

# Foyle International

## Terms and Conditions

These terms apply to all participants on programmes run by Foyle International (from here on referred to as 'Foyle'): English language programmes, internships and work-based learning, job shadowing, teacher groups, and vocational, linguistic and cultural group courses.

### Part A – General terms (all programmes)

These terms apply to every participant on a Foyle programme in Northern Ireland or the Republic of Ireland: English language programmes (including junior summer schools), internships and work-based learning, job shadowing and teacher groups, and vocational, linguistic and cultural group courses. "You" means the participant, and where relevant their parent/guardian or sending organisation.

#### A1. Application and confirmation

- 1 You or your agent/sending organisation must send all required information before Foyle can confirm a programme.
- 2 A booking is confirmed once a quotation is accepted in writing and Foyle confirms the programme.
- 3 No programme or accommodation is confirmed until all documentation and payment have been received, at least 4–6 weeks before arrival.
- 4 It is your responsibility, or your agent/sending organisation's, to hold all documents needed to enter Northern Ireland and/or the Republic of Ireland. Foyle accepts no liability for losses caused by incorrect travel documents, visas or insurance.

#### A2. Required documents

You must provide:

- A completed enrolment sheet (application form) with all required participant information
- Travel details: airline, flight number, date, arrival and departure airport, and airport transfer needs
- A copy of your ID card or passport
- A signed Health Declaration form (adult or under-18 version)
- Your personal email address (not a parent's) and contact details for any accompanying teachers or group leaders
- Accommodation information, including your medical and dietary needs, allergies and preferences such as room-sharing or pets

Additional documents by programme:

| Programme                             | Additional documents                                                                                                                                        |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Junior language programmes (under 18) | Parental Consent Form; parents' contact details                                                                                                             |
| Internships / work-based learning     | CV in English (Europass preferred); half-page motivational letter; three workplace-type preferences; criminal background checks where required (see Part C) |
| Job shadowing / teacher groups        | CV in English (Europass preferred); criminal background checks where required                                                                               |
| Group courses                         | Details of accompanying staff if Foyle is arranging their accommodation                                                                                     |

Foyle may refuse any application that does not meet the programme's eligibility requirements or that does not include the required documents to a sufficient standard before the deadline.

### **A3. Fees and payment**

- 1 Fees must be paid as set out in the quote and in the Partnership Agreement or contract, by you, your parents or your agent/sending organisation.
- 2 All bank charges are the responsibility of the payer. Account details are given on Foyle's invoice.
- 3 Full payment is due 4 weeks before arrival. If it is not received, the programme will be cancelled and Foyle will not be responsible for any resulting loss. Exceptions can be made for funded projects; please contact Foyle directly.
- 4 By exception, Foyle may agree an alternative payment schedule with a sending organisation. This must be agreed in writing.
- 5 Where programmes are funded, the services offered are based on the budget advised by your sending organisation or funder.
- 6 Pocket money, where included, is paid in sterling in Derry (at the bank's exchange rate on the day of withdrawal) and in euro in Donegal and Dublin.
- 7 Local transport, where included, is provided as a weekly bus pass. Tickets you buy yourself are not reimbursed.

### **A4. Cancellations and refunds**

- 1 Cancellations must be made in writing to Foyle.
- 2 Cancellations 30 days or more before the start date are refunded less a £150 / €170 administration fee.
- 3 Cancellations less than 30 days before the start date receive no refund.
- 4 After arrival, no refund is given for cancellation due to your ill health, or that of a family member or a travelling companion. Foyle strongly recommends insurance against this.

### **A5. Non-arrival, late arrival and absence**

No refund is given for non-arrival, late arrival or absence during the programme. Missed time cannot be made up with a free extension.

### **A6. Public holidays**

Foyle closes on certain public holidays, listed at [www.foyle.eu](http://www.foyle.eu). Fees are not reduced when a public holiday falls during a programme.

### **A7. Changes to programmes**

Foyle may need to change programmes or services. If a significant change is needed, you or your agent/sending organisation will be told as soon as possible. Foyle is not responsible for any resulting travel or personal costs.

### **A8. Insurance**

Foyle strongly recommends you take out insurance for travel, health, financial and personal security, including cover for your belongings against theft, loss or damage. Foyle accepts no liability in these areas.

### **A9. Visas and right to travel**

You and your agent/sending organisation must check whether a visa is needed for the UK and/or Ireland. If you are refused entry, Foyle is not responsible for costs and no refund is given.

## A10. Data sharing with partner institutions

Foyle works with North West Regional College (NWRC) to deliver vocational training. Foyle may share your full name, date of birth, age and email address with NWRC to register you on its student management system. NWRC processes this under its own data protection policies and applicable law.

## A11. Discipline and conduct

- 1 Foyle may exclude you from your programme or accommodation for poor discipline or attendance. No refund is given, Foyle is not responsible for alternative programmes or accommodation, and any transport costs are your responsibility.
- 2 Breach of Foyle's policies may lead to immediate dismissal from the programme.
- 3 See the Code of Conduct and Disciplinary Policy for details.

## A12. Student welfare policies and feedback

- 1 Foyle's policies, including the Bullying, Child Protection, Health & Safety, Complaints and Privacy policies, are at [foyle.eu/policies](http://foyle.eu/policies) and in the student and agent manuals.
- 2 You must complete at least two feedback questionnaires during your stay. If the final questionnaire is not completed, certificates and final reports will be withheld, which may cause problems with funders.

## A13. Disclosure of health, additional needs or mental health concerns

**Participants**, parents, agents or sending organisations **should inform** Foyle if a participant has been diagnosed with, or is suspected to have, a neurodiverse condition, a behavioural concern, or a mental health issue. This allows Foyle to make adjustments and offer support where possible. Disclosures are treated sensitively in line with Foyle's safeguarding, inclusivity and data protection policies. Not disclosing may affect Foyle's ability to meet the participant's needs.

## A14. Publicity

Foyle may take photos and videos during classes and excursions for promotional use. You can opt out of publicity and marketing: please email [info@foyle.eu](mailto:info@foyle.eu) with your name and contact details. Parents/guardians of under-18s give or refuse consent on the Parental Consent Form.

## A15. Complaints

Report any complaint immediately, in person, by phone or by email to Foyle.

# Part B – Accommodation

## B1. All accommodation types

- 1 Accommodation is confirmed once Foyle has received all enrolment documents (enrolment sheet, signed T&Cs, Parental Consent where applicable) and payment. Details are sent about 2 weeks before arrival, or later in busy periods.
- 2 Foyle will try to meet special requests but cannot guarantee them.
- 3 Hosts and accommodation providers must not take fees directly from you or make separate contracts with you. If this happens, you will face a financial penalty and the arrangement will end.
- 4 Changes you request may carry an additional fee, depending on the reason, the provider and the urgency. Providers normally need one week's notice.
- 5 You may be removed from accommodation at short notice for unreasonable behaviour (for example swearing, vulgarity, violence, illegal drugs, or disrespect to the host), and Foyle is not required to find alternative accommodation.

## B2. Curfews (under-18s)

In line with child protection legislation, if you are under 18 you must follow Foyle's curfews, with no exceptions:

| Age      | Home by |
|----------|---------|
| Under 16 | 9.30pm  |
| 16–17    | 10.30pm |

## B3. Homestay

**What hosts provide:** breakfast; a packed lunch (full board only); an evening meal 7 days a week; a furnished bedroom with bed linen changed weekly; reasonable use of utilities and weekly laundry. Participants pay for excessive use of electricity, water or gas.

**Hosts:** Hosts come from varied backgrounds, including families, single people and different nationalities. All lead hosts are vetted to British Council standards. Specific household types, and pet-free homes, cannot be guaranteed; most Irish and UK hosts have pets. Rooms may be private or shared and bathrooms are usually shared.

**Travel time:** Derry homestays are within about 35 minutes of the school (72 Great James St). Dublin homestays may be up to 1.5 hours from the internship location.

**Requests:** Give preferred roommates and full details of diet, medical conditions, allergies, pet preferences and any relevant trauma at application. Some dietary needs carry a supplement. Unstated diets cannot be expected.

**Meals:** Full board is breakfast, packed lunch and evening meal; half board is breakfast and evening meal. Tell your host in advance if you will miss a meal. **If you miss dinner, you must make your own arrangements.**

**Minimum stay and holidays:** You must stay with your host for at least 2 weeks. Exceptional moves within that period are arranged promptly at no charge. If you take a break of 1 week or more, the weekly rate is still payable to keep the homestay.

**Changing homestay:** You can only change host for a valid reason. Distance to school, general dislike of Irish food, wanting to live with a friend, pets you did not flag at application, and carpets or dust are not valid reasons. For a serious problem, tell Foyle as soon as possible; the Accommodation Officer will meet you and, if needed, find an alternative within 1–2 days. Moves cannot happen at weekends, including Friday afternoons. For a serious safeguarding or welfare concern you will be moved immediately. Do not move to an alternative hotel without Foyle's agreement; if you do, Foyle will not cover the cost.

**Christmas:** Few hosts are available over Christmas. Tell Foyle well in advance if you need homestay then.

**House rules:** Your host will explain their house rules at the start, which may cover shower times, visitors, meal times, laundry, noise and returning keys. In particular:

- Treat the home with respect; it is not a hotel. Report any breakage to your host straight away.
- Ask before having visitors, helping yourself to food or using the kitchen.
- No alcohol in the host's home.
- Be on time for meals, keep your room tidy, make your bed and keep the bathroom clean.
- Turn off lights and heaters, close windows when you go out, and keep showers short.
- Do not put pictures on walls without permission.
- Keep medicines and other dangerous items away from small children.
- If something is wrong, talk to your host first, then the Accommodation Officer.

## B4. Self-catering

**Security deposit:** A €100 deposit is due by bank transfer before arrival, using the reference "SCdep" plus your name. Bank details are on the Self-Catering Deposit Form. Any bank charges must be paid by you on top of the €100, so Foyle receives the full deposit. Failure to include a reference with your name will delay the refund; payments without a reference may not be verifiable and in that case may not be refunded. The deposit is returned after the end-of-stay room inspection, less any charges below.

**What is provided:** kitchen equipment (pots, pans, utensils, cutlery, crockery, kettle, toaster); iron and ironing board; drying rack; mop, bucket and Hoover; bed linen, duvet, pillows and spare linen; bedroom lamps; hangers; WiFi.

**Not provided:** towels; specialist kitchen items (baking sets, cake tins etc.); cleaning supplies; bin bags; toilet roll; laundry detergent.

**Noise:** Keep noise reasonable at all times and to an absolute minimum between 10.30pm and 7.30am, including in kitchens, communal areas and bedrooms.

**Prohibited:** smoking anywhere inside; flammable substances, candles, joss sticks, gas canisters and ionisers (these may be removed without warning and returned at the end of your stay); pets, bicycles, motorbikes and vehicle parts.

**Cleaning and waste:** Keep your room and shared areas clean, tidy and safe, and share kitchen cleaning. Take rubbish to the communal bins. Recyclables (paper, cardboard, plastic bottles, cans, tins, glass) go in the BLUE bin; everything else in the BLACK bin. Do not pour grease or oil down the sink. Clean and defrost fridges and freezers regularly. If Foyle has to remove rubbish, or a blue bin is not collected because of wrong items, all residents share the cost.

**Heating and electricity:** Heating is automatic, usually October to May, and comes on intermittently between 6am and 10pm. It is not 24-hour. Energy is topped up monthly by Foyle. Do not tamper with the heating system or switch on any immersion heater; if you do, all residents share the cost of a monthly top-up.

**Keys:** Replacement keys cost £20 each. A replacement lock costs £50.

### **Rooms and general care:**

- Use only the room allocated to you. Using another room makes you liable for its cleaning cost.
- Do not alter or redecorate the accommodation, or attach anything to walls, ceilings or woodwork with pins, nails or adhesive.
- Ventilate your room to prevent condensation, especially en-suites.
- Do not remove furniture or equipment. Report any damage immediately to the Accommodation Officer.
- Wilful or negligent damage is charged in full to the person responsible.
- Room moves can be requested and are at Foyle's discretion, subject to availability.

**Inspections and access:** Foyle may inspect during your stay. If the accommodation is unsatisfactory you will get 24 hours' notice to fix it; if it is still unsatisfactory, Foyle will arrange cleaning and charge you. Staff will show ID and give reasonable written notice before entering, except when responding to a maintenance request, in an emergency, for a breach of this agreement, for a reported disturbance, to secure an unattended room, or during a spot check.

**End of stay:** Leave your room and shared areas clean. The cost of any repairs or extra cleaning needed to restore them will be charged.

**Maintenance:** For emergencies (leak, no electricity, no hot water, or no heating in winter), call the Foyle 24/7 emergency number. For anything else, email [accommodation@foyle.eu](mailto:accommodation@foyle.eu) or WhatsApp the emergency phone.

## B5. Problems with accommodation

Report any problems with your accommodation to the Accommodation Officer. In serious cases, Foyle may offer alternative accommodation. If alternative accommodation is offered but not accepted, Foyle will not be responsible for the cost of a hotel or B&B.

## B6. Hotels, B&Bs and guesthouses

Where Foyle books hotel, B&B or guesthouse accommodation, tell Foyle your requirements (for example single rooms, breakfast only, half or full board). Details are sent before arrival.

## B7. Specific accommodation notices and liability waivers

These notices apply only if you are staying in the accommodation named. Please read them carefully.

### 21 Mountjoy Street – low ceilings

There are ceilings of varying heights throughout the property. Some areas of 21 Mountjoy Street have low ceilings, which may affect movement and headroom. Please take care in these areas to prevent injury or damage. Foyle is not liable for any injury caused by contact with low ceilings, unless the injury is caused by structural defects or negligence. The low ceilings are not grounds for a request to move to another accommodation. For health and safety, signage is in place where appropriate to warn of low ceilings.

### 16a Waterloo Street – bathroom door safety notice

The inner bathroom door can become stuck if it is closed. There are two doors into the bathroom. The outer door has the lock and should be used for privacy. Please do not close the inner bathroom door, as you may become stuck inside. Signage in the bathroom reminds all residents of this. If the inner door is closed and Foyle has to force or break the door to help you, you may be charged for the resulting damage. Foyle cannot accept responsibility for injury or damage resulting from the inner door being closed against this safety advice. The inner door is not grounds for a request to move to alternative accommodation.

## B8. Damages

**Deposit deductions:** Charges may be deducted from your damage deposit at the end of your stay if:

- Cleaning beyond the normal standard is required.
- Individual or shared items are damaged or missing.
- Property rules have not been followed.
- Outstanding charges remain unpaid.

Our aim is not to make deductions, but to ensure the accommodation remains clean, safe and enjoyable for every Foyle student.

**Examples of potential charges:**

| Item / issue                                               | Charge (£)   |
|------------------------------------------------------------|--------------|
| Bedroom left untidy (light extra cleaning)                 | £15          |
| Bedroom left very dirty (food, rubbish, stains)            | £50          |
| Kitchen cleaning due to not maintaining standards          | £50          |
| Bathroom deep clean due to not maintaining standards       | £30 per room |
| Removal of food from fridges, freezers and cupboards       | £25          |
| Removal of rubbish left in any room                        | £25          |
| Removal of items left behind following check out           | £25          |
| Outdoor bins not emptied due to incorrect items/procedures | £25          |

| Item / issue                                      | Charge (£)                  |
|---------------------------------------------------|-----------------------------|
| Lost bedroom key                                  | £20                         |
| Lost front door key                               | £35                         |
| Locksmith required                                | £100 + cost of all keys     |
| Missing/damaged pillow                            | £12                         |
| Missing/damaged duvet                             | £25–50 depending on size    |
| Missing/damaged bed linens                        | £15–30 depending on size    |
| Mattress protector stained beyond cleaning        | £20–40 depending on size    |
| Mattress professional cleaning                    | £70                         |
| Mattress replacement contribution                 | £100–200 depending on size  |
| Broken/missing cups, glasses, plates, bowls       | £5 per item                 |
| Damaged/missing pots, pans, cooking trays         | £25 per item                |
| Missing cutlery item                              | £2 per item                 |
| Kettle damaged                                    | £20                         |
| Toaster damaged                                   | £20                         |
| TV damaged                                        | Cost of replacement         |
| TV remote missing                                 | £15                         |
| Wall marks requiring repaint patch                | £30                         |
| Door damage                                       | Cost of replacement and fee |
| Window damage                                     | Cost of replacement and fee |
| Blind damaged                                     | £35–80 depending on size    |
| Curtain damaged                                   | £40–100 depending on size   |
| Furniture broken (chair, desk, bedside unit etc.) | Cost of repair/replacement  |
| Smoking inside the house                          | £250                        |
| Garden clean required due to smoking              | £50                         |
| Late checkout causing cleaning delay              | £50                         |

## Part C – Programme-specific terms

### C1. Junior English language programmes (including July and August summer schools)

- 1 You must be at least 13 years old at the start of the programme.
- 2 A Parental Consent Form, signed by a parent or guardian, is required for every participant.
- 3 The Part B curfews apply to all junior participants.

## **C2. Internships and work-based learning**

You must be at least 16 years old at the start of a mobility programme.

### **Before you arrive**

- 1 Provide a detailed CV and motivational letter in English, with no gaps and accurate translations. Placements are secured on the strength of these documents; a weak CV may mean the wrong placement, a delay, or Foyle being unable to accept you.
- 2 For placements in the public sector or with children or vulnerable adults, you must apply for Access NI (a legal requirement in Northern Ireland, with a fee) and provide a police check from your home country. Foyle shares copies with host companies. Without both, a placement cannot be guaranteed.
- 3 Foyle will tell you about any other requirements from the industry or host company before arrival.

### **Expectations**

- Placements are not "like for like" with your home country. Working culture, law and procedures differ.
- You will not necessarily do the same tasks as full-time staff. Placements depend on your English level, qualifications, experience and attitude.
- Schedules vary and may include part-time, full-time, night, early-morning or weekend work.
- The first week is a settling-in period. Foyle will not change a placement after the first week without a valid reason.
- If a placement in your requested sector cannot be found (for example due to qualifications, experience, attitude or English level), you must be willing to accept a placement in another sector.

### **During the placement**

- Follow the guidance given at your Welcome Meeting.
- Be punctual. Never take time off without telling both the Internship Officer and your employer; doing so may lead to disciplinary action.
- Behave respectfully at work. Host companies are partners Foyle wants to keep working with.
- If you have a problem, book a meeting with the Internship Officer. If it cannot be solved, Foyle will look for an alternative, and you must stay with the current company until one is found.

### **Dismissal or leaving**

If you are dismissed for poor performance, attitude, absence or another valid reason, Foyle will not find another placement, the mobility will be cancelled and no fees will be refunded. If you leave of your own accord, Foyle is not obliged to find another placement until this has been discussed with your sending organisation.

## **C3. Job shadowing and teacher groups**

The Part A document requirements apply, plus a CV in English and criminal background checks for participants in education, youth, sport or health.