



# The Linguaviva Centre Ltd.



## The Linguaviva Centre

45 Lower Leeson Street, Dublin 2, Ireland

### APPLICATION & PAYMENT ONLINE

In order to complete your booking online you will be asked to make a payment of full fees or part thereof. If the cost of your course, and associated products including Homestay, is less than €500 we ask that you pay the full fees online with a credit or debit card. If the cost of your course, and associated products including Homestay, is more than €500 you will be requested to pay a deposit of €150 and invoiced for the remainder. This invoice must be paid in full prior to the course start date. Students from outside the EU, who need a supporting letter of acceptance for Immigration purposes, need to pay full fees prior to arrival in Ireland. The Linguaviva Centre will send any supporting letters on receipt of full payment. If your chosen course or accommodation option is unavailable for the dates chosen, you will be notified via email and given the option to change dates or have a full refund initiated within 3 working days.

### PRIVACY POLICY

The Linguaviva Centre Limited respect and protect your right to privacy in relation to your interactions with this website. Any information which is provided by you to The Linguaviva Centre via this website or otherwise will be treated in accordance with the terms of the Data Protection Acts, 1988 and 2003 and/or such amending or replacement legislation as may be adopted in Ireland from time to time.

### INFORMATION REQUIRED TO PROCESS YOUR BOOKING

For us to process a booking for you, we require some information from you. This includes your name, nationality, your gender (or the gender of the group you are in), your phone number and email address. Also, since we confirm your booking while you are on the site, we require your credit or debit card details so we can guarantee your place on a course when you pay your deposit, or full fees where applicable.

### WHO SEES YOUR INFORMATION

The Linguaviva Centre Limited will keep your details on file as only a record of your course booking. The Linguaviva Centre Limited will not pass this information to any third parties who are not acting on behalf of The Linguaviva Centre Limited in the fulfilment of a service for which you have paid.

### SECURITY

All sensitive information exchanged between your computer and our site is encrypted using SSL. Our SSL Cert. is provided by Realex. This ensures that your information is transmitted securely and is safe from third parties. You should be aware that where you link to another web site from this web site, that The Linguaviva Centre Limited has no control over that other web site. Accordingly, The Linguaviva Centre Limited cannot guarantee that the controller of that web site will respect your privacy in the same manner as The Linguaviva Centre limited.

### HOW WE USE YOUR INFORMATION

We only use your email address for sending you a confirmation of your bookings or to contact you for any reason directly linked to your booking, or occasionally to inform you of new features on [www.linguaviva.com](http://www.linguaviva.com). We only use your phone number to contact you urgently if there is a problem with your booking. You have the right to request a copy of the information which we hold about you (for which we may charge you a small fee) and to have inaccuracies in the information corrected. On occasions, we may supply statistics about our customers to third-parties such as agents. These statistics

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Tel: +353-1-6789394 or 6612106 Fax: +353-1-6765687 Email: [enquiries@linguaviva.com](mailto:enquiries@linguaviva.com)

M.E.I.–R.E.L.S.A

[www.linguaviva.com](http://www.linguaviva.com)

Dublin Tourism



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never contain personally identifying information.

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The LINGUAVIVA CENTRE LIMITED, ITS DIRECTORS, EMPLOYEES, SERVANTS AND AGENTS, AFFILIATES OR OTHER REPRESENTATIVES AND THEIR RESPECTIVE PARENT AND SUBSIDIARY COMPANIES SHALL NOT BE LIABLE IN RESPECT OF ANY CLAIMS, EMERGENCIES, DEMANDS, CAUSES OF ACTION, DAMAGES, LOSSES, EXPENSES INCLUDING WITHOUT LIMITATION, REASONABLE ATTORNEY FEES AND COSTS OF PROCEEDINGS ARISING OUT OF OR IN CONNECTION WITH THE USE AND/OR DISSEMINATION OF PERSONAL INFORMATION RELATING TO YOU IN ACCORDANCE WITH THIS PRIVACY POLICY AND YOUR CONSENT. The Linguaviva Centre Limited reserves the right in its sole discretion to amend this Privacy and Security Statement at any time and you should regularly check this privacy policy for any amendments.

## **CANCELLATION POLICY**

- No refunds will be made to students who request host family accommodation at the time of booking and then make alternative accommodation arrangements before or after their arrival in Dublin.
- No refunds will be made to students who request an airport transfer at the time of booking, but later make alternative arrangements or arrive more than 2 hours late without informing the school, via the emergency number.
- Students unable to obtain a Student Visa may cancel the course applied for, and must supply a visa refusal number and pay a cancellation fee.

### **Cancellation due to inability to obtain a visa:**

If you book a course at The Linguaviva Centre you are responsible for ensuring you have an adequate visa for your stay in Ireland. It is your responsibility to apply for, or organise a third to apply for, a visa for the duration of your stay in Ireland.

Full refund less €200 (upon presentation of a visa refusal number) will be issued within 10 working days.

### **Cancellation due to any other reason:**

Refunds will be given at the discretion of The Linguaviva Centre management, and each case is dealt with on an individual basis.

The following conditions apply.

- Cancellation more than 1 week prior to arrival: Full refund less €200
- Cancellation less than 1 week prior to arrival: Full refund less €500
- Cancellation after course starts: No refund

Approved refunds will be sent within 30 days of notice of cancellation. Sending bank charges will be deducted from the balance being refunded.

## **CURTAILMENT POLICY**

No refunds will be given for late arrival, early departure or days missed during the course, except under very exceptional circumstances. Refunds will be given at the discretion of The Linguaviva Centre management only, and each case is dealt with on an individual basis.

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