



Englishhour

Enrolment, Cancellation & Refund Policy 2026

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Studying at Englishour

Enrolment Dates

New students should refer to their enrolment confirmation for course and accommodation dates. Please note that the invoice issued to the student may not reflect the course dates but the date of enrolment. This information, as well as the name of the course and the corresponding number of lessons per week, is included in the enrolment confirmation letter. Students can only start on Mondays (or Tuesday in case of a bank holiday Monday).

Continuity of Enrolment

Enrolment of a current student will be terminated if:

- The student notifies Englishour of his/her wish to terminate their enrolment;
- The student withdraws from their nominated course;
- Englishour terminates the student's enrolment or suspends or excludes the student in accordance with the provisions of our Policies and Procedures; or
- The student has completed all course requirements.

Refusal and Cancellation of Enrolment

Englishour may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/student for the following reasons:

- Zero (A0) level of English
- Misconduct (refer to the section on Code of Behaviour);
- Failure to satisfy the minimum academic requirements for courses chosen;
- Failure to arrive on the commencement date;
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means;
- Failure to fulfil the normal admission or enrolment requirements;
- Non-payment of tuition fees and/or accommodation fees ;
- Cancellation of a student's visa;
- Non-attendance or consistently low attendance;
- Other reasons as deemed by the school's management.

Medical & Special Educational Needs

It is the student's responsibility to notify Englishour of any sickness, disability, allergy, mental health condition, special educational needs, or any other relevant medical information that might affect the student's stay at Englishour. Students must provide an up-to-date medical form at the time of booking and inform the school of any subsequent changes.

For non-EEA students who require a visa before entering Ireland:

For visa required students, payment must be made at least 8 weeks before the course commences so we can prepare the student visa documents. Please note that some visa applications need to be made several months in advance, and the payment must be made accordingly. Students or their ETOs are responsible for applying for a student visa well in advance to make sure the visa will be granted and received before the student's departure. Failure to comply may result in postponement or cancellation charges.

Acceptance letters are only issued after full payment is received by Englishhour.

Please note in accordance with Irish immigration law the payment will be held in an escrow-type account until the student's visa application has been approved.

Important Notes

Students are responsible for ensuring that all required documentation and payments are completed prior to arrival. Any changes to enrolment must be requested in writing.

Englishhour aims to support students at all stages of their experience; however, the school reserves the right to enforce its policies where necessary.

Cancellations

Courses are not transferable. Tuition fees are non-refundable once a student has commenced their course. If a student cancels their course more than 14 days before the course commences, all fees will be refunded, minus a cancellation fee of €120 in respect to courses where visa letters, insurance etc, has already been provided.

If a student cancels their course less than 14 days before the course commences, fees will be refunded except for the cancellation fee of €120 in respect to courses where visa letters, insurance etc, has already been provided, and also in respect to short-term courses. In the event of a group booking cancellation less than 2 weeks before the course commences, fees will be refunded minus a 20% cancellation charge.

In the case where the refund is to be made by transfer to a non-EEA country, all associated transfer fees will be borne by the student.

Where the student has booked accommodation with Englishhour, the accommodation booking fee of €65 will not be refunded, in the case of cancellation.

All refunds must be requested in writing through the official [Englishhour Refund Request Form \(Microsoft Form\)](#) and will be processed within 28 days once all documentation has been received and reviewed.

Cancellations Due to Visa Refusal

In the event that a student's visa application is refused, all course fees will be refunded with the exception of the registration fee and the accommodation placement fee (where applicable), provided that the student submits an official copy of the visa refusal letter issued by the Department of Justice.

Refunds will only be processed once valid documentation has been received and reviewed.

Putting a Course on Hold

In exceptional cases, a course can be put on hold for up to 12 months after the date the student was registered. There will be no extra charge or increase in fees for the tuition if the school is notified at least 14 days in advance of the course start. If, however, there has been an external increase in the cost of the exam or the insurance (which are required when the student is coming on the 8-month study/work visa), the student will be asked to pay the difference.

If a course is postponed less than 14 days in advance of the course start date a fee of €120 will be charged. This fee will be charged without exceptions, also in the case of visa refusals. Please contact the school for further details.

If a course is postponed for more than 12 months from the date the student was registered, the regular cancellation fees apply, and the booking will be treated as a new booking, i.e. new fees will apply, if applicable.

Postponed courses are not eligible for promotions running at the time of postponement, but the original fees apply.

If a course with a past promotion is postponed in line with the postponement periods, and part(s) of the promotion are not available anymore, where a student has purchased a course directly from

Englishhour any promotion that may currently be on offer can be utilised or a refund can be requested.

Accommodation Cancellation Policy

No refunds will be issued for accommodation already used.

Host family

If host family accommodation is cancelled more than 14 days prior to arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee.

If the cancellation is made less than 14 days before arrival, accommodation fees will be refunded with the exception of the placement fee and one week's accommodation.

If a host family booking is postponed less than 7 days before arrival, the student will be charged the equivalent of one week's accommodation.

Residence

For residence accommodation, if a cancellation is made more than 28 days prior to arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee.

If the cancellation is made less than 28 days before arrival, accommodation fees will be refunded with the exception of the placement fee and one week's accommodation.

If a residence booking is postponed less than 28 days before arrival, the student will be charged one week's accommodation.

General Conditions

- No refunds will be issued if a student chooses to arrange alternative accommodation during their booked stay.
- No refunds or allowances will be granted for absences during the accommodation period, or in cases of late arrival or early departure.
- Once a student has arrived in Ireland and checked into their accommodation, no refunds will be issued under any circumstances. This includes early departure, late arrival, absence during the stay, or changes to personal plans.
- Accommodation dates are fixed based on the original booking. Any changes or cancellation requests are subject to availability and cannot be guaranteed.
- Englishour cannot be held responsible for external factors such as flight delays, travel disruptions, or changes in personal circumstances.

Refund Process

At Englishour, we aim to process all eligible refunds in a clear, fair, and timely manner. Refunds are subject to the school's policies and are issued only where applicable under the agreed terms and conditions.

All refund requests must be submitted by completing the official Englishour [Refund Request Form](#) (Microsoft Form). Students are required to provide full details of their request, including the reason for the refund and any supporting documentation where applicable, such as a visa refusal letter.

Once a refund request has been submitted, it will be reviewed by the School Manager in accordance with Englishour's policies. The school reserves the right to approve or decline any refund request based on the terms agreed at the time of booking.

Approved refunds will be processed within 20 working days from the date all required documentation has been received and the request has been formally approved. In

cases where payment was made by credit card, processing times may vary depending on the financial institution.

Refunds will be issued using the same payment method originally used by the student unless otherwise agreed. Any bank charges, transfer fees, or currency exchange differences incurred during the refund process will be the responsibility of the student.

Please note that administrative fees, booking fees, accommodation placement fees, and any other non-refundable charges will be deducted from the total refund amount, in line with the applicable policy. No refunds will be issued for services already used or where the student has not complied with Englishour's policies, including attendance and visa requirements.

Englishour reserves the right to withhold or adjust refunds in cases of outstanding payments, damages, or breaches of school or accommodation policies.