1. Enrolment: Fill in the application form, scan it and send it to schools@sprachcaffe.com. A deposit of 20% of the total amount is due at the time of registration. With your application, you commit yourself to the services requested and booking conditions. After having received your application and deposit, we will send the confirmation of enrolment and the invoice. The welcome pack with extra information and the address of your accommodation will be sent after you have settled the remaining balance. The invoice must be paid in full four weeks before arrival.

2. Change of booking: Any change (e.g. arrival date, accommodation, etc.) required up to 28 days before departure will incur a fee of 35GBP/50EUR/55USD/70CAD or equivalent (USA in accordance with ACCET and local state regulations). Afterwards we will do our utmost, but cannot guarantee the fulfillment of the request made since extra costs may be incurred. In that case, the rebooking charge may exceed 35GBP/50EUR/55USD/70CAD.

3. Cancellation: In the case of cancellation, we will charge following fees:

	Worldwide	Canada	USA
up to 15 days prior to start date	10%, max: 220 GBP / 300 EUR / 330 USD Additional courier fees, if required	10%, max CAD 350 Additional courier fees, if required	Non-refundable fees, max USD 160 – 310, depending on the location. (registration, placement and courier fees)
2 - 14 days prior to start date	50%, max: 440 GBP / 600 EUR / 660 USD Additional courier fees, if required	20%, max. 800 CAD Additional courier fees, if required	Non-refundable fees, max USD 160 – 310, depending on the location. (registration, placement and courier fees) + 1 week of accommodation
1 day prior to start date	90%, max: 750 GBP / 1000 EUR / 1100 USD Additional courier fees, if required	20% max. 1250 CAD Additional courier fees, if required	Non-refundable fees, max USD 160 – 310, depending on the location. (registration, placement and courier fees) + 2 weeks of accommodation
After course start	100%, max: 1000 GBP / 1200 EUR / 1320 USD	We follow the policies established by ACCET and the respective U.S. or Canadian state. +2 weeks of accommodation	

Cancellation insurance is available at 2% of the total amount (minimum 35GBP/50EUR/55USD/70CAD). The insurance fee must be settled at the time of registration and will only apply if you cancel prior to departure due to health reasons (a written confirmation from the relevant doctor is required as proof). In the unlikely event the school is unable to create a group course due to an insufficient number of students of the same level, smaller classes for a reduced number of lessons will be provided instead (standard = 12 lessons / intensive = 18 lessons). Under the rare circumstances of our being forced to cancel, all fees paid for Sprachcaffe Languages PLUS services will be refunded.

4. Visa: In order to provide the letter of acceptance required by the embassy for issuing a visa, 40% of the total amount should be paid together with an additional charge of non-refundable 65GBP/80EUR/$120 or equivalent (in USA and Canada this amount is included in the registration fee); non-refundable shipping fees may apply. In the case of visa refusal, a full refund minus the additional, non-refundable fees can only be made if the student provides the letter of refusal issued by the embassy at least 14 days before departure (evidence of visa refusal is required). After this date we will consider the participation of the student as confirmed and normal cancellation/rebooking charges will apply. In case the visa has not yet been issued 15 days before departure, we strongly recommend postponing the course. In this case, the first rebooking fee will not be charged.

5. Acceptable forms of payment: By bank transfer: The relevant account number will be on the invoice. Please send us a copy of the transfer order. All bank charges will be incurred by you. By credit card: Upon your notification, the appropriate form will be sent. It will need to be completed with the name of the credit card issuer, card number, expiry date and signature. An additional 2% credit card fee might be charged.

6. Insurance: Neither agent, operator, nor the school will be held responsible in any way for any accident, illness, loss of personal effects or change in personal circumstances arising at any time prior to or during the course. We therefore strongly recommend our personal travel insurance (incl. Health, Accident, Liability, Deportation: Basic protection from 1 GBP/1,30EUR/1.80USD/2 CAD per person per day plus a service charge of 10GBP/14EUR/$18).

7. Liability: Parents of minors agree that neither Sprachcaffe Languages PLUS nor the homestay shall be liable for damage or problems caused either negligently or intentionally by their children while participating in trips. Parents and their children who are still minors recognize and accept the laws and the normal code of conduct of the country, which they are visiting.

8. Rights to image and film material: By agreeing to our general terms and conditions, you are accepting that Sprachcaffe Languages PLUS has the right to use any photos, video and sound recordings, which may be produced in the course of a language program. These materials may be used by us for promotional purposes without cost implication or the need for a separate authorization from you.

9. Disclaimer: While all information in this is accurate at the time of publication, the content may be subject to updates. We reserve the right to refuse admission or to dismiss any student from school/accommodation without any refund in the event of misconduct or unsatisfactory attendance. The school expects students to adhere to the rules set.

Errors and changes are reserved.

PERSONAL DETAILS

Surname:

Forename:

Gender: F M Date of birth: . . Country of birth:

Nationality:

Home Country Address:

City: Post Code:

Country:

Tel. :

Email:

EMERGENCY CONTACT

Name:

Relationship: Tel.:

I WOULD LIKE TO ENROL FOR

Location:

Travel date: from: . . to: . . .

Alternative date from: . . to: . . .

Accommodation: No Accommodation

Alternatively: Smoker?

from: . . to: . . .

Board: double room: single room:

Special requests remarks/food

Course:

weeks lessons/week Multi-Destination Package Highschool Programme

Approximate Level Low Beginner/A1 High Beginner/A2 Low Intermediate/B1 High Intermediate/B2 Pre-Advanced/C1 Advanced/C2

TRIP DETAILS

Visa: I need a letter of acceptance and/or documents for visa application

Passport No.:

Arrival: Transfer: Yes No Flight No.:

Arrival date: . . Arrival time:

Airport of departure:

Airport of arrival:

Departure: Transfer: Yes No Flight No.:

Departure date: . . Arrival time:

Airport of departure:

Airport of arrival:

I heard about Sprachcaffe Languages PLUS from:

CALCULATION

Basic Price ,-

+ Surcharge Intensive Course ,-

+ Insurance package ,-

+ Letter of acceptance for VISA application ,-

= Total ,-

I have read the booking conditions and accept them **Date:** . .

Parent's Signature: