



## LANGUESOL INTERNATIONAL LIMITED

115 Hope Road  
Liguanea Post Mall #197  
Kingston 6, Jamaica  
+18763303107 | +1-305-998-7472  
[info@languesolinternational.com](mailto:info@languesolinternational.com) | [www.languesolinternational.com](http://www.languesolinternational.com)

# Immersion Programme

## TERMS AND CONDITIONS

### 1. Contract :

On submitting your application for an Immersion Programme by Langesol International Ltd, you are accepting our terms and conditions. Upon receipt of your request, we will contact you within two business days via e-mail or phone. A reservation can be made no earlier than six months and no later than 4 weeks before the intended period of travel. You must be at least 18 years old to confirm a reservation with Langesol International Ltd. Parents/Legal Guardians must complete the registration on behalf of their child/ward and sign a waiver agreement. Langesol International Ltd cannot book flights on your behalf.

### 2. Payment

Once you have submitted your application and have received an invoice, the down payment must be made within 14 days. **Once a down payment of 60% the total cost is made, we will assist in acquiring the necessary documents for your visitors/student visa application, where applicable. Full payment must be made no later than two weeks before** chosen programme start date. Charges related to wire transfer will be absorbed by the client.

Payment options:

1. ONLINE: Via e-bill that will be sent directly to the email address used during registration for payment via debit/credit card
2. ONLINE Instalment Plan: Please indicate this to us and we will prompt you via e-mail to create account. Charges apply.
3. DIRECT DEPOSIT: If you are in Jamaica, you may make a direct deposit or do a BANK TRANSFER from a local account to:  
**Account Name: Langesol International Limited**  
**Name of Bank: Jamaica Money Market Brokers (JMMB)**  
**Account Number: 006100188626**  
**Account Type: Chequing**  
Branch: Portmore, Jamaica 48-48 W Trade Way, Portmore  
**Please email the receipt/voucher or a copy of the confirmation page to confirm payment to [finance@languesolinternational.com](mailto:finance@languesolinternational.com)**



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### 3. Legal responsibility

Languesol International Ltd 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. Languesol International Ltd does not assume responsibility for inbound or outbound travel. We do not accept responsibility for immersion programme changes due to delays, strikes, crises, or acts of God. Languesol International Ltd is not responsible for travel changes caused by circumstances beyond the company's control, such as those made by local authorities or third parties. Languesol International Ltd will not be held responsible for any wrongdoings committed by the customer during or after his/her participation in the programme.

### 4. Cancellation and refunds

The customer has a period of 5 days following payment of deposit to withdraw from programme free of cost. Requests for cancellation must be sent by email at [info@languesolinternational.com](mailto:info@languesolinternational.com). Cancellation will be effective upon receipt of this email, confirmation of which will be provided within two business days.

Cancellation and refund requests submitted following the 5-day grace period will attract a cancellation charge of **250EUR / 44250 JMD (1€=177JMD)**.

If you make a last minute cancellation, the following charges apply:

- 29 days or more before the start of the course: 250EUR / 44250 JMD
- Between 14 and 28 days before the start of the course: 30% of the cost of the immersion programme (min 250EUR / 44250 JMD)
- Between 7 and 13 days before the start of the course: 50% of the cost of the immersion programme (min 250EUR / 44250 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.

Refunds will be made via the method used for payment unless otherwise agreed. Cash refunds are currently not offered. The client is responsible for providing accurate banking instruction and information for refund. Charges related to wire transfer will be absorbed by the client.

**A booking is confirmed once the total amount is paid and until this point, Languesol International Ltd has the right to cancel your reservation using the minimum rate above**



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**or to adjust costs according to market fluctuations.** 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, minus registration and bank fees.

In case of visa refusal, we will reimburse you the entire amount that has already been paid to us as soon as possible, minus registration and bank fees. Cancellation and refund request and letter of refusal from the relevant embassy or consulate must be sent via email to [info@languesolinternational.com](mailto:info@languesolinternational.com).

Refunds can be issued in the form of "travel vouchers" in the event that (1) the client would like to postpone a language stay (cancellation without refund request); or (2) the client would like to cancel their stay after a successful visa application. A travel voucher will be issued for use towards immersion programmes by Languesol International Limited, for the rest of the calendar year in progress and for the initial destination. At least 30 days notice is required prior to cancellation and the client will be expected to pay the difference in balance (if applicable) when making a new booking.

### 5. Price changes

The cost of your programme is fixed when you confirm your reservation and/or add-on service. From this point, any price increases resulting from fluctuations in exchange rates and tuition and the particular service reserved will not affect you.

### 6. Responsibilities of the client

#### *Flights and transfer*

The client is responsible for reserving his/her round trip flights. The client must communicate accurate travel information to Languesol International Ltd in order for airport transfers to be arranged, if the programme offers this. **Unless a chaperone add-on was booked/included, the client is responsible for getting to and from the transfer departure/arrival point at the airport/train station/bus stop.** The client will cover any hotel costs incurred due to the obligation to stay over in another city prior to arriving, upon arrival or after departure. Unless otherwise stated, **transfer from the host family to the language school and sites of attraction (where applicable) will be at the expense of the client. Unless a chaperone add-on was reserved/included, the client is expected to make their way to/from the language school and sites of attraction (where applicable).**



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### ***Passport, visa, vaccinations, etc.***

It is the client's responsibility to meet all travel requirements set by the destination's authorities (passport, visa, vaccinations, health screening tests, customs, etc.). It is the client's responsibility to ensure that they travel with the necessary health documents and meet the necessary health and safety requirements in order to enter the country. In the context of the covid-19 crisis and other endemics, epidemics or pandemics, the host families may request that a health test is done by local health authorities and yields a negative result before the client is received on the premises. They may also request that a test be done following the period of self-isolation prescribed by governmental authorities. Cost of tests and vaccinations are to be borne by the client.

It is the client's responsibility to request a visa or visa extension at the relevant immigration entity during the specified time and with suitable documents. We will provide you with information and assist you with any questions. The costs for visa or stay extension requests are to be borne by the client. 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. It is the responsibility of the customer to respect the conditions of stay as a tourist or student in host country.

### ***Insurance***

We strongly recommend that all participants to our programme take out a travel or medical insurance policy in their home countries. Languesol International Ltd will not be held liable and is not responsible for any illness, 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.

## **7. 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.

## **8. Confidentiality**



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In order to process your application and queries, you may be required to provide certain personally identifiable information either via our registration forms or through other forms of communication 'Personal information'. Clients understand and accept that it may be necessary for Languesol International Ltd to communicate their personal information to designated host families, language schools, transportation and excursion offices for the successful organisation of the language trip. The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. Furthermore, Languesol International Limited does not sell personal data and will not call to ask for you security or credit card details.

### **9. Use of image**

Language International operates active social media accounts as well as a blog site. During and post language immersion programmes, we share elements of the stay by posting photos, videos, flyers, etc to our social media platforms and websites for promotional and non-commercial purposes. If you would like to opt out, please express this in writing by sending an email to [info@languesolinternational.com](mailto:info@languesolinternational.com) before the start of your stay.

### **10. Complaints**

We will address all complaints as soon as possible after the client has commenced the immersion programme and seek to provide a solution. Please address all complaints by sending us the details via email at [info@languesolinternational.com](mailto:info@languesolinternational.com) . For complaints filed after programme completion, we will address them in the shortest delay. We will not consider any complaints filed more than 5 days following programme completion.

### **11. 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 Languesol International Ltd.

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