

TERMS AND CONDITIONS

When you book a course with inlingua Porto, whether directly or via an agency, you accept our terms and conditions of sale and commit yourself to attending classes and respecting the school's internal rules and regulations

1) Deposit and Payment

A deposit of 25% of the total course price (minimum €250) must be paid to secure your enrolment. The balance must be paid in full 14 days prior to the course start date. Payment must include all bank transfer charges. For online courses there is no minimum fee but the total amount of the course (100%) must be paid in advance.

2) Confirmation: Courses will only be confirmed after we have received payment.

3.1) Cancellation Fees

If, for any reason (including visa refusal) you need to cancel your course a cancellation fee will apply as follows:

- 7 days or more notice prior to the start date: we will issue a full refund minus a €250 non returnable administrative fee (plus bank charges)
- 1-6 days notice: No refunds will be made but you may reschedule your start date.

3.2) Rescheduling your start date:

You can reschedule the start of your course to a mutually convenient date within 12 months of the original date, according to the following scale:

- Notice is given more than 7 days prior to the start date: no additional fee will be charged
- Notice is given 6 days or less prior to the start date: a rescheduling charge of 25% of the total fees will apply

3.3) Additional visa support letters

- Each time a new visa support letter is required an additional fee of €50 will apply.

3.4) Cancellation of course fees after lessons have begun

After the course has started, if for any reason it needs to be suspended, cancelled or interrupted, the amount paid will not be refunded. The amount may remain as credit and be used within 1 year.

3.5) Missed lessons

Group lessons missed cannot be recovered or refunded.

Private lessons can be rescheduled with 24 hours notice.

4) Insurance: No insurance coverage is provided by the school or host families. Students are strongly recommended to take out appropriate insurance to cover: cancellation, loss of personal belongings, illness and personal accident.

5) Material: All necessary material is included in the enrolment fee. Any other material (grammar books, dictionaries etc) may be purchased separately.

6) Activities: Activities are organised as a service to the students. They are offered either free or at cost price. We accept no responsibility for loss of clients' belongings or any personal injury incurred by clients while participating in these activities.

7) Holidays: The school is open all year except for 1 week between Christmas and New Year and on local and national holidays. Any lessons missed as a result of local or national holidays will be recuperated.

8) Minimum Number of Students (group courses): If there is only one student enrolled in a group course then the lesson duration is reduced from 3 hours to 2 hours (intensive group) or from 120 minutes to 75 minutes (Regular group)

9) Image use: Photos of students taken during lessons, activities or excursions may be used by inlingua Porto in its promotional material (brochures, websites, catalogues, etc.) unless the student or his/her parents state otherwise. This refusal must be made in writing when booking the course.

10) Complaints of any kind must be addressed to inlingua Porto directly and immediately. No consideration can be given to complaints received after the course has ended.