

RESERVATION FORM

**Please return to ELACP by email:** teach@elacp.com**;**

**DATA PROTECTION**

**Your data will be used according to the legal guidelines. It will not be passed on to any third party. All data will be kept secure and confidential. It will only be used for the purpose intended. By completing and signing this application you agree for your data to be viewed by ELACP and official partners for the purpose of assessment for accommodation and placement at the summer school camp.**

**Customer’s information**

|  |  |
| --- | --- |
| Name of Client |  |
| Contact details | Address: Email:Telephone numbers:  |
| Names of Student(s) |  |
| Name of Parent/Guardian |  |
| How did you hear about ELACP?  | FriendsFlyer | School | Yahoo | Yandex | Other  | Do you want to join our mailing list? |  |
| Forum | Google | Social media |  |

**PLEASE ATTACH A COPY OF THE STUDENT’S PASSPORT OR IDENTIFICATION CARD**

**Student’s information**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date of birth | Age | Gender | Level of English | Nationality | Native language | Any other languages spoken |
|  |  |  |  |  |  |  |
|  **FOR GROUP BOOKING – complete attached list below** |
| **Any special requirements,** such as allergies, disability, diet or ongoing medical treatment. |  |
| **Can the student swim?** Please state whether a basic, average or strong swimmer |  |

**Choice of Course**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Location**  |  | **Duration of programme** |  | **Is airport transfer required ?** **One or two way ?** |  |
| **Dates:** |  | **Day or residential programme ?** |  | **Is 24 hr parking required?**  |  |

**Declaration**

I give my permission as parent/guardian for the Student to participate in this Programme.

I give permission for the student to be photographed during the summer school activities.

I give permission for the student to travel by private or public transport for excursions.

I have read and understood and agree to the terms and conditions.

I agree to pay the total sum for this booking as stated in the booking confirmation.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |

*NOW PLEASE SIGN A COPY OF THE TERMS AND CONDITIONS*

*Updated Oct 19*



BOOKING TERMS AND CONDITIONS

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| --- | --- |
| **1. Definitions*** The Provider is ELACP (English Language and Culture Programme).
* The Customer is the person who makes the booking.
* The Student is the person who participates as a learner on the Programme.
* The Centre is the venue where the Programme is being organised.

**2. Contract variations*** Certain conditions may be changed by special agreement between ELACP and the Customer.
* Any special condition agreed by ELACP will be confirmed in writing and entered as an amendment/addition to the Contract.

**3. Booking*** For students under the age of 18 all bookings must be made by the parent/guardian or authorised agent.
* By completing the booking form the parent/guardian/agent gives permission for the student to participate in all activities provided on the Programme.
* The parent/guardian/agent gives permission for medication and hospital treatment to be given to a student under 18 wherever necessary.
* The customer agrees that the Student must follow the code of conduct and any instructions given by staff at the Centre.

**4. List of Participants*** For group bookings, the Customer must provide a list of all participants in their group
* The list should be submitted at least 21 days before start of the programme.
* Full names, addresses, and next of kin details must be given for all participants.
* Passport or travel identification documents must be attached with the participants list.

**5. Payment*** The Customer is responsible for paying the total price of the booking.
* A deposit per student must be paid on booking and the balance can be paid in instalments. A payment plan is available.
* The final payment must be made at least 8 weeks before the date of commencement of the course.
* Any late payment can only be accepted at the discretion of the Provider.
* All payments should be made by bank transfer or deposit into the bank account of the Provider.  Details will be given on the confirmation of booking.  Proof of each payment must be sent to the Provider by email.

**6. Cancellation/refunds*** Full refunds can only be given if cancellation is made at least 10 weeks before commencement of the programme,  except by special agreement of the Provider.  Any cancellation must be in writing and sent by email to the Provider by email.
* An administration fee of 5% of the cost of the course per Student will be charged on cancellation no less than 10 weeks before start of the course.
* If cancellation is made 10 - 8 weeks before commencement of the course, then 10% per student will be charged.
* If cancellation is made 8 - 4 weeks before commencement then 20% per student will be charged.
* No refund can be given if cancellation is made less than 4 weeks before the start of the course, except for exceptional reason.

**14. Group Leaders Responsibilities (continued)*** Group leaders/organisers must also ensure group members possess adequate identification, i.e. passport, for travel to the United Kingdom.
* The group leader/organiser is responsible to ensure group members are punctual for departures during the entire trip; supervise group member(s) for the duration of travel; undertake necessary measures to prevent damage, nuisance and misconduct inflicted by group member(s).

**15. Group Leader Responsibilities (for students aged below 18)*** For students aged below 18, additional responsibilities to the above also apply:
* One group leader is required for any group of up to15 students, plus one additional group leader for every subsequent 15 students.
* All group leaders must be in possession of a valid police check or equivalent.
* Group Leaders must remain in the centre throughout lesson and activity times and take responsibility for their students at all times except scheduled lessons or activities, including supervising breaks and accompanying students from the accommodation to the centre/ meeting point and back, where appropriate.
* When an ELACP activity/ excursion programme has not been booked, the group leaders must organise a suitable activity/ excursion programme for their students following ELACP guidelines.
* Group leaders must not leave students unattended in residential accommodation.
* Students in homestay must be able to contact their group leaders at any time during the day or night.

**16. Code of Conduct for students*** Students must punctually attend all scheduled classes and activities, unless for exceptional reasons.
* Swearing, disrespectful, racist or abusive language or behaviour will not be tolerated.
* Bullying, fighting, rowdy or disorderly conduct is not allowed.
* All premises are no-smoking.
* No alcohol consumption is allowed within the school premises.
* Students under the age of 18 are not permitted to leave the school or accommodation at any time without their group leader or ELACP staff.
* Students under the age of 18 are not allowed to consume alcohol or smoke any type of cigarette while on the programme.
* All students must wear visibility clothing wherever requested by staff or group leaders, usually on excursions outside the centre.

**17. Equality & Diversity*** ELACP are dedicated to ensuring that clients and members of staff are treated equally.
* We do not tolerate/practise discrimination on the grounds of gender, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.
* We expect our partners and all participants to adhere to this core value.

**18. Data Protection*** ELACP must see and make a copy of every student’s passport/ID card/visa on arrival at the centre. Any students unable to produce an ID document will not be allowed to join the programme.
* On arrival, we will collect and contact next-of-kin details for every student.
* Student details are kept on computer based administrative systems and in accordance with EU data protection laws.
* Information on students may be passed to Government agencies when and if requested.
 | **6. Cancellation/refunds (contd)*** Bookings may be transferred to another person or date after discussion with ELACP, depending on the circumstances.  There may be an administrative charge for such change.   Change of booking is subject to availability.
* If for any reason (except force majeure) ELACP has to cancel a booking then another suitable place will be offered or all money will be refunded.

**7. Transport to and from the** **Centre*** All transport to/from the Centre has to be organised and paid for by the Customer, unless otherwise agreed.

**8. Arrival/Departure from the** **Centre*** All Students should arrive at the Centre by 09:00 on the start date of the programme and leave by 12.00pm on the end date, except with special permission from the Provider.
* Late arrivals and departures may be charged an administrative fee.

**9. Students with health problems or special needs*** The Customer is responsible to inform the Provider about provisions for any student with a health problem or special need.
* Any special provisions that need to be made for a student should be notified by the Customer to the Provider at least 4 weeks before the trip, so that appropriate arrangements can be made, within reason.
* The Customer must give the Provider full instructions about any medication or treatment that needs to be given regularly to a student while he/she is on the Programme.

**10. Medical Emergencies*** Minor injuries will be treated by first aid staff at the Centre.
* Serious injuries will be referred immediately to a local healthcare professional, or a clinic or hospital.
* Any payment required for medical treatment is the responsibility of the Customer.
* The Customer must ensure that the Student has insurance cover for any necessary medical expenses while on the Programme.
* No student will be admitted to the Programme without travel and medical insurance.

**11. Expulsion*** The Provider reserves the right to expel a Student for serious unacceptable behaviour, after discussion with the Customer.
* If a student is expelled it will be the responsibility of the Customer to pay for the student’s safe return home.  This will be arranged after discussion between the Provider and the Customer.
* No refund will be given if a student is expelled.

**12. Safekeeping of Property*** Each Student is responsible for the safekeeping of his/her personal belongings.
* Students should use safety deposit boxes or lockers where provided.
* Students under 16 can give money and valuables to a teacher for safekeeping.

**13. Promotional Videos, Photographs and Publicity*** The Customer agrees that ELACP may take photographs or videos of students during the programme and also mention their achievements. These may be used for promotional purposes only by ELACP without specific prior consent or notification.
* If the student does not wish to appear in any promotional materials please notify us at the time of booking.

**14. Group Leader Responsibilities*** The group leader/organiser is responsible to ensure that all group members comply with appropriate travel regulations such as visa requirements, current health restrictions, and import and export regulations.

**19. Money Laundering & Anti-bribery*** ELACP is required to fully comply with anti-money laundering and anti-bribery legislation and regulation.
* Payments by ELACP will be made only to bank accounts in the name of the entity (person or corporation) named in this contract, not to any other entity.

**20. Complaints*** Complaints associated with any aspect of ground services’ such as transfers, accommodation, food, excursions etc. must be raised at the time of occurrence or the next day to enable prompt resolution.
* Such complaints will not be entertained if raised after the departure date.
* All complaints and disputes will be resolved by mutual agreement.

**21. Enforceability*** ELACP may update its Terms and Conditions from time to time.
* The version of the Terms and Conditions issued at the time of booking will be valid and override any previous versions on any documents or websites.
* All contracts and agreements with ELACP are governed by the law of the country where the programme physically takes place.

**22.Force Majeure*** ELACP is not liable for failure to perform their obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity or telephone service.
* No party is entitled to terminate this Agreement in such circumstances.
* No refunds will be made in the event that Force Majeure applies.
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| --- | --- | --- | --- |
| Signature of Customer |  |  Date |  |

*updated Oct 19*



**GROUP LIST**

NAME OF GROUP……………………………………………………..

GROUP LEADERS

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Name  | Date of birth | Age | Gender | Level of English | nationality | Any special requirements | Level of swimming |
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STUDENTS

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Name  | Date of birth | Age | Gender | Level ofEnglish | nationality | Any special requirements | Level of swimming |
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*CONTINUE ON OTHER SHEETS AS NECESSARY*

*Updated Oct 19*