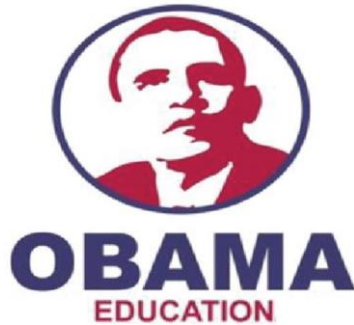




Terms and conditions

Apply to all our service
before ,during and after
delivery

2021-2022



TERMS AND CONDITIONS

This general terms and conditions writ caters for all the services rendered by Obama language centre. OLC.

1. Enrollment

- a).All registration and bookings must be made either by emailing the school at info@obamalanguaecentre.com for all online students.
 - b)The only alternative email of communication is educationobama@gmail.com for Kigali campus admissions and bookings .
 - c) or by completing the online application form. On the school's website. www.obamalanguaecentre.com
- b). The school administration has the right to deny any student admission, once admission is denied all fees are refunded minus transfer fees.
- c). Wrong information submitted during registration which may affect the quality of services to the student or client may lead to cancellation or termination of service without any notice.
- d) Lately enrolled students will be required to attend level matching classes.

2. Communication

- a) It's the student's client's responsibility to follow our social media, we will use social media for all public announcements.
- b) Service delivery/ progress updates to clients who are using our service will be by email, short phone texts will be used to make brief urgent announcements.
- c) Clients have to book appointments to interact with the administration representatives, unappointed appearances will not be tolerated.
- d) Disrespectful and malicious communication from clients in a way that damages the brand or hinders our image will result into legal prosecution and termination of service delivery.
- e) Verbal or physical insults as a form of communication will result into automatic termination of service and legal persecution

3. FEES

- a) Fees All fees must be received in full a minimum of 2 weeks before the course and/or accommodation starts.
- b) If fees are not received by this time, the course and accommodation is cancelled.
- c) Cash payments at our office are welcome at the clients ' peril
- d) Installment payments are not acceptable.
- e) Fees are only accepted through availed payment methods.
- f) Proof of payment owe to be kept by the student/ client.
- g) We will only accept electronic submission of proofs of payment to its email
- h) info@obamalanguagecentre.com
- i) Discounts policy applies, its available on request.
- j) Students/ client are supposed to submit proof of payment whenever payments are made.

4. REFUND POLICY

- a) We currently have no a refund policy, any changes to this will be communicated to the public.
- b) We offer transfer of service, hold of services and change of services as an alternative to refunds.
- c) If we reach an agreement where refunding is inevitable , it will be at our own pace

5. STUDENTS -OLC INTERACTION

- a) Students are required to follow the students' code whenever interacting with, it's employees or teachers. The student's code is availed to students upon admission and prior admission upon request.

6. CLIENTS' -OLC INTERACTION.

- a) Clients' are required to follow the OLC clients' code whenever interacting with OLC, it's employees or affiliates. The code is availed to students upon admission and prior admission upon request.

7. ACCOMODATION POLICY.

- a) Students can usually arrive at their homestay accommodation on either Saturday or Sunday, but must depart on Saturday Students can not arrive at their homestay accommodation between 23:00 and 07:00.
- b) Any student arriving between those times must book a room elsewhere (for example, a hotel or guest house)
- c) Homestay accommodation can be provided only to students following courses in the school. Accommodation bookings must start immediately before the course starts, and must end when the course ends

8. ATTENDANCE POLICY.

- a) Students are expected to attend 100% of their lessons. If a student is ill or cannot attend for any other reason, he or she must call the school to inform staff. In any case, students must attend a minimum of 80% of their lessons.
- b) Failure to do so could result in the school cancelling the course. Students with an attendance record below 80% will not receive an end-of course certificate and will be terminated from OLC , without any prior notice.

9. CANCELLATION

No refund will be given for any cancellations made by the student or client.

9.COURSES AND CLASS DATES.

- a) The school reserves the right to change teachers during courses. Such changes are always kept to the minimum, but are unavoidable when teachers are on holiday or sick.
- b) Very occasionally, the stated maximum class size of 15 may be exceeded. Such occurrences are for short periods only.
- c) If the student's level is inappropriate for the course booked, the school reserves the right to move the student to a different course or, if preferred, to cancel the course and to refund all tuition fees.

d) Under 18s

The minimum age for entry into our school is 16. For all students below the age of 18, a copy of our Parental Consent Form signed by a parent or guardian must be provided to the school upon or before arrival. Please note that students are largely unsupervised except during lessons

10.Holidays

- a) The school will be closed on all public holidays, No refund can be given for lessons missed as a result of this.
- b) Students on long-term courses are able to take short holidays but must discuss this with management staff and obtain permission before they book the holiday. The holiday allowance is usually 1 week per 12 weeks studied.

11) Photographs and film

At times the school may photograph or film students in classroom settings or on school activities, or may make use of such photographs and/or films made by students, for marketing and promotional purposes. Students objecting to this (or their parents/guardian if they are below 18) must inform the school in writing at the time of booking.

12) Liability

The school does not accept liability for injury, illness, accident, damage to or loss of property and/or personal effects when on school premises We strongly recommend students to ensure they have appropriate travel, medical and personal property insurance for their visit.

13) Force majeure

The school is not liable for failure to perform its duties as a result of events beyond the school's reasonable control such as fire, flood, war, acts of terrorism, storms, the outbreak of infectious diseases, government sanction and other instances that constitute force majeure. In such instances no refunds can be made for services not received nor for any that are cancelled.

14.) Payment

- a) Payment can be made by bank deposit either directly on our website or by credit card. If paying by credit card, please make this clear at the time of booking.
- b) All payments must be made in rwf/USD.
- c) With all payments, you must quote the invoice number and the name of the student. D)All payments made must finalize in our bank account.

15) Governmental laws

All clients and students are required to adhere to governmental laws, which may affect their relationship with us.

16.) CHANGES

These terms and conditions may undergo periodic revision and changes, it's the students' client's responsibility to stay updated by visiting our website.

17. COVID-19, LOCK DOWNS & CHANGES.

All candidates are required to adhere to COVID -19 preventive measures at our premises, Service delivery changes due COVID-19 restrictive curfews or lockdowns. we will not be held liable for losses, damages, reduced quality or service delivery short comes regarded as due impacts.

End.