

## TERMS & CONDITIONS

**Please remember that the Centre is funded and remains open only as a result of the payments made by our students.**

- **ENROLMENT.** We run a 3-term year and they begin in September, January and April. Upon enrolment, you are signing up for a minimum of one full term.
- **FEES.** Fees are to be paid by credit card, cash or bank transfer. Classes are billed at the beginning of each full term (three times a year). Invoices are to be paid in full upon receipt and are to be settled within 7 days.
- **CANCELLATION.** You can cancel the course before the beginning of term, but only if you give two weeks' notice in writing before the course start date.  
If you cancel a private lesson with less than 24 hours' notice, you will be charged in full.
- **ABSENCE.** If you cannot come to class due to illness, or for personal or professional reasons, we are unable to offer a refund or reduction in fees. However, teachers are happy to give out materials that were used in class and to provide work if you miss a class. Where possible, you can also attend a different class to catch up the missed lesson. However, missed lessons cannot be carried over in to the next term.
- **TRIAL CLASS.** If agreed with the Language Centre in advance, you can have a trial lesson. If you decide not to join the course, there will be no charge. If you decide to join, the cost of the lesson will be included in your fees.
- **OFF SITE TRIPS.** During the year, the Language Centre offers a number of off-site trips as part of its cultural programme. These visits are open to all our students, and as they are a chance to practice English, we consider them as an alternative to the class. If a trip takes place on the same day as you usually have class, you can go on the trip, or still attend the class (or a catch-up class if your teacher is going on the trip too).
- **COURSE CANCELLATION.** If there are not enough students to make a group class, a minimum of five, we may have to cancel the group course. If this happens, you will receive a full refund for any classes which we cannot provide.
- **TEACHER ABSENCE.** If the teacher is absent, we will try to offer you a catch-up lesson at another time or give you a refund.

It is necessary to put the above rules in place, in order that our teachers and staff are paid, and that this Language Centre at the Defence Academy remains viable for the benefit of all our International Families. We exist to provide a service for our community, and your patronage and co-operation is much appreciated.

**Chief Administrative Officer**