

# Terms and Conditions

By signing your application form you are agreeing to the following Terms and Conditions, which set out the terms of contract between you, the customer, and Foyle International.

## Application

Please complete the Application Form and send it either by post or email to the school admissions office at [sinead@foyle.eu](mailto:sinead@foyle.eu), or alternatively apply online at [www.foyle.eu](http://www.foyle.eu)

- By signing the application form you are confirming that the information provided is correct and you understand that providing false information may compromise your acceptance on your chosen programme.
- It is your responsibility to ensure that you have a valid passport and obtain appropriate documentation for entry to Northern Ireland/UK. We do not accept any liability for financial loss incurred by failure to have the correct travel documentation, visa or insurance.
- We reserve the right to refuse any applicant who does not meet the programme eligibility requirements.

## Fees and Payment

- The balance of fees must be paid in full prior to the course start date either by you, the individual student or the agent acting on your behalf.
- All bank charges are the responsibility of the payee. (Account details are given on our website/brochure/invoice)

## Cancellations

- Cancellations must be made in writing to Foyle International.
- If a cancellation is made more than 4 weeks before the starting date, the course fees less a £50 administration fee will be refunded.
- If a cancellation is made less than four weeks before the start date, it will be necessary to charge the full booking deposit (£150).
- For cancellations made after the course has started, no refund of fees will be given.

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## Placement Testing

- The registration fee of £50 covers your placement test, which must be carried out on the first day of your course. The placement test consists of grammar questions, a writing section and a spoken exam. You will not usually start class until the next school day so that the academic team can mark your exam and place you in an appropriate class.
- If you are taking a short course, you may discuss pre-arrival testing with the Admissions manager.

## Non-arrival, late arrivals and absences

- If you fail to arrive, if you arrive late, or if you are absent during your programme no refund of fees will be granted.
- Periods of absence may not be made up with a free extension at the end of the course.

## Public Holidays

- The school will close on certain public holidays during the year. There will be no reduction of fees should a public holiday fall during your course. School closures are listed on the website and on our student information pack.

## Changes to programmes

- Foyle may at times be forced to make changes to programmes or services and we reserve the right to do so. If a significant change needs to be made, the individual or the agent acting on your behalf will be informed as soon as possible. Please note we will not be held responsible for any travel or personal costs incurred. However Foyle endeavours to provide a suitable alternative at all times.
- We reserve the right to cancel a course, to merge classes or provide alternative programmes due to insufficient numbers or for other circumstances. No refund of fees will apply in these cases.

## Insurance

- Before arriving in the UK, we strongly recommend that you take out insurance for your own travel, health, financial and personal security. We do not accept responsibility or liability for these areas.
- We can provide student insurance for you if required. Please contact the Admissions office or check our website for details.

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## Discipline

- We reserve the right to exclude participants from their programme or remove them from their accommodation due to poor discipline or attendance. In such cases there will be no refund of fees and we take no responsibility for the provision of alternative programmes or accommodation. Any transportation or related costs will be the sole responsibility of the student.
- For further information please refer to our Code of Conduct and Disciplinary Policy which are available on our website [www.foyle.eu](http://www.foyle.eu)

## Student Welfare Policies

- A full list of Foyle policies may be found on the website, and in the student and agent manuals. These include: Bullying Policy, Child Protection Policy, Health & Safety Policy, Complaints Policy and Data Protection Policy
- If a student's actions are found to be in breach of any of these policies this may potentially lead to instant dismissal from the school.
- Foyle International endeavours to ensure that every student has a wonderful experience at Foyle. We complete regular monitoring and feedback to ensure you are receiving the high quality programmes we offer. As part of our quality assessment, all students are required to complete at least 2 feedback questionnaires during their stay. Your responses are anonymous however failure to complete these may mean you do not receive your final certificate of achievement before departure!

## Publicity

- Students agree that photographs and achievements can be used for promotional purposes unless otherwise stated. Parents of under 16s will be specifically asked for written consent on the parental consent forms.

## Accommodation General

- Accommodation bookings are confirmed once we receive a completed application form and booking deposit. Details are usually not supplied until 2 – 3 weeks before arrival.
- We will do our best to accommodate special requests, but cannot guarantee that these will be fulfilled.
- Homestay & self-catering providers are instructed not to take fees directly from students or to enter into separate contracts. Failure to comply with this requirement will result in a financial penalty to the student and termination of the accommodation arrangement.
- If a change is requested, we may charge an additional accommodation arrangement fee, depending on the reasons for the change, the situation with the host family/accommodation provider and the urgency of the request (please note that we must normally give the host family/accommodation provider one week's notice).

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## Damages

- Students staying in Self Catering accommodation should pay a security deposit of £50 within the first week of arrival to the finance office. This is refundable at the end of the stay, providing there is no damage to the property.
- Students staying in homestay accommodation are responsible for notifying their family in the case of damage caused to property or possessions.
- In the instance of damage being caused by a student it is the students who are responsible for any costs incurred.

## Behaviour

We expect reasonable behaviour from students and accommodation providers. Students that don't show reasonable behaviour (for instance swearing, inappropriate behaviour, vulgarity, violence, taking of illegal substances, lack of respect shown to the host) may be removed from the accommodation at short notice.

For full list of accommodation terms and conditions please refer to Appendix one or alternatively <http://foyle.eu/terms-conditions/>

- Students must give the school and the accommodation provider one week's notice if they intend to leave the school earlier than planned and will be subject to an administration fee.

## Work Placement

To get the full benefit from your experience you must have realistic expectations from the beginning.

You will be put in a work place depending on your level of English (tested on the first day of arrival at the school), your qualifications, your past work experiences and your personal attitude (enthusiasm and initiative).

For a full list of Work Placement Terms and Conditions please refer to Appendix two or alternatively <http://foyle.eu/terms-conditions/>

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## Cancellation

- Once a client has arrived, no refund is given in case of cancellation caused by ill health of the client, family member or travelling companions and Foyle International urges students to take out insurance against such an eventuality.
- Students are also advised that their belongings are not automatically insured against theft, loss or damage and should take out personal/travel insurance.

## Arrival and Departures

- It is essential that arrival times, destination airport, station etc are communicated beforehand to Foyle International to ensure that arrangements are made.

## Christmas Period

Foyle International only has a limited number of host families willing to host students during the Christmas period. Students should inform Foyle well in advance if homestay accommodation is required during the Christmas period.

## Complaints

If you have a complaint please report immediately in person or by phone to Foyle International. Your complaint will be quickly and efficiently dealt with and if necessary we will offer you alternative accommodation. Foyle International will not pay for hotel or other accommodation taken if you decide not to take the accommodation we offer.

*Foyle International reserves the right to remove any client from their course and accommodation if their behaviour is deemed unreasonable.*

I have read and understood the terms and conditions and appendices for enrolment, and confirm acceptance of my payment duties and obligations herein by signing below:

**[PRINT name]** .....

**[Signature]**.....

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## APPENDIX ONE: ACCOMMODATION

### Overview

Foyle International can provide two primary types of accommodation

- Homestay Provider
- Self-Catering

We can also provide assistance in booking B&B, Hotel and Hostel accommodation (a booking fee will be charged)

### Board Type

Students can book either HALF or FULL board and SELF CATERING accommodation. Half board provides the student with breakfast and one evening meal. Full board provides the student with a breakfast, lunch and one evening meal.

Self-Catering provides room only.

### Type of food provided in homestay

**Irish/British breakfast:** toast, cereal, tea & coffee (served between 8 & 11am)

**Irish/British lunch:** sandwich, drink, piece of fruit or biscuit (served between 12 & 2pm)

**Irish/British evening meal:** Meat/chicken/fish, vegetables & potatoes (served between 5 & 7pm)

Students must inform the homestay provider **in advance** if they will be late/ do not require a particular meal.

### Special Requests

We will do our best to accommodate special requests, but cannot guarantee that these will be fulfilled.

### Pets

Many Irish/British families have pets such as cats and dogs; it may be difficult for our Accommodation Officer to find hosts without pets. If a student has a 'no' pet requirement, the student needs to specify the type of pet and the reasons why (allergy, cultural prohibitions etc.) they cannot be in a family with a pet.

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## Communication

- Effective communication is key in making homestay a smooth process. The student should make their mobile phone and emergency telephone details available to the homestay provider to facilitate communication.
- The student **must inform** their host if he/she causes any breakages/damage and make every effort to settle the damage with the host before leaving. Foyle International accepts no responsibility or liability for any loss or damage directly or indirectly caused by any student or host family.
- Those in self-catering will share communal areas with a number of other students and are required to communicate regarding the cleaning of shared areas.

## Long Term Reservations

For bookings longer than 3 months we will confirm the accommodation for the initial 3 month period (12 weeks)

At the end of the 3 month period, the student will be required to confirm their intention to remain in the accommodation. As long as the accommodation in agreement with this the remaining period is confirmed.

## Extending Stay

Students wishing to extend their stay in an accommodation must give us at least a week's notice. Extending your stay may be subject to an administration fee of £30.

## Arrival and Departure Details

It is essential that arrival/departure times, destination airports, bus stations etc are communicated beforehand to Foyle International to ensure that the necessary arrangements are made.

## Travel

Normally students will be able to reach the school on foot or by bus in 10 – 20 minutes. During our busy summer period, travel times may be up to 30 – 40 minutes. All students should be prepared to take at least one bus to get to school or work.

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## Cancellation and changes

- Once a client has arrived, no refund is given in case of cancellation caused by ill health of the client, family member or travelling companions and Foyle International urges students to take out insurance against such an eventuality.
- Students are also advised that their belongings are not automatically insured against theft, loss or damage and should take out personal/travel insurance.
- Students must give the school and the accommodation provider one week's notice if they intend to leave the accommodation earlier than planned and will be subject to an administration fee.
- If you are unhappy in your accommodation, we would like you to make this known to the Accommodation Officer. We will do our best to resolve any misunderstandings or conflicts. You may have had a misunderstanding with the family/landlord due to language difficulties.
- If we cannot resolve the issue you can request to change accommodation. We may charge an additional accommodation arrangement fee, depending on the reasons for the change, the situation with the host family/accommodation provider and the urgency of the request (please note that we must normally give the host family/accommodation provider one week's notice.)

## Code of Conduct Behaviour

We expect reasonable behaviour from students and accommodation providers. Students that don't show reasonable behaviour (for instance swearing, inappropriate behaviour, vulgarity, violence, taking of illegal substances, lack of respect shown to the host) may be removed from the accommodation at short notice.

Students are asked to respect the family members and/or other paying guests and not make undue noise or create disturbance.

## Telephone

Students must apply directly to the family for use of the telephone and must assume that whilst incoming calls are usually granted they may not use the telephone at the expense of the family under any circumstance without permission.

## Internet

Foyle International does not guarantee an internet facility in the accommodation and the vast majority of our accommodation providers do **NOT** have internet installed.

Foyle however has Wi-Fi which students can avail of during the school's opening hours.

For those who do have internet access some homestays allow students to use their internet connection. Students must not install any software on their host's computers without their approval and must make every attempt to avoid downloading adult/sexual content and illegal and/or damaging software or web content while using their host's connection.

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## Use of kitchen

In self-catering accommodation students have full access to the kitchen. In Homestay, the use of washing machines, dryers, hairdryers and other appliances are at the discretion of the family.

## Use of bathroom

Students must be aware that other accommodation/family members will be using the bathroom after them. It is important to remember to leave the bathroom clean and dry after use.

## Fixtures & fittings

Students are not permitted to adjust any fixtures or fittings in the accommodation e.g. sticking posters on walls, adjusting lamps etc.

## Heating

This is controlled by the accommodation provider and should not be tampered with; in general, self-catering accommodation will have 6 hours of heating in the winter months (Oct-Apr) and varies during the summer period. Should you require any extra heating – this can be provided at an extra charge.

**Electric fan, oil or convection heaters are not permitted for health & safety reasons.**

## Rubbish disposal

Homestay providers are responsible for the disposal of rubbish. In self-catering this is the responsibility of the students. You should check the days and times of Derry City Council collections (these can be found in your welcome pack). Students are also responsible for bringing in bins after collection.

## Smoking

All self-catering accommodation is **non-smoking**. Students can smoke outside. Students in homestay must consult with the family regarding rules.

## Visitors

Visitors are not allowed to enter the homestay unless by permission. Access to self-catering accommodation is under the control of the tenants. Visitors are not permitted after 10pm. Overnight visitors are not permitted.

## Keys

Students are given front door keys and are urged to take great care not to mislay them. If keys are lost or locked in – a lock change will cost £20.

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## Call outs

Should students require a call out from staff after 5pm in the evening – a call out fee of £20 will be charged, unless in the case of an emergency.

## Complaints

If you have a complaint please report immediately in person or by phone to Foyle International. Your complaint will be quickly and efficiently dealt with and if necessary we will offer you alternative accommodation. Foyle International will not pay for hotel or other accommodation taken if you decide not to take the accommodation we offer.

*Foyle International reserves the right to remove any client from their accommodation if their behaviour is deemed unreasonable. Equally, alternative accommodation will be sought for any client not receiving adequate accommodation and service from their host family.*

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## APPENDIX TWO: INTERSHIPS

### Before arrival

Participants must ensure they provide a detailed CV and motivational letter with no gaps and correct translations into English. A poor CV will lead to an incorrect placement, delays in finding a placement, or we may not be able to accept the participant because we cannot find a placement with little information.

Participants now have to ensure that they carry out their own police check from their own countries and bring a copy with them. They may also be required to carry out an ACCESS NI check which there will be a fee for. Without these two checks we cannot guarantee jobs particularly in the public sector.

Participants must have a minimum of B1 level English. Students at A1 or A2 level will have insufficient communication skills required to function in a working environment. Participants who arrive with this level of English will instead complete project- based work which must be presented.

### After arrival

If you have any questions or concerns about your work placement or you just want to let us know that you are enjoying the experience, please do not hesitate to speak to the Work Placement Officer.

If you need to talk to the Work Placement Officer about your placement you can make an appointment at reception. Or email [feargal@foyle.eu](mailto:feargal@foyle.eu) directly to request a meeting

You will normally be working for a period of 2-14 weeks (depending on the project length) in a company that is suitable for you. The choice of the placement will depend on your level of English, your qualifications, your past work experience and your personal attitude.

The purpose of the placement is for you to gain some work experience in the U.K/Ireland. You may be working full-time or part-time. Remember that you are on work experience so the kind of tasks you do will reflect this. You may be required to work nights, early morning or indeed weekends. Participants must tell the Work Placement Officer about changes to their work timetable.

We want you to make the most of your placement and for you to enjoy your time at the company you are working for so it is important to be realistic from the start. Do not expect to be doing the same level of work as permanent staff or management.

Give yourself some time to adjust and settle into your new placement. You may find that the working culture is different to that of which you are accustomed to; we recommend that you embrace and learn from the experience, growing both personally and professionally.

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In order for us to maintain a good working relationship with your host company it is important that you respect the people you are working for and behave appropriately at work.

All participants on work placement are monitored continuously. We will contact your employer during your time with the company to discuss your progress.

Participants have an obligation to inform the company of any absences, they must also inform the work placement officer who then authorises the absence. Failure to do this will result in disciplinary action being taken, which may result in you losing the placement.

It is a policy of Foyle International that if a work placement student is dismissed from the work placement, for whatever reason the work placement officer is not obliged to find a placement until the sending organisation is contacted and the situation is investigated further. If after the investigation the student is found responsible for the loss of the placement they may be offered an alternative placement or their contract may be terminated.

If a student leaves the work placement without first informing the work placement officer, the officer is not obliged to find them another placement, the student may be identified a lower qualified placement.

We will endeavour to provide a placement from the three options stated by the participant, however in the unlikely event that this is not possible participants should be willing to work in another sector. This will be discussed with the participant beforehand.

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