

Terms and Conditions

Adult Programs

Admissions

Applications	➤ ELI works with Educational Tour Operators ETOs which are sometimes called <i>Agents</i>. ➤ Applications must be submitted using the ELI Application Form, signed by the student. ➤ Applications by ETOs are bound by these Terms and Conditions regardless of signature. ➤ Applications should be made through an approved partner or to hello@elischools.com. ➤ To check an ETO's status or to find approved contacts please email hello@elischools.com.
Tuition	➤ 1 Lesson = 60 minutes. Maximum 15 students in each class. ➤ Tuition will be scheduled in morning or afternoon lessons according to the booking. ➤ Students will receive a Tuition and Holiday Plan as part of their confirmation documents.
Minimum Age	➤ Unless specified the minimum age for all programs is 18.
Levels	➤ All students must have a minimum A1 Level at the start of any program. ➤ ELI Schools reserves the right to refuse or cancel the program of any Absolute Beginner. ➤ All students must complete an online level test and speaking test prior to program start.
Start Date	➤ Students must start on a Monday and are not permitted to start mid-week. ➤ All courses will start on a Monday unless specified or Tuesday in the case of a public holiday.
Public Holidays	➤ ELI does not deliver classes on public holidays, and no refund is provided for these days. ➤ A list of the public holidays and closure dates are listed in the Student Handbook.
	• 1st January New Years Day • 6th February St Brigid's Day • 17th March St Patrick's Day • Good Friday • Easter Monday • 1st May Bank Holiday • June Bank Holiday • August Bank Holiday • October Bank Holiday • 1 Week Christmas Holiday
Timetable	➤ ELI will publish class timetables at the start of each term online and in the Student Handbook. ➤ ELI School reserves the right to change timetables as required at our discretion. ➤ ELI Schools will inform existing students with 12 weeks' notice of any timetable change.
Study Period	➤ ELI Schools delivers classes in two sessions in the Morning and Afternoon. ➤ Applicants may choose their Study Period prior to arrival at the time of booking. ➤ During peak periods overseas students may be placed in either session temporarily. ➤ This temporary period will not last more than 4 weeks. There will be no refund for this.
Accommodation	➤ All Accommodation requests are always subject to availability and never guaranteed. ➤ Students must allow a minimum of 14 nights notice when confirming flight arrivals. ➤ Students should avoid arrival that requires accommodation for Christmas day. ➤ A supplement of €200 will apply for accommodation during Christmas. ➤ Places in accommodation are not held until flights and visas have been confirmed. ➤ Accommodation availability may have changed during any visa application process. ➤ Students who request a special diet must pay a supplement at the time of booking or arrival. ➤ If the special diet supplement is not paid for at the time booking, it must be paid at reception. ➤ Students must comply with rules for accommodation stays in homestay and residences. ➤ Failure to comply with rules may result in termination of stay without refund. ➤ There is no refund for early departures from ELI provided accommodation.
Insurance	➤ Non-EU students are required to have Medical Insurance. ELI can provide this for a fee. ➤ EU students are required to have an EU Health Card and are advised to buy travel insurance. ➤ ELI Schools will not make applications or insurance claims on behalf of any student.
Visa	➤ Non-EU applicants/ETO should investigate if they require a visa to study in Ireland. ➤ It is the student/ETO responsibility to understand the visa requirements before they apply. ➤ It is the student/ETO responsibility to prepare any visa application. ➤ It is the student/ETO responsibility to book a Visa and later GNIB appointments. ➤ Payment must have reached the ELI bank account before any documents can be issued. ➤ If you require a visa, you will need prove access to €10,000 for six months prior to start.

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Adult Programs

Enrolment

Confirmation Invoice	➤ ELI will send a Booking Invoice as confirmation an application has been accepted. ➤ ELI will provide a separate ETO Booking Invoice where applicable with discounts listed. ➤ It is the applicant/ETO responsibility to ensure the program dates match the application. ➤ It is the applicant/ETO responsibility to ensure the program and fees match quotations.												
Refusal of Enrolment Cancellation of Enrolment	➤ ELI may cancel an enrolment if the applicant: - Fails to satisfy the minimum academic requirements for courses chosen; - Fails to arrive on the commencement date or fails to pay tuition fees; - Was accepted by misrepresentation, falsification of documents or other fraudulent means; - Fails to attend or has consistently low attendance. - Other reasons as deemed by the school's management.												
Medical & Special Educational Needs	➤ It is the applicant/ETO's responsibility to notify ELI of any sickness, disability, allergy, mental health condition, special educational needs, or any other relevant medical information that might affect the student's stay at ELI Schools. ➤ Students must provide an up-to-date medical form at the time of booking and inform the school of any subsequent changes.												
Educational Tour Operator (ETO) Discount	➤ ELI Schools offers ETO's discounts for introduction and referral to ELI programs. ➤ Discounts vary by program and period and will be confirmed in writing in advance. ➤ Booking Invoices will include discounts listed on an ETO Partner Booking Invoice. ➤ It is the ETO's responsibility to ensure discounts match the terms of promotion.												
Multiple ETOs	➤ If a student enquires through multiple ETOs it is their choice who they book the program with. ➤ ELI will not honour multiple discounts or referrals. The student must choose a final ETO.												
Pricing	➤ ELI Schools will publish Brochure Fees online at www.elischools.com. ➤ ETOs may be provided will Regional Discounts which are always less than Brochure Fees.												
Pricing Policy	➤ ELI Schools is committed to a fair competition policy between partners representing ELI Schools in the market. We insist on partners promoting and selling at the prices agreed by ELI Schools and its partner ETO and on transparency of any discounts. Discounts made by the partner ETO must be clearly displayed as such.												
Payment Terms	➤ Prices quoted for overseas bookings are not held until a €500 booking deposit is paid. ➤ Prices quoted for local bookings are not held until a €300 booking deposit is paid. ➤ Booking Deposits are not refundable except where visa applications are denied. ➤ Places for Non-EU students are not held until the Booking Invoice is paid in full. ➤ Places for EU students are released 14 days prior to start unless Booking Invoice is paid in full.												
Payment Methods	➤ Payments must be made by Bank Transfer or student fee service Transfermate only. ➤ Payments for tuition fees will never be requested in cash by ELI Schools. ➤ If an ELI representative requests payment in cash, please contact hello@elischools.com. ➤ Payments must be made by Bank Transfer only using students name as reference. ➤ Payment receipts must be sent to payments@elischools.com												
Student Visa Payments	➤ All Payments for Student Visa Applicants are held in secure accounts until a visa decision.												
Cancellation Policy	<table><tr><td>➤ Cancellations</td><td>More than 28 Days prior to start</td><td>➤ €500 Charge Overseas Bookings</td></tr><tr><td>➤ Cancellations</td><td>More than 28 Days prior to start</td><td>➤ €300 Charge Local Bookings</td></tr><tr><td>➤ Cancellations</td><td>More than 7 Days prior to start</td><td>➤ 20% Program Charge All Bookings</td></tr><tr><td>➤ Cancellations</td><td>Less than 7 Days prior to Start</td><td>➤ 100% Program Charge All Bookings</td></tr></table>	➤ Cancellations	More than 28 Days prior to start	➤ €500 Charge Overseas Bookings	➤ Cancellations	More than 28 Days prior to start	➤ €300 Charge Local Bookings	➤ Cancellations	More than 7 Days prior to start	➤ 20% Program Charge All Bookings	➤ Cancellations	Less than 7 Days prior to Start	➤ 100% Program Charge All Bookings
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Refunds	➤ Refunds will only be made subject to the above cancelation policy. ➤ Refunds of fees that were paid by an ETO will be refunded to the ETO or a credit note issued. ➤ Refunds of fees paid by ETOs are refunded less any admin and bank transfer charges. ➤ Refunds where payment is made in full to ELI Schools will be refunded to the student. ➤ Refunds can be applied for by completing an Online Refund Form. ➤ Refunds of fees paid by students are refunded less admin and bank charges. ➤ Refunds will be processed within 20 days of the fully completed Refund Form.												

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Adult Programs – Academic Year (Work and Study)

Programs

Academic Year Work and Study	➤ The Academic Year programme includes 25 weeks of tuition, an exit exam and an 8-week holiday over an 8-month period. In total students may study for a total of three consecutive 8-month programmes over a 24-month period once they pass an exit exam each time. ➤ All Academic Year students are obliged to sit an end of course exam.
Calendar	➤ ELI Schools operates an Academic Calendar with four 12-week Terms per year.
Key Contacts	➤ A list of Key Contacts for all departments in all schools is provided in the Student Handbook.
Code of Conduct	➤ All staff and students are required to respect and comply with our Code of Conduct.
Books	➤ We include the cost of one course book in the material fee. ➤ If students change class/level, they will need to buy a new book at the cost €35.
Holidays	➤ There are no holidays allowed on courses of 12 weeks or less.
Academic Year non-EU Program Holidays	➤ This programme includes 8 weeks of holidays within an 8-month visa. ➤ There are strict rules on holidays that ELI Schools are required to enforce. ➤ Holidays with a minimum duration of 2 weeks can only be taken after 6 weeks. ➤ Students can only take a holiday that is equal to 1/3 of the tuition period completed.
Putting a course on hold	➤ In exceptional circumstances ELI Schools may allow a student to put a course on hold. ➤ In the case of medical illness, a medical certificate must be supplied. ➤ Flight confirmations must be supplied for all non-EEA students departing the program. ➤ Accommodation, books, medical insurances will not be held if the program has started. ➤ Tuition and exam fees only will be held for 12 months. ➤ Credit for tuition weeks not used will be applied to a future booking within 12 months.
Sick leave	➤ If a student is too sick to attend school, they must inform the Academic Manager by email. ➤ The student must provide a doctor's note to certify any sick leave. ➤ All certified sick leave will not positively or negatively affect a student's attendance rate. ➤ All uncertified sick leave will be recorded and will negatively affect a student's attendance. ➤ Students must send all sick leave certificates to the Academic Manager by email.
Attendance	➤ All Non-EEA students are required to attend a minimum of 85% of classes. ➤ Teachers are issued with a new class register every Monday. Class lists will be published. ➤ It is the student's responsibility to notify management if their name is not on a class list. ➤ It is the student's responsibility to notify the teacher if their name is not on the register. ➤ Teachers record attendance 15 minutes after the start of class, break and before the end. ➤ Students are expected to arrive to class on time and only depart the class at the end. ➤ Students who are persistently late for class may be marked as absent for the period. ➤ Registers are submitted daily, and records are updated in the school management system.
Attendance Warnings	➤ Every four weeks Academic Management will run reports on attendance. ➤ Any student whose attendance is below 85% after four weeks will be issued First Warning. ➤ ELI Schools submits a record of updated warning status to GNIB every four weeks. ➤ If a student fails to improve their Attendance, they will be issued with a Second Warning. ➤ If a student fails to improve their Attendance, they will be issued with a Third Warning. ➤ The Third Warning is a Final Warning. The student is required to speak to a manager. ➤ If absences continue or no medical certs are supplied an Expulsion Notice will be issued. ➤ Students have five days to respond to an Expulsion Notice before GNIB is notified.
Working Entitlement	➤ Students are entitled to work 20 hours per week throughout their course, and full-time from June to September, and 15th December to 15th January
GNIB and IRP	➤ It is the student/ETO responsibility to book an appointment with GNIB within 90 days. ➤ Students studying in Dublin must apply for an appointment online. ➤ Students in Limerick apply for an appointment by email. ➤ Students studying in Drogheda will have an appointment arranged for them. ➤ Students will need to prove access to €4,200 in a recent bank statement. ➤ Students need to pay €300 by card at the time of the appointment. ➤ Your IRP card will be sent to your Irish address within 7 days.