

### Terms and Conditions International

1. All fees (tuition and accommodation) are payable **in advance**; a 30% deposit is payable on registration and presentation of an invoice, with the balance due two weeks prior to course commencement.
  1. Letters of Acceptance for private (non-agent) bookings will only be issued on receipt of the 30% deposit.
2. Direct deposits or electronic payments are to be made to  
Bank: **First National Bank**, Address: **9th Avenue Shopping Centre, Walmer, Port Elizabeth, South Africa**, Branch Code: **211217**, Account name: **Bay Language Institute**, Account number: **62521680208**, Reference: **YOUR NAME!** Swift Code: **FIRZAJJ**  
**Please notify us by phone, fax or e-mail when you have deposited fees.**
3. Customers are responsible for charges incurred when transferring fees.

### Cancellation/Withdrawal

4. In the event of visa denial no cancellation fee will be charged, and all payments, less bank charges, will be refunded.
5. Refunds for cancellations:
  1. more than 14 days prior to course start: all fees paid except for one week's tuition and one week's accommodation (if applicable) as specified in the current pricelist, less bank charges
  2. 1 – 14 days prior to course start: any refund, less one week's tuition and one week's accommodation (if applicable) as specified in the current pricelist and bank charges, is at the discretion of the Centre Manager.
6. Course changes which do not result in a loss of revenue may be made until 7 days before arrival without charge. All course changes within 7 days of arrival or after arrival which do not result in a loss of revenue may be made at the discretion of the Academic Manager only, and only one change per booking or six month period is permissible. Any changes made 7 days or fewer before arrival or during the course and which result in a loss of revenue to the school, will attract a fee of € 30.
7. No fees will be refunded for failure to arrive or register at the school, and study visas will be cancelled two weeks after the planned arrival date.
8. **BLI** will refund in full deposits and fees, less bank charges, paid in the event of course cancellations by BLI.

### General

9. Students are not insured by **Bay Language Institute** against illness, accident, theft or any loss of personal effects. **Bay Language Institute** or its representatives cannot accept responsibility for any accident occurring during a course, on or off the course premises, on excursions or during activities. Full personal insurance cover should be taken out to include medical and any other expenses and also loss of fees should the whole or part of a course or any activity, paid in advance, not be attended.
10. All courses at **Bay Language Institute** are offered subject to availability. We reserve the right to change courses and fees (except in the case of binding quotes to corporate clients) without prior notice, but will make a concerted effort to keep clients informed.
11. In the event of a group not being available for any level, **Bay Language Institute** reserves the right to allocate the student individual tuition at half the number of lessons booked.
12. **Bay Language Institute** reserves the right to determine the needs and level of students and will not accept liability for any errors made in this regard.
13. **Bay Language Institute** will provide training material as and when required. This will take the form of rented or purchased coursebooks and photocopied documents.
14. Any student conduct deemed by **Bay Language Institute** or its representatives to be detrimental to other students, the school or homestay families, may result in the student being asked to leave the school. No refunds will be made in this case.
15. No student may enter into discussions regarding private or personal teaching or make arrangements with BLI trainers without prior approval of the school. Any student who arranges private tutoring with a BLI trainer / teacher will be liable for legal action, and a minimum fine of R 20,000.00 will be requested.
16. **Bay Language Institute** will provide the student with an acceptance letter as well as proof of residence, if applicable, for study visa application within 24 hours of receiving the booking, or deposit in the case of private bookings (weekends excluded).

### Jurisdiction

Place of jurisdiction in the event of any dispute: the courts at Port Elizabeth, South Africa.