



## AGENT PAYMENT TERMS & CONDITIONS

### Payment Terms

- a) An initial, non-refundable, non-transferable deposit of 10 per cent of the fees for the EXPECTED number of students is required immediately (or by a particular date specified by LSC). LSC will then confirm your booking subject to availability.
- b) An invoice will be issued for the FINAL number of students one month before the arrival of each individual/group. This invoice will include extra leader fees, airport transfer costs and any other service booked by the individual/group. This invoice will be faxed and then posted. Full payment may be made immediately but must be made at least 14 days before arrival.
- c) No individual/group will be accepted on any course under any circumstance until FULL payment has been made.

LSC reserves the right to cancel any courses/tours if the above payment terms have not been followed.

### Payment Methods

- a) Bank Transfer into either the LSC Sterling or Euro Accounts. LSC requires a faxed copy of the transfer, stamped by your bankers, for our records.
- b) Sterling cheque drawn on a bank in Britain.

We do not accept foreign cheques or sterling cheques drawn on a foreign bank. All bank charges must be paid by the agents. Please help us by quoting the group/individual name and invoice number on all correspondence.

### Cancellation Charges

- a) Once a course/tour has been confirmed, the initial deposit is non-refundable in the event of a cancellation.
- b) Less than 14 days and up to three days prior to arrival for the start of the course/tour, a cancellation charge equivalent to one week's course/tour and accommodation fees per student will be made.
- c) Less than 3 days before the start of the course/tour, a cancellation fee equivalent to 100% of the course/tour and accommodation fees per student will be charged.
- d) Cancellations must be made in writing – by letter, fax or e-mail. Proof of transmission is required.

Agents should ensure that they arrange full insurance cover for these cancellation conditions.

### Refunds

Course and accommodation fees will not be refunded once a course has started.

*Any booking constitutes acceptance of these Terms and Conditions.*

Signed.....

Signed.....

For Language Study Centres Ltd.

For (agent)

Date.....

Date.....



## AGENT WELFARE TERMS & CONDITIONS

### Parental consent

The agency will obtain a signature from the parent or guardian of each junior student authorising their attendance on the course. Language Study Centres receives all bookings from the agency in good faith. By enrolling on the course the parents/guardians are granting permission for the student to attend all activities organised by the school.

### Information required

The agency must provide their group leaders and representatives with contact details for each student's next of kin. This must include temporary contact details if they will be away during the course. This information will be made available to LSC staff when necessary.

### Medical information

The agency will request and pass on to LSC any relevant medical information such as allergies, dietary requirements and any current medical conditions or currently prescribed medicine.

The agency will obtain a signature from the parents/guardians to allow the school to act 'in loco parentis' when having to administer prescribed medication or when dealing with a medical emergency.

Any student who has had an infectious disease in the three weeks prior to the course start date will not be accepted on the course.

LSC takes no responsibility for medical emergencies arising from non-disclosure of current medical information.

### Pre-course information

LSC will provide the agency with information such as contact details for the course centre and the social programme. The agency will ensure that this is passed on to the students and their parents or guardians.

### Insurance

The agency will advise all students on the necessity of having personal baggage and travel/medical insurance. LSC accepts no responsibility for pocket money or personal belongings.

### Rules and regulations

By attending the course the students and their representatives agree to abide by UK law and by the regulations of the school.

In the event of serious misconduct the parent may be required to withdraw the student.

### Group leaders

All group leaders will be asked on arrival to sign a clearance form stating that they are a fit and proper person to be allowed unrestricted access to junior students. A copy of this form is available from LSC on request.

The group leaders and agent representatives are responsible for the safety and well-being of the students during any activities arranged by themselves and not part of the LSC programme.

*Any booking constitutes acceptance of these Terms and Conditions.*

Signed.....

For Language Study Centres Ltd.

Date.....

Signed.....

For (agent)

Date.....

