



# LANGUESOL INTERNATIONAL

## *Travel Consultancy*

### **Immersion Programme in Cuba**

#### TERMS AND CONDITIONS

##### **Contract :**

On submitting your application for an Immersion Programme in Cuba to Languesol International, 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 5 months and no later than 6 weeks before the intended period of travel. You must be at least 18 years old to confirm a reservation with Languesol International. Please contact us for more information. Languesol International cannot book flights on your behalf.

##### **Programme Description and dates:**

The Immersion Programme in Cuba lasts for at least one week.

<b>Week</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Each week thereafter</b>
<b>Cost in Euros</b>	890,175	1445,86	2001,545	2557,23	625,82

It includes a 6 nights/7 days stay at a host family (Sunday-Saturday). Breakfast and Dinner are provided at the school. Dinner is at the expense of the client.

The client will be enrolled at a certified Language School and official DELE Examination Center for 20 hours of group lessons between Monday and Thursday.

Airport transfer from the Jose Martin Airport to the host family on day of arrival and from the host family to the Jose Martin Airport on day of departure will be provided. If arriving and/or leaving from another airport, please inform and a quote will be given.

Some Extracurricular activities at the language school are included. The client will receive a document detailing complementary activities and activities that will attract a surcharge.

The school will be closed on public holidays. We will inform the client of these dates so that the client can plan their flights around them.



# LANGUESOL INTERNATIONAL

## *Travel Consultancy*

### **Payment**

Once you have submitted your application and have received an invoice, the 400E downpayment must be made via online payment, wire transfer or direct deposit within 30 days. **Full payment must be made no later than one month before** chosen programme start date. 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, Languesol International has the right to cancel your reservation. Once down payment is made, we will ensure that you receive all the documents from us, necessary for your visa appointment.

Payment information:

#### 1. ONLINE:

A. Payment may be made on our website via Paypal at [languesolinternational@gmail.com](mailto:languesolinternational@gmail.com)

OR

B. By checking out directly with your debit/credit card details through our payment gateway online at [www.languesolinternational.com](http://www.languesolinternational.com)

OR

C. Via e-bill that will be sent directly to your email for payment via debit/credit card

2. If you are in Jamaica, you may do a DIRECT DEPOSIT or do a WIRE TRANSFER from a local account to:

Account Name: Languesol International

Name of Bank: Jamaica Money Market Brokers (JMMB)

Account Number: 006100169114

Branch: Portmore, Jamaica 48-48 W Trade Way, Portmore

### *Foreign Exchange rate*

*Payment is to be made in JMD using the following rate 1€-155JMD.*



# LANGUESOL INTERNATIONAL

## *Travel Consultancy*

3. For INTERNATIONAL WIRE TRANSFER in USD

<b>BANK</b>	BNY Mellon 225 Liberty Street New York, NY 10286
<b>ACCOUNT #</b>	890-1338-729
<b>ABA #</b>	021-000-018
<b>BIC/SWIFT</b>	IRVTUS3N
<b>BENEFICIARY</b>	JMMB Bank (Jamaica) Limited

**PAYMENT DETAILS:** For further credit to account no: 006100169114 in name of client LANGUESOL INTERNATIONAL

For International Wire Transfer in other currencies, please contact us for banking instructions.

### **Legal responsibility**

Languesol 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. Languesol 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. Languesol 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. Languesol International will not be held responsible for any wrongdoings committed by the customer during or after his/her participation in the programme.

Language International operates active social media accounts. During our immersion programmes, we share elements of the stay by posting photos and videos 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)



# LANGUESOL INTERNATIONAL

## *Travel Consultancy*

### **Cancellations made by the customer**

Cancellations must be made in writing as soon as possible and sent to us at [info@languesolinternational.com](mailto:info@languesolinternational.com). If you would like to cancel your booking once it has been confirmed, you are required to pay a cancellation charge of 180 Euros / 27,900 JMD (1€=155JMD). If you make a last minute cancellation, the following charges apply:

- 29 days or more before the start of the course: 180 Euros / 27,900 JMD
- Between 14 and 28 days before the start of the course: 30% of the cost of the immersion programme (Minimum 180 Euros / 27,900 JMD)
- Between 7 and 13 days before the start of the course: 50% of the cost of the immersion programme (Minimum 160 EUR / 27,900 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 bank transfer. The client is responsible for providing accurate banking instruction and information for refund. Charges related to wire transfer will be absorbed by the client.

### **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 programme 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.



# LANGUESOL INTERNATIONAL

---

## *Travel Consultancy*

### **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 in order for airport pickup and drop off in Cuba may be arranged. If the airport of arrival and departure is not Jose Marti Airport, please let us know and we will provide you with an estimate for airport pickup and drop off.

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

It is the client'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. It is the responsibility of the customer to apply for a visa in time and to respect the conditions of stay as a tourist in Cuba.

#### *Insurance*

We strongly recommend that all participants to our programme take out a travel or medical insurance policy in their home countries. You may need to present proof of insurance to the local Cuban authorities when you arrive. Languesol 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 client has commenced the immersion programme and seek to provide a solution. A 24hr emergency number will be at the client's disposal. 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



# LANGUESOL INTERNATIONAL

---

## *Travel Consultancy*

address them in the shortest delay. We will not consider any complaints filed more than 5 days following programme completion.

### **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.

January 2020