good faith.

However, courses, activities and timetables may be subject to change for reasons of safety, or in the event of unsuitable weather conditions or other factors, which may arise beyond our control. EO reserve the right to change the particularities of programs, including changes to course, venues, facilities or dates of programs where circumstances beyond our control necessitate such changes or where the level of bookings received does not reach the minimum number required to operate a program viably. In this event, EO shall either provide comparable services or refund such part of that service which relates to the change. In either case, EO's liabilities shall cease and clients shall have no other or further claim against EO.

8.2 EO reserves the right, by giving notice to clients at any time before the start date, to increase the price of the services being provided to reflect any increase in costs to EO, which is due to factors beyond EO's control, such as, without limitations, significant increase in accommodation costs, transport costs, labor costs etc. EO does not accept liability for personal injury or the death of any student unless caused by the proven negligence of EO or its servants.

8.3 Provision by EO of the services outlined in this document and other promotional material, is dependent on receipt of a completed liability disclaimer form, health information sheet and the student's acceptance of the various rules imposed by EO.

10.4 Any complaints against any aspect of the services provided by EO should be addressed in the first instance to the local representative on site. In the event that the matter is not resolved, the client or his agent should make an immediate complaint in writing to EO's main office. All complaints will be investigated by the school and may be subject to an appropriate refund provided that the complaint is deemed to be valid, the complaint received within one month of the end of the course and that all fees and costs associated with the booking had been settled in full as laid out in the details above.

## **9. Approval to use image, video & and printed material**

EO may take photographs and/or videos during the stay for promotional purposes. By agreeing to appear in any photographs/videos, you agree that EO may use these images to promote their

products and surrenders any right to royalties. To request that a specific image be removed from the public domain because it is felt inappropriate, you must contact EO in writing.

#### **10. Liability and Force Majeure**

EO does not accept any liability for the loss of damage of any property belonging to students. EO accepts no responsibility for losses or additional expenses in the event of cancellation (whether whole or part) or change due to acts, omissions, or accidents beyond the reasonable control of EO, including, without limitations, delays in travel services, obligatory compliance with any government order, rule, direction or regulation, an Act of God, riots and/or civil commotion, war or hostilities, acts of terrorism, invasion, explosion, accident, fire, flood, lightning, storm, illness, widespread disease or infection.