ENGLISHOUR
Terms and Conditions 2026

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General

These terms and conditions are applicable whether students book courses directly with a school or where students have booked courses with an Educational Tour Operator ("ETO"). Where a student has booked a course with an ETO, these terms and conditions should be read accordingly, including that in instances where any interaction or notification is referenced, this interaction or notification should be made via the ETO unless explicitly stated otherwise.

Admission

Minimum age

The minimum age at our adult school is 18. In certain circumstances we may accept under 18-year- olds on our adult programmes, however, not younger than 17. Such students will only be enrolled on a course if their parents/legal guardians have completed and signed a Parental Consent form. By signing this form parents acknowledge that their child will be studying in an adult centre and that Englishour is not legally responsible for the child.

Course level

General English – 15 Hours

This course focuses on developing your speaking, listening, reading, and writing skills through a communicative and practical approach. It is designed to help students build confidence and improve their English for real-life situations, both inside and outside the classroom. General English is available in both Morning and Afternoon schedules and is open to students from Beginner (A1) to Advanced (C1) levels.

Exam Preparation – 15 Hours

This course is designed for students preparing for recognised English language exams, with a strong focus on exam techniques, accuracy, and confidence. Students will develop the skills needed to succeed in exams such as IELTS, Cambridge, TOEIC, or TIE. Exam Preparation classes are available in both Morning and Afternoon schedules and are suitable for students from Intermediate to Advanced levels.

English Levels

Englishour offers classes from A1 (Beginner) to C1 (Advanced). Please note that students with no prior knowledge of English (A0 level) may not be accommodated.
C2 level classes may be offered occasionally, depending on demand.

Courses

At Englishour we provide both full-time courses and part-time courses:

- Our **full-time courses** always start on a Monday and finish on a Friday. It is only possible to start a course during the week with prior agreement.

Option	Time
Morning (Monday to Friday)	9:15-12:30
Afternoon (Monday to Thursday)	13:00 - 5:00

- Our **part-time courses** are in the Evenings and Saturdays.

Option	Schedule	Time
Evening	Mon & Wed - 4h	18: 45 - 20:45
Saturday	Saturday - 3h	10:00 - 13:00

(*Please note that on Bank Holiday weekends there is no Saturday class, and the Monday evening class moves to the Tuesday).*

Course Fees

Adult course fees include tuition, placement test, student welcome pack, free access to elective classes, Wi-Fi, use of computers, and end of course certificate.
There is no course registration fee.
There is no fee for course materials.
All fees must be paid in full prior to the student's arrival.

Visa Students

Non-EEA students should contact their local Irish Embassy for visa requirements. Englishour cannot give any guarantees for successful visa applications.

Required documents to apply for a student visa will only be sent once full payment has been received.

Non-EEA students enrolled in the Academic Year Programme, who need to register with the GNIB (Garda National Immigration Bureau) once in Ireland, must be aware of the following:

- It is the responsibility of the student, or where the student has purchased the course from an ETO it is the responsibility of the student/ETO, to book an appointment with the GNIB to process the visa accordingly before the expiry of the entry visa. Englishour
  provides guidance and support with any visa-related questions but the school does not book appointments for students.
- It is the responsibility of the student, or where the student has purchased the course from an ETO it is the responsibility of the student/ETO to provide the school with all necessary and updated personal student information for a timely and correct provision of student and visa documents.
- It is the student's responsibility to keep these documents in a safe place.
- If the date and time of the GNIB appointment overlaps with class time, the student must inform the school to be excused from class.
- The student commits to meeting all immigration requirements, such as keeping good
  attendance rates and sitting the end-of-course exit exam. The end-of-course exit exam fee is non-refundable.

IMPORTANT: Students who need to apply for a visa before entering Ireland should not start their course in the first week (January) or final two weeks (December) of our academic year, depending on when our Christmas holidays fall. The school is closed for two weeks over the Christmas period. Please contact the school for the academic calendar and more information on the dates.

Enrolment

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.

Payment

All course fees should be paid in full at least 7 days prior to the student commencing their course. Englishour has partnered with Transfermate.com and Remessa online to make international payments safe and easy.

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 Englishour.

Please note in accordance with Irish immigration law all payments from students (or their agents), who need a pre-cleared visa will be held in an escrow account until the student's visa application has been approved.

We have partnered with Transfermate.com to provide this service.

Please see payment options listed below:

1. By card or in cash at the reception
2. Bank Transfer
3. TransferMate
4. Revolut (Credit card, debit card, pay by bank, Apple Pay / Google Pay)

Here are the bank details you can use:

Account Name: Englishour Limited
Account Number: 74270877
Bank Code: 99-03-60
Swift Code: REVOIE23
IBAN Code: IE94REVO99036074270877
Bank Adress: Revolut Bank UAB
Eircode: D01 V4A3
Company registration Number: 612308

Pay via TransferMate:

- Click here to pay with TransferMate: Englishour Transfermate

Pay via Revolut:

- Click here to pay with Revolut : Revolut Checkout

Cancellation Policy

Course Cancellation

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 Englishour, the accommodation booking fee of €65 will not be refunded, in the case of cancellation.

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

Evening & Saturday Course Terms and Conditions

Refunds

Evening and Saturday classes are priced so that the more classes you book together, the cheaper each class becomes. If you book a longer course, you should be prepared to attend all classes.
No refunds are available once the course has been paid for and has started. Students should consider this carefully when booking. If you are unsure whether you will be able to attend all classes, we recommend booking a shorter course.

Bank Holidays

There are no Saturday classes on Bank Holiday weekends.
Evening classes that fall on a Bank Holiday Monday will move to the following day, Tuesday.

Flexibility

At the time of booking, if a student knows that they will be unable to attend one or two classes, they should inform us in advance. We will extend their course to take this into account.
Once during every four-week course, and twice during every eight-week course, a student may contact us in advance to let us know that they are unable to attend, for example due to illness. This class will be added to the end of the student's course so that they do not lose the class.
Students must email rita@englishour.ie in advance if they are unable to attend.

Progress

Teachers may recommend that a student move to a higher level or, in rare cases, a lower level. The teacher should first inform the Director of Studies of their recommendation. After discussing this with the Director of Studies, the teacher may speak to the student about the proposed change.
If a student feels that they are in the wrong level, they should first speak to their teacher,

who will advise them on whether a level change is appropriate. If it is agreed that the student should change level, this must be communicated to the Director of Studies before the change is made.
Under no circumstances should a student change level without first consulting their teacher or the Director of Studies. This can be done in person or by email.

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 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.

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.

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.

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

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 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.

Holiday 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@englishour.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.

Further Conditions

- Bookings are not confirmed until official enrolment confirmation is provided by Englishour.
- Final registration and provision of pre-arrival information for each student are only confirmed upon receipt of full payment of fees.
- Englishour does not accept responsibility for costs incurred due to flight delays or cancellations.
- Englishour does not take responsibility for loss or theft of belongings.
- Refunds, partial refunds, or compensation of any kind will not be given for Public Holidays, for days missed during the course, for late arrival or early departure, days missed due to adverse weather conditions, acts of governments, interruption of electrical power, fire, floods, war, other natural disasters, disease outbreaks or other Acts of Gods.
- During peak times classes may be held at additional premises and may run at different times.
- If a student wishes to return to their home country or take holidays elsewhere during the
  term of their English Language Programme, they are free to do so, but no credit will be given for missed study time.
- If students are unable to attend lessons due to illness, these sick days will not be added to the end of the course period.
- Students will only be excused from class in case of illness or to attend their appointment at the immigration office. No other reasons will be taken into consideration, and the student will be marked as absent. Under no circumstances the student will obtain credit or a refund for missed study time.
- Promotional Photographs and Videos: Englishour or its representatives may take photographs and videos of classes or other school activities during a student's time with us, which may be used for promotional purposes. If students do not wish to appear in any promotional materials, we must be advised at the time of booking.
- For educational purposes only, Englishour may record students in virtual classes. By booking a course students authorise and permit Englishour to make recordings that include the student in the digital classroom and to use these recordings solely for educational purposes, such as the creation of a student or teacher portfolio, or for teacher self-reflection, without further consent from or payment to the student.
- Classes can be held in additional premises during busy times.
- The school is not wheelchair accessible.