



# TERMS AND CONDITIONS

ES Enterprise Solutions DMCC, hereby referred to as 'ES Camps', have developed and implemented the following Terms and conditions to ensure a positive experience for all our students.

## 1. ACCEPTANCE OF ENROLMENT

We will acknowledge your interest within 24 hours (Monday to Friday) from the time of your application. The School will only issue the final confirmation of acceptance upon receipt of the signed agreement, issued by our Camps Admissions team.

## 2. PAYMENT

Full course fees must be received two weeks before the start of the course to allow time for processing the group's admission. If the payment is received less than two weeks before the start of the course, the start date may be deferred as the School cannot guarantee the availability of the requested dates. Fees can be paid by cash, cheque, credit card or bank transfer. Bank charges for sending and receiving banks are payable by the sender. Payments by credit card are subject to a surcharge of 3%.

## 3. START DATE

It may be possible to defer the start date of your course if notice of more than two weeks is given. All changes are subject to availability.

## 4. ATTENDANCE AND PUNCTUALITY

Students are required to attend all elements of their programme. Failure to attend any part of the programme without express written permission from a parent or guardian may result in students being expelled from the course. Expelled students will not be compensated for missed lessons and activities.

## 5. LATENESS FOR CLASS

Students who arrive late for class cause considerable disruption to the learning process. The consequences of lateness for the student are:

- If a student arrives more than fifteen minutes after a lesson has started, they will be recorded as tardy for the lesson, and it will be recorded as a 'T' on the attendance sheet. Once the student accumulates three (3) T's, they are recorded as one unexcused absence.
- Where a student leaves their class without returning, this will also be marked as an absence.
- Multiple absences may result in students being excluded from the following day's excursions within the social programme. While absent from the social programme, students must be supervised by their group leader. It is not the responsibility of ES Camps to supervise students outside of their scheduled programme.

- Both Agents parents/legal guardians will be notified where continued absences persist and could result in the student not receiving their graduation certificate.

## 5. COURSES

Classes start every 2 weeks, but students are permitted to join ongoing courses from their first day of lessons. All courses include a free entry assessment prior to arrival, as well as a final academic assessment at the end of their course which will culminate together with the completion certificate, at the end of their studies.

## 6. CANCELLATION

ES Camps defines a full course of study as the initial enrolment period until the expected departure date. Where a refund is requested, refunds will be sent to the account of the ES representative to whom the fees were originally paid, or to the individual from whom ES has received the original direct payment. If a student's visa application is rejected after payment has been received, all fees, excluding any non-refundable fees detailed in the Cancellation Policy below, will be refunded within 60 working days.

Refunds will be processed according to these terms and conditions.

- **Cancellation policy**

ES Camps defines "cancellation" as a change occurring less than 7 days before the start date of the first course. All cancellations must be made in writing to our admissions office and the following refund policies apply: Enrolment Fees, Courier Fees, Administration Fees and Third-party fees (agent commission) are non-refundable.

- **Course refunds before arrival**

Where cancellations are received in writing more than 7 days before the course's start date, 100% of tuition fees will be refunded, except any non-refundable fees as listed: Course deposit, course registration fees, courier/bank fees, accommodation booking, administration fees, and third-party fees (agent commission).

- **Accommodation refunds before arrival**

- a. Students cancelling their accommodation less than 7 days before arrival will be charged an amount equal to 2 weeks of accommodation.
- b. For cancellations less than 48 hours before arrival, no refunds will be given.

## 7. WITHDRAWAL POLICY

ES Camps defines withdrawal as the termination of a course after the course has started. Any withdrawal must be made in writing to the Admissions Team, in order to arrange the cancellation process in time before the student's last day. No tuition fees will be refunded to students who notify ES Camps of their withdrawal after the commencement of their course. Furthermore, courses are neither transferable nor exchangeable for other services such as accommodation and social activities, and withdrawals have a no refund policy.



- **Course deferral**

Students who are unable to complete their course due to extenuating circumstances will be offered the option of deferring the remainder of their course for a period of up to 12 months. In this case, the remaining weeks of study will be placed on hold and the balance will be requested upon resuming the course of study.

No deferral option is given to students who are expelled from the school for disciplinary reasons.

## **8. COURSE MATERIALS**

Course fees are inclusive of books and study materials.

## **9. PUBLIC HOLIDAYS**

Classes are given on public holidays. If the student misses any classes during the week, ES Camps holds no responsibility to refund or compensate for the same in any form.

## **10. DISCIPLINE & MISBEHAVIOUR**

Where conduct is unsatisfactory, students will be subject to the School's disciplinary procedures. These procedures may, ultimately, lead to expulsion. In the event of expulsion, fees are not refundable, and you students must cover travel and other costs incurred as a result.

ES Camps Code of Conduct is available in the ES Camps app, and it is the student's responsibility to familiarize themselves with the school's rules.

## **11. ACCOMMODATION**

ES Camps acts as an agent in the arranging and providing of accommodation. Students must agree to the terms and conditions of the accommodation provider selected. No refund is given for early departure, but a charge will be made for any extra nights. Alcohol and smoking are prohibited in accordance with local laws. ES Camps bears no responsibility and is under no obligation to provide alternative accommodation where a student has been evicted following a breach thereof.

## **12. LIABILITY**

ES Camps shall not be liable under any circumstance for its failure to provide any services whatsoever if that failure is caused directly or indirectly by circumstances beyond the school's control. Any damage caused by a student to the school property, or to a residence, whether intentional or not, will be charged to the parties responsible for the student/s. Students in residential accommodation are jointly and severally liable for shared facilities and the school reserves the right to recover costs for damage and exceptional cleaning.

### 13. AMENDMENT POLICY

ES Camps reserves the right to change prices, to cancel or change courses and to amend timetables at any time prior to enrolment and make additions or amendments to these terms and conditions by giving one month's written notice to all affected parties.

### 14. JURISDICTION

In any dispute arising out of this contract, the parties expressly agree to submit to the jurisdiction of the courts of the local authority having jurisdiction in the matter in question.

### 15. PUBLICITY MATERIALS

Permission is given by the student, their parents or guardian with acceptance of these terms and conditions, for the use in ES Camps promotional materials of student comments, opinions, images, or videos, whether produced by ES or by nominated third parties. Parents and/or legal guardians are asked to grant permission as per the Marketing Consent Form during their child's admissions process.