



TERMS AND CONDITIONS: FOR YOUR BENEFIT

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When you make a booking with EAC it is only accepted when you have received written confirmation from EAC or from our authorised representative or agent. EAC is entitled to invoice you for course fees at any time after we have accepted and confirmed your booking. The Registration Fee is payable when you make the booking. You must pay the balance in full a minimum of 28 days before the course start date, or immediately in the event of a late booking. All payments for courses in the UK, France or Spain must be in UK Sterling. All payments for courses in the USA must be in US dollars. You can pay by credit card but we will add a 3% surcharge on the total amount to be paid to cover credit card charges.

If you have not made payment by the due date EAC will be entitled to charge you interest at the rate of 5% per annum above the base rate of Citibank until your payment is made in full.

If, before you come to EAC, you are obliged to cancel your booking, you must write to us to let us know. We will confirm our acknowledgement in writing back to you. Cancellations will be subject to the charges listed below. Also, in the event of you leaving your course before it is finished, no refund will be given. EAC reserves the right to remove disruptive or poorly students from courses and no refunds will be given under any circumstances.

Cancellation charges:

- If you cancel more than 28 days before arrival date, we will only retain or charge you the Registration Fee
- If you cancel between 28 days and 7 days before your arrival date, we will charge you 50% of the total invoice
- If you cancel less than 7 days before your arrival date or if you fail to arrive, we will charge you 100% of the total invoice

If you wish to make any changes to your bookings, you must do so to us in writing. EAC reserves the right to charge you a further administration fee of £45 (\$75 for USA courses) for any change to your booking. All changes will be subject to availability. EAC recommends you to arrange full insurance cover against any possible cancellation charges. You can purchase insurance from EAC – see our website www.eacworld.com for details.

If you need to apply for a study visa to take up your course with EAC, we will provide you with all documentation you need to enable you to secure the visa for your programme. However, EAC can only provide such visa service on receipt of your payment in full. EAC will charge a £10 sponsorship fee (\$15 for USA courses) which will be added to your invoice. You must check carefully the documentation we provide and any changes or errors must be notified to us immediately in writing. Should you be unsuccessful in your visa application, all fees apart from the registration fee will be refunded to you. EAC will not be held responsible for any costs incurred should you not be granted your visa. If you think you need a -visa to study in the UK you must check with the relevant authorities and get the right visa. EAC have the right to

refuse admission to your course if you do not have the right visa documents. EAC recommends that if you require a visa to enter the UK, you should have a study visa irrespective of how long you are going to stay.

Arrangements and all the courses outlined in EAC publicity materials are given in good faith. However, courses and timetables may be subject to change from time to time. EAC reserves the right to change the particularities of courses, including changes to courses, facilities or dates of programmes where circumstances beyond our control make it necessary for us to do so, or where the level of bookings received does not reach the minimum number required to operate a course validly. In this event EAC will either provide you comparable services or refund to you that part of that service which relates to the change. In either case, EAC's liability shall cease and you shall have no other or further claim against EAC.

EAC reserves the right, by informing you in writing at any time before your starting date, to increase the price of the services being provided to reflect any increase in costs to EAC, which is due to factors beyond EAC's control, such as, without limitations, significant increases in accommodation costs, transport costs, labour costs etc.

EAC does not accept liability for your personal injury or death unless it is caused by the proven negligence of EAC or its servants. EAC does not accept any liability for the loss or damage to any of your property. EAC accepts no responsibility for losses or additional expenses you might incur in the event of cancellation or delays of your travel services or as a result of events and action that EAC cannot control such as, without limitation: strikes, disasters, war or the threat of war, acts of terrorism, quarantine, weather, sickness or any other event outside the control of the company. Again, we strongly recommend you have appropriate insurance.

If you have any complaint against any aspect of the services EAC provide for you, you should in the first instance notify the EAC Director or their representative at your school. In the unlikely event that the matter is still not resolved to your satisfaction, you or your agent should make an immediate complaint in writing to EAC's head office. We will investigate your complaint and if we judge it to be reasonable we will make an appropriate recompense (financial or otherwise). In order to be given a reasonable chance of addressing your complaint, please ensure that we receive it within one month of the end of your course. The exclusive legal jurisdiction of all courses booked with EAC and issues relating to them, is Scottish Law.

This brochure, our other brochures, our website and other publicity materials are the responsibility of EAC and the details are published in good faith as of August 2010. We regularly update brochures and photographs. It is automatically assumed that pictures taken of students participating in activities or lessons can be used in future brochures and advertising material.