



LANGUESOL INTERNATIONAL

Travel Consultancy

Immersion Programme

TERMS AND CONDITIONS

Contract :

On reserving your language stay with Langesol International you are accepting our terms and conditions. Requests for may be made in writing via our website or via e-mail. Upon receipt of your request, we will contact you within four business days via e-mail or phone. Language stays are subject to host family availabilities and English lessons are also subject to the availability of our language tutors. In case a request cannot be granted we will offer you an alternative. A reservation can be made no earlier than six months and no later than 2 months before the intended period of travel. You must be at least 18 years old to confirm a reservation with Langesol International. Langesol International cannot book flights on your behalf.

Payment

Once you have made a booking the required deposit must be made via wire transfer within 15 days after your booking and **full payment must be made no later than one month before** your intended travel period. Charges related to wire transfer will be absorbed by the client. Your booking is confirmed once the total amount is paid and until this point, Langesol International has the right to cancel your reservation. Once payment is made, we will ensure you receive all the documents regarding your host family at least two weeks before the start of your stay.

Legal responsibility

Langesol International only assumes legal responsibility for damages directly related to our services and any liability is limited to the total amount paid to us. The period of liability is limited to the duration of the language stay and the language stay destination. Langesol International does not assume responsibility for inbound or outbound travel. We do not accept responsibility for immersion programme changes due to delays, strikes or acts of God. Langesol International is not responsible for travel changes caused by circumstances beyond the company's control, such as those made by local authorities or third parties.



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Cancellations made by the customer

Cancellations must be made in writing as soon as possible. If you would like to cancel your booking once it has been confirmed, you are required to pay a cancellation charge of 140 EUR / 22000 JMD. If you make a last minute cancellation, the following charges apply:

- 29 days or more before the start of the course: 140 EUR / 22000jmd
- Between 14 and 28 days before the start of the course: 30% of the cost of the immersion programme (Minimum 140 EUR / 22000 JMD)
- Between 7 and 13 days before the start of the course: 50% of the cost of the immersion programme (Minimum 140 EUR / 22000 JMD)
- Between 1 and 6 days before the start of the immersion programme and thereafter: no reimbursement

If the cancellation is a result of a serious medical, family or work problem, you should be able to get your money back through your travel insurance.

Cancellations made by Host Family

In the unlikely event that a host family has to cancel, we will provide you with two weeks' notice and find a replacement host family for you. In the event that a host family is unavailable we will provide another solution for you for accommodation. If you are unsatisfied with our proposed solution we will reimburse you the entire amount that has already been paid to us as soon as possible.

Price changes

The cost of your program is fixed when you confirm your reservation. From this point, any price increases resulting from fluctuations in exchange rates, language school and tutoring prices and other services will not affect you.

Passport, visa, vaccinations, etc.

It is the customer's responsibility to meet all travel requirements set by the destination's authorities (passport, visa, vaccinations, customs, etc.). We will provide you with information and assist you with any questions. We strive to keep our information as up to date as possible, but we cannot guarantee accuracy as country entry requirements are constantly changing. We encourage you to inquire with your local embassy or consulate before travelling.

Insurance



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We strongly recommend that all participants to our programme take out a travel or medical insurance policy in their home countries. Langesol International will not be held liable and is not responsible for any accident, injury, loss or damages of personal items, occurring during your immersion. If you are participating in any tour or excursion you have responsibility to ensure that your travel or medical insurance policy covers the activity or sport in which you are participating.

Changes to our services

Although the information on our website is constantly being checked and updated, it is possible that some details are incorrect. In these circumstances, we will inform you of all changes before you confirm your booking.

Complaints

We will address all complaints as soon as possible after the guest has commenced the immersion programme and seek to provide a solution. If you are not satisfied with your language immersion programme upon its completion, you should immediately file a complaint by sending us the details in writing (email or letter). If the situation is then still not resolved, you are requested to inform us of your complaint again no more than 30 days after completion of your stay. Any complaints made more than 30 days after your course will not be considered.

Disputes

Any dispute or litigation regarding the validity or interpretation of these terms will be addressed before the relevant legal entity in Jamaica which has jurisdiction over Langesol International.

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