



Englishhour
School Policies 2026

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School Policies

This section outlines the key policies that apply to all students during their time at Englishour. These policies are designed to ensure a safe, respectful, and supportive learning environment while maintaining academic standards and compliance with immigration requirements.

Students are expected to familiarise themselves with these policies and comply with them at all times.

Attendance & Academic Requirements

For students studying under visa conditions, attendance is a legal requirement. Englishour closely monitors attendance to ensure compliance with Irish immigration regulations.

If a student does not meet the required attendance levels, the school is obliged to inform the relevant immigration authorities. This may affect the student's immigration status.

Where a student's attendance falls significantly below the required level and cannot be recovered, this may also be reported in line with immigration requirements.

Important

Englishour will always aim to support students first and give them every opportunity to improve their attendance. However, students are responsible for meeting the attendance requirements of their course.

Punctuality

All students are expected to be punctual, as lateness disrupts both the class and other students.

Students who arrive more than 15 minutes late to class will be marked absent for that session. Late arrival should be occasional; repeated lateness is not permitted and may lead to further action.

Leaving the classroom more than 15 minutes before the end of a session will also result in being marked absent for that session.

Attendance is monitored daily by teachers and recorded by the academic team. Persistent lateness may result in a meeting with the Director of Studies and may lead to formal warnings in line with the Attendance Policy.

Excused Absences

In certain exceptional circumstances, students may request to have absences excused. All requests must be submitted in writing and supported by appropriate documentation.

Excused absences are not automatically granted and are assessed on a case-by-case basis by Englishour.

Sick Leave

If a student is unable to attend classes due to illness, they must notify Englishour by email (rita@englishour.ie) as soon as possible. Students are required to provide a medical certificate issued by a doctor as evidence of their illness. Once valid documentation has been submitted, the absence may be recorded as authorised and will not negatively impact the student's attendance record. If no medical certificate is provided, the absence will be recorded as unauthorised.

Please note that sick days will not be added to the end of the course under any circumstances.

Serious Illness of a Family Member

In the event that a student is unable to attend classes due to the serious illness of a close family member, the student must notify Englishour (rita@englishour.ie) in writing and provide appropriate supporting documentation.

Each case will be reviewed individually, and the school will determine whether the absence can be considered authorised.

Exceptional Circumstances, Leave & Special Cases

In certain exceptional situations, Englishour may consider requests related to absence, compassionate leave, or temporary interruption of studies. All requests must be submitted in writing and supported by appropriate documentation.

Medical or Compassionate Leave

If a student is unable to attend classes due to illness or exceptional personal circumstances, they must notify Englishour in writing as soon as possible and provide appropriate supporting documentation.

Once valid evidence has been submitted, the case will be reviewed by the relevant department. If approved, the absence will be recorded as authorised and will not negatively impact the student's attendance record.

If no valid documentation is provided, the student will be marked absent for the days they are not attending classes.

Family Emergency (Compassionate Leave)

In the unfortunate event of a serious family emergency, such as the illness or death of a close family member, students may be excused from attending classes.

Students must notify Englishour in writing as soon as possible and provide appropriate supporting documentation.

Once the documentation has been reviewed and accepted, the absence will be recorded as authorised and will not negatively impact the student's attendance record. If no evidence is provided, the absence may be recorded as unauthorised.

Low Attendance Procedures

Warning System

Englishhour operates a structured warning system to ensure students are aware of their attendance status and are given the opportunity to improve. This may include:

- An informal meeting or communication
- A verbal warning
- A written warning
- A final written warning

All warnings are documented and form part of the student's academic record.

Expulsion Due to Attendance

If a student continues to have low attendance despite repeated warnings and support, Englishhour reserves the right to expel the student.

Before a final decision is made, the student will be invited to attend a meeting with the Academic Department to discuss their situation. The final decision will be made by school management and will be communicated in writing.

By this stage, Englishhour will have made every reasonable effort to support the student and provide opportunities for improvement.

Holidays Policy

Holidays can only be taken in 1-week blocks (Monday-Friday only). Students must notify the Admissions Office in writing or by email in advance of their intended holiday. Please note that holidays must always be booked at least 2 weeks in advance, i.e. holidays will not be granted after the week has already begun.

Holiday Policy for short-term students on courses of 6 weeks or less:

Generally, no holidays are allowed for students who are studying on courses that are less than 6 weeks.

Students studying on courses from 6 to 12 weeks:

One week's holiday is allowed for students who are studying on courses from 6 to 12 weeks. To

request a holiday, the student must send an email to rita@englishhour.ie at least one week before they would like to take the holiday. This request will be logged on the school online system.

Holiday Policy for long-term (25 weeks) students:

An Academic Year course lasts for 25 weeks after which students are entitled to

take up to 8 weeks holiday before their visa expires. Normally, Academic Year holidays are taken AFTER a student finishes their course.

If students stay during the Christmas holidays, these 2 weeks of holidays are included in the 8 weeks of holidays, i.e. students only have 6 weeks of holidays after finishing their course. Also, these 2 weeks of winter holidays do not need to be booked but are booked by default since the school will remain closed during this period.

In the exceptional case where a long-term non-EEA student wishes to take holidays during their course, this holiday period must be requested BEFORE starting their programme and/or registering with GNIB. In addition, holiday periods cannot at any point exceed one third of the total weeks elapsed. This means that students need to have completed 12 weeks of their course before they can take holidays for the first time.

After 12 weeks they can then take up to 4 weeks of holidays as they need to have studied 3 weeks for each week they want to take the holiday. For Academic reasons students need to have 3 weeks of their course remaining, i.e. cannot take holidays in their final 3 weeks.

Early return from holidays is subject to availability of places in the school / class.

Public Holidays

Englishour is closed on all Irish public holidays. No classes take place on these days.

Public holidays may include:

- St. Patrick's Day
- Easter Monday
- May Bank Holiday
- June Bank Holiday
- August Bank Holiday
- October Bank Holiday
- Christmas Holidays

dates may vary each year

School Rights & Policy Updates

Englishour reserves the right to update or amend its policies and procedures at any time. The most current version will apply.

The school also reserves the right to make decisions at its discretion in relation to enrolment, accommodation, disciplinary matters, and student welfare, in order to maintain academic standards, safety, and compliance with regulations.

Accommodation Policy

At Englishour, we are committed to providing a safe, comfortable, and supportive accommodation experience for all students. Due to the nature of shared living arrangements and high demand in Dublin, all accommodation bookings are subject to the following terms and conditions.

Accommodation bookings must be paid in full at least four weeks prior to arrival. A non-refundable accommodation placement fee of €65 applies to all bookings.

Accommodation is not confirmed or guaranteed until:

- Full payment has been received
- Availability has been secured
- A confirmation letter has been issued

Once confirmed, accommodation is guaranteed only for the dates originally booked.

Accommodation Booking Process

Students must request accommodation by completing the accommodation section of the booking form or by contacting the school directly at info@englishour.ie

When submitting a request, students should include their preferred accommodation type, arrival and departure dates, and any specific requirements such as dietary needs, allergies, or special requests.

Englishour will review all requests based on availability and will make every effort to match the student's preferences; however, specific requests cannot be guaranteed.

Accommodation is subject to availability at the time of booking, and students are advised to request accommodation as early as possible to secure the best options.

Accommodation is only confirmed once:

- Full payment has been received
- Availability has been secured
- A confirmation letter has been issued to the student

Students will receive their accommodation details (including address, host family information or residence details) prior to arrival.

For last-minute bookings, students must complete payment immediately, as availability is limited and accommodation providers may only hold bookings for a short period.

Students are responsible for providing accurate arrival details, including date, time, and flight information (if applicable), to ensure a smooth check-in process.

Last-Minute Bookings

Accommodation requests made less than four (4) weeks prior to the arrival date are considered last-minute bookings. As accommodation bookings must be paid in full at least four (4) weeks before arrival, any request made within this period will require immediate payment in order to secure availability.

Due to high demand in Dublin, accommodation options may be limited, particularly during peak periods. Englishour cannot guarantee availability for last-minute bookings.

Where accommodation is provisionally offered, it may only be held for a short period. If payment is not received within the specified timeframe, the accommodation may be released without notice.

Students are strongly advised to request and confirm accommodation at least four (4) weeks in advance to secure the best available options.

Booking Conditions and Changes

Once accommodation has been confirmed, it is guaranteed only for the dates originally booked. Any changes to arrival dates, course dates, or extensions are subject to availability and cannot be guaranteed.

Students must provide at least three hours' written notice in the event of a delayed check-in. Failure to arrive without notice may result in full accommodation fees being charged.

Accommodation prices vary depending on the residence and room type and are not based on the distance from the school.

Visa Students – Accommodation Policy

For students requiring a visa, accommodation bookings are conditional upon visa approval and cannot be fully confirmed until the visa has been granted. Availability may change during the visa process, and Englishour cannot guarantee that the same accommodation will remain available.

In the event of a visa refusal, students must provide official documentation (e.g. a refusal letter). Once this has been received, accommodation fees will be refunded in accordance with the Englishour Refund Policy; however, the €65 placement fee remains strictly non-refundable.

If no official proof of visa refusal is provided, the standard accommodation cancellation policy will apply.

Host Family

Host family accommodation is designed as a cultural exchange experience. Students are expected to respect the household environment, including routines, meal times, house rules, and shared living spaces.

Englishour carefully selects host families to provide a welcoming and supportive environment. However, we cannot guarantee specific family profiles, household composition, or lifestyle preferences.

- Accommodation is located across residential areas of Dublin, and students should expect a commuting time of up to 50–60 minutes by public transport, depending on location and transport availability. Travel times are approximate and cannot be guaranteed.
- Englishour carefully selects host families to provide a welcoming and supportive environment. However, we cannot guarantee specific family profiles, household composition, or lifestyle preferences.

Meals & Communication

Breakfast and dinner are included in half-board accommodation.

Students must:

- Inform the host family if they will be late or not attending dinner
- Communicate any allergies or dietary requirements in advance
- Be open to trying new foods as part of the cultural experience

Visitors

Students must ask permission before inviting visitors to the home. Overnight guests are not permitted unless previously agreed.

Bathroom & Showers

Students should:

- Keep showers to a reasonable duration (approximately 10 minutes)
- Leave the bathroom clean and tidy after use
- Be mindful that bathrooms are shared
- Personal toiletries are not provided.

Safety & House Rules

Students must:

- Follow all house safety instructions (keys, alarms, etc.)
- Inform the family if staying out late or not returning home
- Be respectful when arriving home late
- Smoking inside the house is strictly prohibited.

Behaviour & Expectations

Behaviour that disrupts the household may result in termination of accommodation without refund. Englishour reserves the right to relocate a student where necessary to protect the wellbeing of both the student and the host family.

Residence

Residence accommodation offers a more independent living experience compared to host families. Students are expected to behave responsibly and respect shared spaces, other residents, and all residence rules at all times.

Englishour works with trusted residence providers; however, all residences operate under their own policies and regulations, which students must follow throughout their stay.

Residences are located in different areas of Dublin. Students should expect a commuting time of approximately 15 to 45 minutes by public transport, depending on the residence location and transport connections. Travel times are approximate and cannot be guaranteed. Accommodation prices vary depending on the residence and room type, and are not based on distance from the school.

Check-In & Deposits

Students may be required to pay a security deposit directly to the residence provider upon arrival. This deposit is refundable at check-out, subject to no damages or rule violations.

Residence Rules & Regulations

The following rules are general guidelines designed to ensure a safe, respectful, and comfortable environment for all students. Please note that each residence may have

its own specific rules and policies, which will be shared with you once your booking has been confirmed.

- Smoking is strictly prohibited inside the residence buildings. The use or possession of illegal substances is not permitted under any circumstances.
- Students are not allowed to hang, stick, or attach items to walls, doors, or furniture. Any damages caused during the stay may result in charges or deductions from the residence deposit.
- All entrance doors must be kept securely closed and locked at all times. Students are responsible for maintaining the safety of the residence.
- Room allocations are managed by the residence provider. Students are not permitted to change rooms without prior written approval.
- Englishour is not responsible for the loss, theft, or damage of personal belongings. Students are advised to keep valuables secure at all times. Englishour cannot be held liable for any personal injury occurring within the residence.
- Parties are strictly prohibited.
- Students are expected to behave respectfully at all times. Any behaviour that disrupts the residence environment may result in disciplinary action, including termination of accommodation without refund.

Safety & Responsibility

Students must:

- Follow all health and safety procedures
- Respect building security (keys, access cards, alarms)
- Not allow unauthorised individuals into the residence
- Englishour is not responsible for loss, theft, or damage to personal belongings

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

All approved refunds must be requested in writing and require the completion of the official [Englishour Refund Request Form \(Microsoft Form\)](#).

Refunds will be processed within 20 working days and will be issued using the original payment method.

Accommodation Responsibilities & Important Conditions

Students are expected to respect all accommodation rules and behave responsibly throughout their stay. Failure to comply with accommodation rules may result in termination of the accommodation without refund.

If a student's arrival or departure dates do not match the booked accommodation dates, it is the student's responsibility to arrange any additional accommodation at their own expense.

While Englishour will always make every effort to assist students, accommodation availability—particularly in central locations—cannot be guaranteed due to high demand in Dublin.

Accommodation Issues & Support

If a student experiences any issue within their accommodation, they must report it directly to the accommodation manager as the first point of contact.

If additional support is required, the student should also inform Englishour in writing. Englishour will assist where possible; however, all final decisions regarding residence accommodation remain with the accommodation provider.

Important

Students who fail to comply with accommodation rules or behave inappropriately may be removed from their accommodation without refund.

Englishour reserves the right to take appropriate action to ensure the safety, wellbeing, and comfort of all students, host families, and residence providers.

Code of Conduct

At Englishour, all students, staff, and visitors are expected to treat each other with respect and dignity at all times. We aim to create a safe, inclusive, and positive learning environment where all students can succeed.

Any form of physical or verbal abuse towards staff, host families, or other students is strictly prohibited and may result in immediate disciplinary action, including expulsion and termination of accommodation.

Expected Behaviour

Students are expected to follow basic rules to support a positive learning environment. English should be used as much as possible during classes and school activities to maximise learning opportunities.

Students must arrive on time, as lateness disrupts both the class and other students. Persistent lateness may affect attendance and lead to disciplinary action.

Students are expected to actively participate in classroom activities and follow instructions given by teachers. Mobile phones and electronic devices should not be used during class unless specifically permitted by the teacher.

Englishour promotes equality and respect for all individuals. Any form of discrimination based on nationality, gender, sexual orientation, religion, or background will not be tolerated.

Students are expected to behave in a polite, respectful, and considerate manner at all times, both inside and outside the school, including during social activities.

Misconduct & Disciplinary Action

Misconduct may result in disciplinary action depending on the seriousness of the behaviour and any previous incidents. Teachers or staff may ask a student to leave the classroom if their behaviour is disruptive or inappropriate.

Serious incidents will be reported to the academic team, and a formal meeting may be arranged with the student.

Possible outcomes may include verbal warnings, written warnings, behaviour improvement plans, temporary suspension, or expulsion.

If a student's behaviour poses a risk to others, interferes with the learning environment, or causes damage to property, Englishour reserves the right to take immediate action, including suspension or expulsion. In cases of serious misconduct or illegal activity, relevant authorities may be notified.

Disciplinary Appeals

Students have the right to appeal a disciplinary decision. Appeals must be submitted in writing within 7 days of the decision.

The school will arrange a meeting to review the case, and the student may be accompanied by a representative if appropriate. A final decision will be communicated in writing.

The outcome of the appeal process is final.

Mobile Phone Policy

Mobile phones must be switched off or set to silent during class unless the teacher has authorised their use for a specific activity.

In case of emergency, messages may be left at reception and passed to the student.

Course Materials

Students are expected to use the required course materials during their studies. Books must be kept in good condition.

Depending on the course type, materials may be included or subject to a deposit. Damaged or lost materials may incur additional charges.

Breaks & Facilities

Students are entitled to scheduled breaks during the day. Students are expected to respect school facilities and maintain cleanliness.

Smoking Policy

Smoking, including e-cigarettes and vapes, is strictly prohibited inside school premises in accordance with Irish law.

Personal Belongings

Englishour is not responsible for the loss or theft of personal belongings. Students are advised not to bring valuable items to school and to take responsibility for their possessions at all times.

Personal Details

Students must ensure that their personal information, including address and contact details, is kept up to date. Any changes must be reported to the school as soon as possible.