



General: The Terms and Conditions in this document apply only to Online Programmes delivered by DCU Language Services (hereinafter DCU LS). Separate terms govern on-campus programmes, and these can be reviewed on our website [www.english.dcu.ie](http://www.english.dcu.ie)

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### PART A PAYMENT & AVAILABILITY

- (i) DCU LS required that course fees are paid in full at least 7 days prior to programme commencement.
  - (ii) Course places are offered subject to availability, and are offered on a first-come, first served basis.
  - (iii) A place is not secured on a DCU LS online programme until 100% of course fees have been received by DCU LS.
  - (iv) Payment can be made online by credit / debit card or by international bank transfer.
  - (v) DCU LS reserves the right to refuse an application.
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### PART B RECORDING

- (i) DCU LS online programmes may be recorded for the purposes of quality assurance, marketing and revision. Customers / Students accept that they may feature in recordings. By signing up to a DCU LS online programme attendees give consent to participation in such recordings.
  - (ii) Students are required to switch on their camera and microphone for classes, as back and forth interaction between teacher and students is central to the learning experience.
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### PART C CANCELLATION & REFUND

- (i) For Customers / Students who request to cancel 14 days before course commencement, a full refund will apply.
  - (ii) For Customers / Students who request to cancel 5-13 days before course commencement, a 50% refund will apply.
  - (iii) For Customers / Students who request to cancel less than 5 days before course commencement, no refund will apply.
  - (iv) For Customers / Students who leave a course post commencement, no refund will apply.
  - (v) Customers / Students are advised to avail of appropriate insurance to protect against loss in the event that course cancellation is required.
  - (vi) No refund for course books will apply once digital keys for access have been provided to the student, irrespective of when the student cancels their programme.
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### PART D COURSE FEES

- (i) Course fees for online programmes are available on our website [www.english.dcu.ie](http://www.english.dcu.ie)
  - (ii) DCU LS reserves the right to modify programme curricula and pricing without notice.
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### PART E REQUEST FOR DEFERRAL OF START DATE

- (i) Customers / Students may request a deferral of course start date. The decision to facilitate this is at the discretion of DCU LS.
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### PART F LEAVE OF ABSENCE

- (i) DCU LS may, at its discretion, grant a leave of absence without penalty to students who experience exceptional circumstances.
  - (ii) It should be noted that, for students attending courses who are resident in Ireland, a leave of absence may be precluded by the terms of a student's 'Permission to Remain'.
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### PART G FORCE MAJEURE

- (i) DCU LS will not be liable or responsible for any failure to perform or delay in performance of any of its obligations under the Conditions that is caused by events outside reasonable control - a "Force Majeure Event".
  - (ii) Such an event may include (but is not limited to) any acts, events, non-occurrence, omission or accident beyond reasonable control and includes, in particular (without limitation) the following: strikes, lock outs or other industrial action; or civil commotion, riot, invasion, terrorist attack or threat of terrorist attack or (whether declared or not) threat or preparation for a war; or fire, explosion, storm, flood, earthquake, subsidence, epidemic, pandemic, other natural disaster; or impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; OR impossibility of the use of public or private telecommunication networks.
  - (iii) The obligations if DCU LS under the Agreement will be suspended for the period of the Force Majeure Event. We will take reasonable steps (if within its reasonable control) to bring the Force Majeure Event to a close or to find a solution by which the obligations of DCU LS under the Agreement can be performed despite the Force Majeure Event.
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