

# LANGUAGE TRAVEL IRELAND (LTI) Terms and Conditions

## GENERAL

LTI considers the choice of family to be more important than a specific town and reserves the right to place the student in another area if there is no compatible family in the area of first choice. However, if the family we select does not match the requirements as stated on the booking form, students are free to cancel and will receive a complete refund provided the refusal is received *no more than 48 hours* after the family profile was sent. Once a placement has been confirmed, requests from students for changes of area, dates or course are subject to an alteration charge of €150. LTI must be notified of any problems or complaint *before the end of the stay* - no retrospective claims against LTI will be considered. Enrolments are accepted on condition that students have no illness or infirmities that they do not mention and explain in advance. LTI reserves the right to place a student with more than one host teacher on a given course and/or change the tutor before or during the stay. LTI also reserves the right to organise a homestay with one family and lessons with an outside teacher if a teacher family cannot be found.

## PAYMENT

Full fees must be paid at least 4 weeks before arrival in the currency shown on our price-list. Payment may be made by:

### 1. Bank transfer

Payments in Euros: IBAN IE13BOFI90457918579778  
BIC / SWIFT: BOFIIIE2D

Bank Address:  
Bank of Ireland, University Branch, Limerick

### 2. Cheque

Cheques should be made payable to Language Travel Ireland and sent to:  
Language Travel Ireland, Roselawn House, National Technology Park, Limerick, Ireland

## TRANSFERS

If transfers are booked LTI must receive flight numbers and arrival times at least one week in advance otherwise the transfers are cancelled and non-refundable.

## CANCELLATIONS & INSURANCE

If a cancellation is made well in advance (by post, fax or email) a credit note may be given, valid for a year. No refunds will be given for cancellation, accident, illness, loss of property or for any other reason and you are strongly advised to take out your own insurance.

When English & Sports/Culture/Farmstay programmes are cancelled at any time, an extra fee of €200 will be charged to cover the reservation costs.

Accredited Agents Only: Cancellation fees up to 14 days before arrival = €150. 14 days to 24 hours before arrival = 50% of total fees. 24 hours or less before arrival = 100% of total fees.

## ALTERATION CHARGES

Alterations of area, date or course often mean cancelling one family and finding another, so we must charge €150 in every case.

## TIPS FOR A SUCCESSFUL STAY

- We recommend that students bring at least €75 spending money per week. EU students travelling to an EU country are advised to get the European Health Insurance Card, as well as personal insurance to cover any cancellation, loss of property etc.
- Please contact the host family by phone or email at least one week before your stay. Our host families are keen to learn more about you, your food preferences, your level of the language and your expectations of the stay. This will help them better prepare for your stay.
- Transfers: If you have ordered transfers, please make sure we receive your travel details at least one week before your arrival so that we can organise the transfer for you. Please ask for our transfer guidelines should you have any questions or doubts about the transfer procedure. If you have not booked any transfers, please let your host family know your approximate time of arrival. If they have not received this information from you, they will expect you after 18.00hrs.
- Families in a foreign country may not have the same way of living you are used to at home. There may be different rules, the food will be different, as well as the living conditions. Please prepare yourself and be willing to accept cultural differences in order to get the most out of your stay.
- Smoking: Please be aware that smoking is forbidden in public areas (bars, restaurants etc.) in many countries. Very often, our host families do not allow smoking in the house. If there are smokers in the host family they will often smoke outside or only in a specific area in the house.