

**THE ENGLISH DISCOVERER**  
**BOOKING TERMS AND CONDITIONS**  
**NOVEMBER 2023**

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## **1 Definitions**

- 1.1 A **'course'** means a continuous period of study on one course type.
- 1.2 An **'enrolment'** means a complete period of study and can consist of one course or a combination of courses, and any accommodation or services booked with English Discoverer.
- 1.3 A **'working day'** is Monday to Friday, 8am to 6pm Central European Time (CET).
- 1.4 A **'week'** is defined as a continuous period of Monday to Friday inclusive.
- 1.5 **'1-1 or Individual training or individual tuition'** are private training sessions for a client to take with a trainer.
- 1.6 **An Immersion Experience (IE)** is a period of time (minimum one week) staying with an English language trainer in a country of choice.
- 1.7 **Training hour** is a 60-minute training session.
- 1.8 **A 'session' is any single period between 60 minutes and 120 minutes in online individual training.**
- 1.9 **A 'detailed assessment' is a group of exercises to be completed by a learner to help with the creation of a detailed plan for their language development.**
- 1.10 **A 'Discovery call' – a 15-20 Minute video call for the purpose of basic needs assessment.**

## **2 Booking a Training Program**

### **A Immersion Experience**

- 2.1 When you request a detailed assessment, you must pay a non-refundable fee of €150. In the event that a detailed assessment is completed, and a date for the IE cannot be agreed the fee will be fully refunded.

2.2 The IE is only confirmed once payment has been made.

## **B Individual Training (1:1)**

2.1 A discovery call will be used to understand your basic needs and to set some basic goals.

2.2 Within 48 hours of the discovery call, a written proposal will be sent to you upon request

2.3 On acceptance of the proposal, you/your business will be invoiced in accordance with the terms of the proposal.

2.4 A detailed assessment will be arranged to assist with providing a more in-depth and structured training plan. The number of hours in the proposal may differ from the actual number of hours decided upon after completion of the detailed assessment.

## **3 Insurance**

We strongly recommend that you take out travel insurance for the IE.

## **4 Visas – Immersion Experience**

4.1 You must check if you need a visa and apply in good time if you do.

4.2 If you need a visa, it must be valid for the entire period of your IE including any extension because of postponements or holidays.

4.3 If your application for a visa is refused, you must send us a copy of the visa refusal letter issued by the British Embassy/Consulate. We must receive this at least 7 working days before your IE is due to start. On receipt of the visa refusal letter, we will refund any fees that you have paid, less the detailed assessment fee and any bank charges. If you do not do this, we will charge you our normal cancellation penalties for the IE.

4.4 You do not need a visa to enroll in an online class.

## **5 Immersion Experience (IE) - postponements**

All postponements must be in writing (including via email).

5.1 Postponing your IE before you start:

a. You may postpone your IE without a penalty by informing us no less than 30 days before the start.

b. If you provide less than 30 days' notice you may postpone your IE, but you must pay the full fees for the IE.

c. If you postpone because you are still waiting for your visa, the period of notice required is also 30 days.

d. You must start your IE within 12 months of the postponement date. You will lose all fees paid if you do not start your postponed IE within this period. If a postponed IE extends into the following year, you will have to pay for those weeks at the rates which apply in that year. Postponed weeks must be taken in a single block, unless an alternative is agreed upon. All agreements must be in writing.

## **6 Trainer Accommodation**

6.1 Accommodation is booked from the Sunday before your Immersion experience starts to the morning after the Immersion experience ends. If you choose to arrive later or leave earlier than shown above, the fees will not be changed. If you want to arrive earlier or leave later, we will try to arrange this for

an additional charge if it is possible.

- 6.2 We strongly recommend that you reserve alternative accommodation for the entire period of your stay if we are unable to provide trainer accommodation. If you reserve accommodation for a shorter period than your IE, and then wish to extend it, you must give us at least 3 working days' notice. We will do our best to extend it, but we cannot guarantee it.
- 6.3 Trainer Accommodation is only available for single occupancy.
- 6.4 You must leave your trainer accommodation in the same condition you found it. You must pay for any damage, repairs or additional cleaning needed at your accommodation.

## **Immersion Experience and Online Training**

### **7 Online Individual Training Sessions**

Training hours must be used within 12 months of the date of purchase. For Online 2:1 training sessions (two people with one trainer), the rules in this section also apply.

- 7.1 All postponements must be in writing and made no later than 4 hours before the training begins (Monday to Friday 8am to 6pm CET time). If less than 4 hours' notice is given, it will be treated as a cancellation and you will be charged the full amount.

### **8 Immersion Experience**

- 8.1 The IE is booked from Sunday to Friday. It is not possible to arrive earlier or leave later, unless previously agreed in writing.
- 8.2 You may cancel or postpone your IE at any time by giving 30 days' notice without penalty. You will be refunded your full fees excluding the detailed assessment fee and any travel expenses you have incurred.
- 8.3 You may cancel or postpone your IE with less than 30 days' notice, but we will charge you for the IE. There are no refunds available if you do not provide enough notice, including any travel expenses you have incurred. We cannot guarantee the same trainer and accommodation if you postpone your IE.
- 8.4 In the unlikely event that your IE is unable to proceed due to unforeseen circumstances e.g. trainer sickness or emergencies, we will endeavor to provide you with an alternative not less than 24 hours before the start date of the IE. If you choose not to accept it, or if there is no viable alternative, we will refund you all fees paid, including cancelled travel expenses, on receipt of written proof of cancellation.

## **ALL COURSES**

### **9 General**

- 9.1 Any refunds are made through our refund policy. If you have paid for your training program by bank transfer or credit card, any refund will be made to the same account or card.
- 9.2 We reserve the right to remove you from the IE if your behavior is unacceptable or disruptive in your accommodation. If this happens, you will not be entitled to any refund on the IE and accommodation fees.
- 9.3 No refund is due if you do not arrive in time for your IE start date for any reason including sickness.
- 9.4 You must send us a scanned image of your passport (and visa if required) before the start of your IE.
- 9.5 You must provide us with details of an emergency contact. You must tell us immediately if this information changes during your stay.
- 9.6 You cannot transfer your fees to another person.
- 9.7 If a situation arises that has not been covered by these Terms and Conditions, we reserve the right to take any fair and reasonable action that we deem appropriate.

### **10 Money Back Guarantee**

English Discoverer are committed to providing the highest quality online English language training to our learners. We want you to be completely satisfied with your learning experience. If you have provided written communication to us, and we have not been able to resolve the matter, we offer a money-back guarantee as outlined below.

#### 10.1 Eligibility:

To be eligible for a refund, you must meet the following conditions:

- You have paid for one of our training programs.
- You have completed all the assigned coursework and exercises.

- You have actively participated in the online training sessions and followed our guidelines.
- You have not violated any of our terms and conditions.

#### 10.2 Refund Process

If you meet the eligibility criteria and wish to request a refund, please email our customer support team at [support@englishdiscoverer.com](mailto:support@englishdiscoverer.com)

#### 10.3 Partial Refunds

In some cases, we may offer partial refunds based on the extent of your participation and completion of the selected training program. This will be determined on a case-by-case basis.

#### 10.4 Refund Method

Refunds will be issued in the original form of payment used during the purchase.

#### 10.5 Non-Refundable Items

Please note that certain items may be non-refundable. These include any additional materials or resources that were paid for separately from the selected training program, as well as any fees or charges incurred by third-party services.

#### 10.6 Modification

We reserve the right to modify the money-back guarantee policy at any time. Any changes to the policy will be communicated to you through our website or via email.