

Welcome to



**Terms and Conditions
Dublin and Cork**

Updated Feb/2025

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1. Introduction and Overview

Welcome to Erin College! We are delighted that you have chosen Erin College in Dublin/Cork, Ireland, as your destination for learning English. These terms and conditions outline the mutual responsibilities and expectations between you, the student, and Erin College, the educational institution committed to providing a conducive and enriching learning environment.

1.1. Purpose and Significance:

- These terms and conditions are designed to ensure transparency, fairness, and clarity in our educational relationship. They encompass various aspects of your academic journey, from enrollment to graduation, covering essential policies and procedures.

1.2. Overview of Erin College's Educational Services:

- Erin College is dedicated to delivering high-quality English language programs tailored to the needs of international students. Our courses are designed to foster language proficiency, cultural understanding, and personal development.

1.3. Erin College Mission, Vision, Values

Mission

Provide the highest quality English tuition with a modern and efficient methodology, providing fluency and security for each student through immersion in Irish culture.

Vision

To provide high-quality education while preparing students for the real world and inspiring students, professionals, and collaborators to reach their maximum potential.

Values

To be a respected and admired institution known for the quality of our teaching, innovation in learning methodologies, and commitment to student satisfaction.

1.4. Erin College Educational Philosophy

Erin College exists to develop our students' ability to communicate in English. To speak, listen, read and write, to understand in the world outside of the classroom. The desire to communicate and understand is the fundamental reason for all language study. Enabling students to do this requires English to be taught as a living, evolving subject, with meaning based on context and in the situations and for the purposes for which it is used.

Our goal as a school is not for students to have learned a set of grammar items but to be able to express their thoughts in English as they do in their own language. This means that the learning objectives for all our courses are based on real world language use and mapped from the Common European Framework.

2. Enrollment and Admission

At Erin College, we strive to make the enrollment and admission process as seamless as possible, ensuring that you can focus on your language learning journey. Please carefully review the following details:

2.1. Admission Process:

- To commence the admission process, you must complete a comprehensive application form, including all required documents specified by Erin College, such as your passport, local address, phone number, email address, and start date. For returning students, we additionally require an Irish address, GNIB, and attendance letter from the previous course.

2.2. Eligibility Criteria:

- Erin College warmly welcomes students from diverse backgrounds and educational experiences. The minimum age for application is 16 years old. Students aged between 16 to 17 years old must provide notarized permission from their parents. However, each program may have specific eligibility criteria, including age restrictions and educational background prerequisites. It is essential to ensure that you meet all eligibility criteria before applying to avoid any complications in the admission process.

2.3. Required Documents:

- As part of your application, you must furnish essential documents, including a valid passport, along with any other documentation outlined in the admission guidelines. Timely submission of all required documents is paramount for the efficient processing of your application.

3. English Programmes

At Erin College, our English language programs are thoughtfully designed to provide a dynamic and immersive learning experience. Please review the following details regarding the structure of our English language courses:

3.1. Course Descriptions:

- Our English curriculum is 14 weeks long and caters to learners of varying proficiency levels, from beginners to advanced and IELTS preparation.
- Our General English Courses are structured to enhance your skills in listening, speaking, reading, and writing, while putting significant focus on communicative language skills. They are mapped against 'can-do' statements from the Common European Framework of Languages (CEFR). There is exam preparation built into the course programme to prepare students for their end-of-course exam.
- The IELTS Preparation Course is also planned over a 14-week period, offering students sufficient time and practice to clearly understand the format of the exam, and improve their skills in listening, reading, writing and speaking.

3.2 After Class Activities

- Led by experienced teachers from our General English Programme, workshops cover a diverse range of topics tailored to students' needs, including IELTS and exam preparation, job interview skills, CV writing, foreign languages such as French or Italian, vocabulary building, pronunciation, conversation practice, and even English through music and songs. Follow us on Instagram where details of the workshops for each week are posted.

3.3. Curriculum Details:

- The curriculum is comprehensive, covering a range of topics to ensure a well-rounded language education. Emphasis is placed on real-life communication skills, cultural understanding, and practical language use.
- You will have the opportunity to participate in interactive activities, group projects, and afterclass activities to reinforce your learning.

3.4. Class Schedule and Duration:

- Classes are held from Monday to Friday, offering flexibility to accommodate different periods, class period changes may incur additional charges and are subject to availability.
- Two daily periods are available for your convenience:
 - Morning Session: 9:00 AM to 12:15 PM (Monday to Friday)
 - Afternoon Session: 1:00 PM to 5:00 PM (Monday to Thursday)
- Any student who is late for class or who leaves early will not receive attendance for that day. Students can be up to 14:59 minutes late or leave 5:00 minutes early only in an emergency. For instance, attending work, public transport delays, commuting issues are not considered an emergency, and students who are late on a regular basis will not receive attendance for those days.

4. Your Level and Assessment

Ensuring the right placement is crucial for your success at Erin College. Please be aware of the following procedures related to your English language level assessment:

4.1. Online Placement Test:

- All students are required to complete an online placement test, lasting 30 to 40 minutes, covering grammar and vocabulary.
- This test provides an initial estimate of your English proficiency.
- It helps us determine your English level for your chosen course before the arrival deadline, set 10 workdays in advance.
- Failure to complete the level test may result in a one-week or more delay in the start of your classes and, consequently, attendance loss.

4.2. Speaking Test on Induction Day:

- Your induction day will be scheduled on Fridays or Mondays and might happen at a time that differs from your course shift.
- On the same day of your induction, you will participate in a short speaking test with an Academic director. This conversation ensures the accuracy of your placement test result.

4.3. Progress Assessment:

- Throughout your course, your teachers will regularly assess your progress through various tests.
- You may change classes as you progress to ensure you are always in the most suitable class for your English language level.
- All level changes are subject to space availability and you will be informed as soon as your change of level is processed.

5. Accommodation

Choosing the right accommodation is a crucial aspect of your stay in Dublin/Cork. Erin College is committed to providing a comfortable and supportive living environment for our students. Please review the following enhanced details regarding accommodation:

5.1. Accommodation Terms and Conditions:

- Erin College offers various accommodation options, including on-campus residences and partnerships with local housing providers.
- The accommodation dates stipulated at the time of booking must align with the student's arrival and departure dates in the city. If these dates do not coincide, it is the student's responsibility to secure additional accommodation, which is not included in the cost and depends on availability.
- An extra accommodation fee will be applied if the student arrives 12 months after making the full payment.
- Please note that the availability of additional accommodation outside of the stipulated dates is subject to availability, and Erin College does not assume responsibility for securing such accommodation.

5.2. Accommodation Changes and Cancellations:

- Accommodation cancellation applications must be provided in writing at least forty-five (45) days in advance of the agreed starting date.
- Please note that Administration Fees will not be refunded.
- If accommodation cancellations are made after the student's starting date, the College will not be held responsible, and the student is not entitled to claim a refund.
- The same policy applies if the student needs to shorten their stay – payment is non-refundable.
- No-shows, failure to arrive, or postponement incur charges in full from the booking date.
- The accommodation may ask the student to pay a refundable security deposit when they arrive.

6. Airport Pick-Up:

Arriving in a new country can be exciting and challenging. Erin College offers airport pick-up services to ensure a smooth transition to Dublin/Cork. Please carefully review the following details regarding airport pick-up:

6.1. Details on Airport Pick-Up Services:

- Airport pick-up must be ordered when the student selects their course options before arriving in Ireland.

- To facilitate a timely and efficient service, the student must notify Erin College if their flight is delayed at least three hours prior to the scheduled arrival. This notification should be made via email or telephone (contact numbers are provided upon making a booking).

6.2. Delayed/Missed Flights:

- In the event that the student does not provide information about delayed or missed flights on time, Erin College will not be held responsible, and the student is not entitled to claim a refund.

6.3. Non-Transferable Services:

- Accommodation, airport pick-up, or any additional services are non-transferable if cancelled or postponed.
- Changes to these services will be subject to the policies outlined in the respective sections, and the student is encouraged to review the terms and conditions before making any adjustments.

7. Health Insurance

Your well-being is of utmost importance to us, and Erin College includes health insurance as part of the course fees to ensure that you have comprehensive coverage during your study period. Please review the following details regarding health insurance:

7.1. Inclusion in Course Fees:

- The student acknowledges and accepts that health insurance is included in the course fees and agrees to pay this amount as part of their enrollment.
- This health insurance coverage is designed to protect you throughout the entire study period.

7.2. Deduction from Refund:

- In the event of any applicable refund, the student accepts that the amount of the insurance fee will be deducted from the refund.
- This policy ensures that the student maintains continuous health insurance coverage for the duration of their study at Erin College.

8. Learner Protection

Ensuring the security and protection of our students is a top priority at Erin College. Please take note of the following information regarding Learner Protection:

8.1. Compulsory Nature:

- Learner Protection Insurance is mandatory for all students studying in Ireland.
- This requirement is in accordance with legislation governing English language schools that admit non-EU students in Ireland.
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8.2. Legal Compliance:

- Erin College strictly adheres to the legal provisions that necessitate the purchase of Learner Protection Insurance by every student.
- This insurance is designed to safeguard the financial interests of students and ensures that appropriate measures are in place to protect their investment in education.

9. Liability

At Erin College, we prioritize transparency and want to ensure that you are aware of our policies regarding liability. Please carefully review the following information:

9.1. Force Majeure:

- Erin College accepts no liability in the event that any service contracted by the student becomes impossible to supply due to reasons beyond our control, including but not limited to industrial disputes or other causes classified as force majeure.

9.2. Statutory Liability:

- Erin College will not be held liable for any loss, damage, or injury to persons or property, except where liability is expressly imposed beyond exclusion by statute.
- This policy applies to situations where the liability is not otherwise expressly required by law and falls within the scope of permissible exclusions.

10. Payment

Understanding the payment terms is essential for a seamless experience during your studies at Erin College. Please carefully review the following details regarding payment:

10.1. Reservation of Courses:

- Courses will only be reserved after the full payment for your course is received, which must be paid a minimum of 30 days in advance of your start date.
- Please note that course fees do not include registration or exam fees.

10.2. Instalment Payment Method:

- If the student applies for an instalment payment method and it is approved, the student must pay the entire agreed amount before arrival. Failure to do so may result in the cancellation of the service.

10.3. Contractual Agreement:

- By accepting an offer and making the relevant payment, the student enters into a contract with Erin College for the period stated on the enrolment letter, covering the "Course Commencement date" through the "Course Completion date."

10.4. Agreement with Terms and Conditions:

- The student is responsible for fully reading the course quotation and confirming approval.
- Upon signing the registration form, it is understood that the student fully agrees with Erin College's terms and conditions, as well as the terms and conditions of third-party services.

10.5. Course Start within 12 Months:

- The student must start their class within 12 months after making the full payment.

10.6. Timetable Changes:

- Student timetables may change throughout the year due to unforeseen circumstances. While every effort will be made to avoid such changes, Erin College cannot be held liable, and no compensation or refund will be provided.

10.7. Class Period Changes:

- Erin College cannot guarantee that students will study either in the morning or afternoon unless agreed upon in advance. Class period changes may incur extra fees and are subject to availability.

10.8. Suspension or Expulsion:

- Erin College reserves the right to suspend or expel any student for non-compliance with requirements or disruptive behaviour. No refund of fees will be given in such instances.

11. Attendance Policy

Attendance at Erin College is crucial. For students holding a student visa, regular attendance is mandatory, aiming for a record of at least 85%. Attendance records are final and cannot be changed after the course ends.

Being late or leaving early results in no attendance for the day, except for emergencies allowing up to 14:59 minutes of lateness and 5:00 minutes of leaving earlier. Regular tardiness without valid reasons will affect attendance.

All students, including Europeans and those not on student visas, must attend regularly, as non-attendance disrupts learning.

It is expected that you will participate in class activities, speak English and respect both teachers and classmates. Failure to comply may result in attendance being removed for the day as well as expulsion. Tampering with attendance lists or accepting bribes for falsifying attendance is strictly prohibited.

Any student not on the attendance list must report to Reception immediately. Adding names by hand to attendance lists is not allowed. More detailed information is available in the Student Disciplinary Policy on our website.

12. Warnings Policy and Sick Leave

Maintaining consistent attendance is vital for a successful academic experience at Erin College. Please familiarise yourself with our Warnings Policy and Sick Leave procedures. Dropping the projected attendance results in a warning letter and reporting to GNIB. After three warnings, expulsion and immigration reporting follow, with an opportunity for appeal within five days.

12.1. Attendance Monitoring:

- Students' attendance is constantly monitored and made available for students through our App. We have 48 hours to process your attendance in the app. Our machines are updated only at the end of the day, so your attendance for today will be processed on the next day.

12.2. Warning System:

- **First Warning:** An email will be sent when the projected attendance reaches 93%. This email serves as a first warning about visa obligations and the importance of maintaining a minimum attendance of 85%.
- **Second Warning:** Another email will be issued at 90% attendance. The student, who is willing to attend a meeting with Student Affairs to discuss the impact of non-attendance and reiterate visa obligations, should make a request by email.
- **Third Warning:** A third warning email will be sent at 87% attendance. The student, who is willing to attend a meeting with Student Affairs to discuss the impact of non-attendance and reiterate visa obligations, should make a request by email.

12.3. Expulsion Letter:

- If projected attendance reaches 84%, an Expulsion Letter will be issued.

12.4. Appeal and Review:

- The student will have 5 working days to appeal and request a meeting with the DOS, provided a valid reason for low attendance can be given by the student and supportive documentation must be provided. For instance, attending work, public transport delays, and commuting issues are not considered valid reasons.

12.5. Sick leave:

- Certificates must be sent immediately by email to info@erincollege.com in Dublin or info.cork@erincollege.com in Cork.
- Certificates presented more than 2 weeks from the issue date will not be accepted.
- Medical certificates must be provided by a medical practitioner listed with the Irish Medical Council, with exceptions*.
- Students can only use medical certificates for a maximum of two consecutive weeks.
- Longer periods of sickness may be considered for an unscheduled emergency break, subject to individual assessment.
- Once this certificate is produced, the medical certificate will be recorded on our online school system and the student's attendance will not be affected by the days missed.
- Falsifying attendance, such as with fake medical certificates, leads to immediate expulsion.
- Erin College is NOT accepting medical certificates from the clinics below:
 - **Orby Chambers Medical Centre**, 7 Coke Lane, Smithfield, Dublin 7, D07 T0FA (Dr Robert Dybkowski, Dr Ilona Izdebska)
 - **Getsickcert, Ludgate Hub, Old Bakery**, Townshend Street, Skibbereen, Co. Cork, P81 T324
 - **Eirdoc Ltd**, Belgard Square North, 49 Alexander House Dublin, Ireland, D24 AEW4
 - **GP24**, Unit 1 A Braken business park, Bracken road, Sandyford, Dublin 18, D18H283, Ireland

- Eclinic - online doctors, Info@eclinic.ie

13. Biometric Data Consent

At Erin College, we prioritize the security and integrity of our student identity verification processes. Please review the following information regarding the collection and use of your biometric data:

13.1. Consent to Collection:

- Erin College will collect and store your biometric data, and this data will never be shared with a third party except as required by law.
- By signing this consent, you agree to the collection and use of your data as outlined below.

13.2. What is Biometric Data?

- Biometric data includes information related to your unique physical characteristics, such as fingerprints, voiceprints, hand scans, facial geometry, and iris or retina recognition.

13.3. Types of Biometric Data Collected:

- Facial Biometrics: You are required to register with an image of your face for identity verification purposes.
- Fingerprint: You must register with an image of your fingerprint for identity verification.

13.4. Use of Biometric Data:

- Your biometric data is utilized to verify your identity during class attendance at Erin College.
- It is also used to calculate and maintain attendance in accordance with the guidelines of Irish immigration authorities.
- Data storage is solely for the purpose of verifying your attendance and supporting your student file for compliance with government departments and agencies responsible for visa compliance.

13.5. Security Measures:

- Your biometric data will be stored in leading encrypted form to ensure its safety and security.
- We will not share or transfer your data to any third parties except as specified in this policy.

13.6. Data Retention:

- Erin College retains your biometric data as long as you have an active course with us.
- After completing your course, we may retain your data for up to 12 months to comply with legal, contractual, fraud prevention, and policy obligations.
- You have the right to request the deletion of your biometric data after completing your course, and Erin College will process such requests promptly.

13.7. Access, Correction, or Deletion Requests:

- You can submit a request to access, correct, or delete your biometric data by contacting us at it@erincollege.com.
- We will respond to your request promptly within the time frame and in the form required by applicable law.

14. Book Policy

Understanding the importance of course materials, Erin College has implemented a book policy to ensure a seamless learning experience. Please review the following guidelines:

14.1. Renting System:

- Erin College operates a book-renting system.
- The price for the general English book is €50.
- The student must purchase this when they book their course, or on the first day of class.

14.2. Physical Copy Requirement:

- Students must have a physical copy of the course book to attend class.
- No PDF copies or copies through any applications are allowed.

14.3. Book Change with Course Progression:

- As you progress through your course and change levels, your textbook will also change. You are required to present a book in good condition to receive a book in similar conditions. Failure to do so will result in a charge of €50 for the exchanged book.
- Erin College will provide you with all the textbooks you need throughout your course for the initial fee. We can not accept any books from third parties or different schools.

14.4. Book Return Requirement:

- Books must be returned at the end of the course.
- Returned books must not be written in and in perfect condition.

14.5. Return Fee:

- A fee of €20 will be returned only if the book is in good condition.

15. Holiday Policy

To ensure a balanced learning experience, Erin College, in line with immigration policies, has established the following guidelines regarding holiday policies:

15.1. Eligibility:

- Visa students are eligible to take holidays after completing the first 8 weeks of their course.
- Students must have an 80% attendance record to be eligible for holidays.

15.2. Holiday Duration:

- After meeting the eligibility criteria, students can take up to 1/3 of the time they have already studied.
- Example: After 9 weeks, students may have 3 weeks of vacation, and after 12 weeks, they may have 4 weeks.

15.3. Holiday Request:

- Holiday requests must be requested via the "Erin App" at least 5 working days in advance.
- Holidays cannot be scheduled to start in the middle of the week; they must be scheduled from Monday to Friday.
- Holidays can only be taken for a minimum of 1 week, starting on a Monday.

15.4. Class/Campus Placement After Holidays:

- Students returning from holidays may be placed in a different class or campus upon return, although every effort will be made to avoid it.

15.5. Appeal Process:

- If a holiday request is rejected, the student may appeal by emailing info@erincollege.com in Dublin, or info.cork@college.com in Cork, and if the request is urgent, they must attach evidence as to why it is urgent.

15.6. Christmas Holidays:

- The holiday policy excludes Christmas holidays when the College closes for three weeks.

15.7. Full-Time Work Periods for Non-EU/EEA Students:

- Non-EU/EEA international students can work full-time (up to 40 hours per week) during two periods of the year:
 - Summer Break: 1st June – 30th September (4 months)
 - Winter Break: 15th December - 15th January (1 month)

16. Public Holidays

Ensuring clarity on our academic calendar, Erin College observes the following policy regarding public holidays:

16.1. College Closure:

- The College is closed for all Irish Bank Holidays and Good Friday.

16.2. Impact on Courses:

- If your course coincides with a national holiday, you will not be entitled to any refunds or additional lessons.

17. Live Online Classes in the Event of Temporary College Closure

Erin College is committed to supporting students in all aspects of their course.

To ensure continuous support and uninterrupted learning, Erin College has established the following guidelines in the event of a temporary college closure due to unforeseen circumstances or acts of nature such as disasters, conflicts, wars, epidemics, etc.:

17.1. Live Online Classes:

- Classes will be delivered through live online sessions during a temporary closure (which lasts more than 5 days).
- Students must follow the teacher's instructions for a seamless learning experience.
- Erin College's online classes facilitate dynamic interaction between teachers and students.
- Teachers may ask students to:
 - Turn on their microphones or cameras for interaction.
 - Answer questions displayed on the screen.
 - Follow a digital board for examples, etc.

17.2. Prohibited Actions:

- Sharing personal data/log-ins with individuals not enrolled is strictly prohibited.
- Violating this policy may result in expulsion, and no refund of fees will be given.

17.3. No Refund Policy:

- In the event of a temporary college closure affecting partially or totally any service offered, no refund will apply.

18. Exams and Certificates

To ensure a comprehensive evaluation of your language proficiency, Erin College follows these guidelines for exams and certificates:

18.1. Exam Requirement for Non-EU Students:

- Non-EU students enrolled in a 25-week program must sit a recognized English exam (TIE, IELTS, or Cambridge) by the completion of their course.
- The exam fee must be paid at the booking of the course.

18.2. Visa Letters and Exam Payments:

- Visa letters for student visas will be issued only to non-EU students who have paid for their exams in full.
- All students are automatically booked for the TIE (Test of Interactive English) exam. If you wish to change your exam from TIE to IELTS or Cambridge you should make a request at the reception desk.
- Your teacher or the Director of Studies can guide you on the most suitable exam for your proficiency level.

18.3. Exam Preparation:

- Your classes are designed to prepare you for the exams.
- The College will assist you with exam bookings upon request, and attending the exam is your responsibility.

18.4. Exit Letter for Non-EU Students:

- Non-EU students on a 25-week program will receive an exit letter from Erin College only upon completing their end-of-course exam.
- Failure to complete a recognized end-of-course exam indicates non-completion of the English course, and no exit letter will be issued.

18.5. Erin College Certificates:

- Erin College digital certificates are awarded to students who meet the 85% attendance requirement and take the mandatory end-of-course exam. You can request your digital certificate through the Erin App.

19. Student Feedback

At Erin College, we value your input and strive for continuous improvement. Your feedback is crucial in making our college the best it can be. Here are the guidelines for providing feedback:

19.1. Importance of Feedback:

- It is essential for everyone at Erin College that we continuously enhance our services for the optimal experience of all students.

19.2. Feedback Meetings:

- You may be invited to attend feedback meetings during your time at Erin College to share your ideas on improvement.
- By signing this policy, you agree to attend any feedback meeting you are invited to.

19.3. Sharing Suggestions:

- You can also share your suggestions anonymously by completing one of the feedback forms available on our website or scanning the feedback form QR code located around the school and in classrooms.

20. Support Procedures

At Erin College, we strive to provide you with the service you deserve; however, we understand that concerns may arise. Here's our procedure for addressing concerns:

20.1. Initial Concerns:

- If you have concerns about your class or studies, your teacher is available to advise you.

20.2. Course/College Concerns:

- If you have any particular issue with your course or the College, please feel free to make an appointment to speak with a member of student support by emailing student.support@erincollege.com in Dublin or Erin Cork Student Support studentsupport.cork@erincollege.com in Cork. Emailing your concern is important so that we have a record of it and so we can direct the issue to the right department. We will reply to complaint emails within 72 working hours.

20.3. Additional Information:

- For more details on our complaints procedure, please refer to our Complaints policy.
- The policy is accessible on the College website, notice boards within the College, or at the reception.

21. Classroom Behavior

At Erin College, we embrace diversity and respect the varied perspectives that different cultures and individuals bring to the classroom. For more details on our disciplinary procedures, please refer to our Student Disciplinary policy accessible on the College website or at the reception. To maintain a positive and inclusive learning environment, we have established the following guidelines for classroom behaviour:

21.1. Acceptance of Diverse Views:

- Recognizing the diversity of cultures and people, it is important to accept that each student may hold different views.

21.2. Zero Tolerance for Disruptive Behaviour:

- Loud and threatening behaviour will not be tolerated.
- Consistent disruptive behaviour will result in a warning, followed by a letter of warning if the behaviour does not improve.
- If the behaviour persists, Erin College reserves the right to expel the student from the College.

21.3. Compliance with Teacher Instructions:

- If a teacher requests a student to be quiet or leave the room due to disruptive behaviour, immediate compliance is expected.
- The student should then speak to the Director of Studies or Assistant Director of Studies.

21.4. Reporting Abusive Behaviour:

- Students displaying abusive behaviour will be reported to Garda.

21.5. Photography and Filming Prohibition:

- It is strictly forbidden for students to film or take pictures during class without the explicit permission of the teacher.

22. Photography & Video Material

By signing this form, you are acknowledging and granting Erin College the full rights to use images resulting from photography or video filming. This includes any reproductions or adaptations of the images for the following purposes:

22.1. Business Aims:

- Fundraising efforts.
- Publicity campaigns.
- Other purposes aligned with business goals.

22.2. Usage Scenarios (but not limited to):

- Printed publicity.
- Online publicity.
- Social media platforms.
- Press releases.
- Funding applications.

23. Privacy Statement

At Erin College, we highly value and respect your right to privacy. In accordance with our obligations under the EU General Data Protection Regulation ((EU) 2016/679) ("GDPR"), we have formulated a comprehensive Privacy Statement outlining our commitment to protecting your personal information.

23.1. Accessing our Privacy Statement:

- To review our detailed Privacy Statement, please visit our website: [Erin College Privacy Statement](#) [Link]

24. Cancellation & Refund Policy

At Erin College, we understand that unforeseen circumstances may arise, leading to the need for cancellation or a refund. Please review our Cancellation & Refund Policy for comprehensive details:

24.1. Grounds for Refund or Partial Refund:

- Irish Study Visa Extension Refusal: If a student is unsuccessful in obtaining a visa extension, a refund or partial refund may be considered.
- Illness or Disability: In cases of illness or disability post-enrolment, a doctor's certificate would be required for consideration.
- Refusal of Entry into Ireland: If a student is denied access to Ireland upon arrival, a refund request may be submitted.

24.2. Refund Application Process:

- All refund requests must be made in writing.

- Accompanying documentation, such as rejection letters from GNIB and a stamped passport, must be provided.
- Original letters issued by the College and the student's GNIB card must be returned before considering any refund.

24.3. Additional Considerations:

- No automatic right to a refund exists if a student decides to change their mind about studying at Erin College. A request to cancel your course will be immediately processed and no refund or reconsideration will be granted.
- Refunds will only be granted for fees paid for the most recent year in which the specified grounds for refund occur.
- No refund will be given if a student withdraws after course commencement.

24.4. Deductions from Refunds:

- An administration fee of €300, plus €150 for health insurance (if applied) and €150 for learner protection (if applied) for long-term courses will be deducted.
- For short-term courses (1 to 12 weeks), an administration fee of 25% of the course fee, plus health insurance and learner protection fees (if applied), will be deducted.
- In cases of extension and medical requests, if the student has already started the course: the value of the book will be deducted if there is one in the package and the number of weeks studied by the student.

24.5. Additional Points:

- Refunds for visa refusal or entry denial, less handling charges, will be processed within 20 working days.
- Missed or delayed flights may not be refunded if not notified within 7 days in advance.
- No refunds for voluntarily giving up or stopping accommodation during the booked period.
- A refund for accommodation will only be possible if the student requests cancellation 45 days before checking.

24.6. Refund Request Submission:

- If applicable, your sales agent must submit refund requests and they can fill out the Refund Form.
- The refund period is from 6 to 10 weeks.

24.7. Calculation is:

- Total Payment - (€300 ADM Fee + €150 Health Insurance + €150 Learner Protection + (General English Course / 25 weeks - X weeks in class))

25. Change Policy

At Erin College, we are committed to maintaining transparency and complying with legal obligations. Our Change Policy is outlined below:

25.1. Policy Amendments:

- We reserve the right to change or modify this Policy as necessary to comply with legal obligations.
- Any changes or modifications will be communicated to students through publication on our official website and via email and/or in our Erin app.

25.2. Student Responsibility:

- It is the responsibility of each student to regularly review and understand the Terms & Conditions outlined in this document.
- Acceptance of these terms will be confirmed by signing the document, indicating acknowledgement, acceptance, and commitment to abide by the governing conditions.
- Failure to sign this contract will result in automatic disregard of the registration.

26. Execution of Agreement

This agreement may be signed and executed via fax, email, or other electronic means and in one or more counterparts, each of which shall be considered an original. All counterparts together will constitute one and the same agreement.

Student Name

Signature

____/____/____
Date

Yours sincerely,
Erin College