

STUDY BETTER AGENCY TERMS AND CONDITIONS

(Payment Terms & Refund Policy)

1. INTRODUCTION

These Terms and Conditions govern all services provided by Study Better Agency (“the Agency”), including but not limited to booking of educational institutions, host families, hotels, and apartments. By engaging the Agency’s services, the client (“the Client”) agrees to be bound by these terms.

2. PAYMENT TERMS

2.1 Booking Fees

- A non-refundable **service/placement fee** is payable upon confirmation of services.
- This fee covers administrative costs, consultation, and placement arrangements.
- Booking fee is US\$150

2.2 Deposits

- A **deposit** may be required to secure:
 - School placements
 - Host family accommodations
 - Hotels or apartments
- The deposit amount varies depending on the institution or accommodation provider and will be communicated in advance and ranges from 30% to 50%.

2.3 Full Payment

- Full payment must be made prior arrival unless otherwise agreed in writing.
- Deadlines for payment will be specified in the invoice.
- Failure to meet payment deadlines may result in cancellation of bookings without notice.

2.4 Payment Methods

- Payments may be made via:
 - Bank transfer
 - Online payment platforms
 - Credit card link (will be sent on day of payment)
- Any bank charges, currency conversion fees, or transaction costs are the responsibility of the Client.

2.5 Late Payments

- Late payments may:
 - Result in penalties or additional fees
 - Lead to loss of reservation or placement
- The Agency is not liable for price increases or loss of availability due to delayed payments.

3. REFUND POLICY

3.1 General Policy

- Refunds are subject to the policies of:
 - **Educational institutions**
 - No refunds once course has started
 - Refunds must be requested 21 days before starting course.
 - Service fees will be charged. See below.
 - **Host families**
 - 1 month notice to be given for any refunds or changes
 - 10% of total refund + \$150 will be charged
 - Refunds take up to 30days. Bank charges deducted from refund
 - **Hotels/apartments**
 - Strictly as per hotel or apartment.
- Very Important: The Agency acts as an intermediary and does not control third-party refund decisions.

3.2 Non-Refundable Fees

The following are strictly **non-refundable**:

- Agency service/placement fees
- Application fees charged by schools or accommodation providers
- Any third-party administrative charges

3.3 School Bookings

- Refunds for tuition fees are governed by the specific school's cancellation policy.
- No refunds once course has started.
- Clients must review and accept each institution's refund terms before booking.
- The Agency will assist in processing refund requests but does not guarantee approval.

3.4 Host Family Accommodation

- Cancellation and refund terms depend on the host family provider.
- Typically:
 - Short-notice cancellations may result in partial or no refund
 - 1 month notice to be given for refund requests
 - Deposits are often non-refundable

3.5 Hotels and Apartments

- Refund eligibility depends on the accommodation provider's cancellation policy.
- Some bookings may be:
 - Fully refundable within a specific timeframe
 - Partially refundable
 - Non-refundable

3.6 Visa Refusals

- In the event of a visa refusal:
 - Refunds are subject to each provider's policy
 - Proof of visa refusal (official documentation) must be submitted
- The Agency fee remains non-refundable.

3.7 Cancellations by Client

- All cancellations must be submitted **in writing**.
- Refund amounts (if any) will be calculated after:
 - Deducting Agency fees
 - Deducting third-party penalties

3.8 No-Show Policy

- Failure to arrive at the booked school or accommodation without prior notice will result in **no refund**.

4. CHANGES AND AMENDMENTS

- Any changes requested by the Client (dates, accommodation, institution) may:
 - Incur additional fees
 - Be subject to availability
- The Agency is not responsible for costs arising from such changes.

5. LIABILITY DISCLAIMER

- The Agency acts solely as an intermediary between the Client and third-party providers.
- The Agency is not liable for:
 - Service quality of schools or accommodations
 - Cancellations or changes made by third parties
 - Losses resulting from delays, visa issues, or unforeseen circumstances

6. FORCE MAJEURE

The Agency shall not be held liable for failure or delay in performance due to events beyond its control, including but not limited to:

- Natural disasters
- Government restrictions
- Pandemics
- Travel disruptions

7. ACCEPTANCE OF TERMS

By making payment and/or confirming a booking, the Client acknowledges that they have read, understood, and agreed to these Terms and Conditions.

8. CONTACT INFORMATION

For any queries regarding payments, cancellations, or refunds, please contact:

Study Better Agency

info@study-better.agency

+27837749810