

ISE Campus

ISE Dublin ☐ISE Waterford ☐

Personal Details

Please write down your personal details exactly as on your passport/ID document.

First and Second Name:	<input type="text"/>	Surname:	<input type="text"/>
Full Home Address:	<input type="text"/>		
Passport/ID number:	<input type="text"/>		
Telephone: + <input type="text"/> (<input type="text"/>) <input type="text"/>	Mobile: + <input type="text"/> (<input type="text"/>) <input type="text"/>		
E-mail: <input type="text"/>	Male: <input type="checkbox"/> Female: <input type="checkbox"/>		
Date of Birth: <input type="text"/>	Nationality/Native Language:	<input type="text"/>	
Emergency Contact: <input type="text"/>	Contact person's phone number: + <input type="text"/> (<input type="text"/>) <input type="text"/>		
How did you hear about ISE?	<input type="checkbox"/> Google <input type="checkbox"/> Agency <input type="checkbox"/> Recommendation <input type="checkbox"/> Other <input type="text"/>		

Booking & Course Details

Promotion? <input type="checkbox"/> Yes <input type="checkbox"/> No	Promotion Name: <input type="text"/>
Course Name: <input type="text"/>	
Start Date: <input type="text"/>	Number of weeks: <input type="text"/>
<input type="checkbox"/> 15h <input type="checkbox"/> 20h <input type="checkbox"/> 30h	
<input type="checkbox"/> AM (9:00-12:15 Mon- Fri)	<input type="checkbox"/> PM (13:45 to 17:00 Mon- Fri)
<input type="checkbox"/> + Conversation (12:30-1:30 Mon- Fri)	

Exam Options
















<input type="checkbox"/> ISE I (A1 to B1) or ISE Foundation	
<input type="checkbox"/> ISE II (B2)	<input type="checkbox"/> FCE (B2)
<input type="checkbox"/> ISE III (C1)	<input type="checkbox"/> CAE (C1)
<input type="checkbox"/> IELTS (B1/B2/C1)	<input type="checkbox"/> BEC (Business - B1/B2)

Non-EU Student Only

Medical Insurance <input type="checkbox"/>	Visa Renewal <input type="checkbox"/>	Current/Ex-ISE Student? <input type="checkbox"/>
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Accommodation & Transfer Bookings

Check-in: <input type="text"/>	Check-out: <input type="text"/>	Number of Weeks: <input type="text"/>
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Accommodation Typ	Room Type ( = Bed /  = Persons)
<input type="checkbox"/> Host Family (Half-Board)	<input type="checkbox"/> Single ( / ) <input type="checkbox"/> Twin ( / )*
<input type="checkbox"/> Student Residence (Self-Catering)	<input type="checkbox"/> Single ( / ) <input type="checkbox"/> Twin ( / )* <input type="checkbox"/> Shared ( /  /  /  / )
Do you smoke? <input type="checkbox"/> Yes <input type="checkbox"/> No	<small>*Host Family Double/Twin bookings only for two students travelling together. * Student residence - shared room can have maximum 6 students.</small>



Airport Transfer Arrival:

☐ Yes ☐ NoFlight Number: Time:

ADDITIONAL INFORMATION – is there anything else you would like to tell us? Do you have any learning difficulties/medical conditions/allergies we should be aware of (e.g. dyslexia, diabetes, epilepsy, food/pet allergies)?

I acknowledge that the International School of English's policies can be found on the company website. I have read these and I accept ISE's Terms and Conditions. Please note: 1. ISE does not provide learning facilities or support for students with learning disabilities or medical conditions. 2. Your personal data will only be used for the purpose of facilitating your course, in line with GDPR requirements. 3. ISE may have classrooms in several locations with different timetables and students may be placed according to availability.

Signed: _____

Date:

Terms & Conditions

Cancellation Policy

For cancellations due to visa permission rejections, a written notification and receipt of the relevant supporting documentation must be presented to ISE Ireland at least 14 days prior to your listed arrival date. On receipt of the supporting documentation, 100% of the tuition fees will be refunded. If visa rejection evidence is not supplied within the given time frame (at least 14 days prior to arrival date), then a cancellation fee equivalent to 1 week's full accommodation and tuition fees will apply.

Non Refundable Fees

It is advisable to pay fees via the ISE's TransferMate account (Escrow account for visa-required countries). For Non-EU students, it is a requirement to pay by this method as your funds are held independently in a protected Escrow account pending a visa decision.

The following cases are all non-refundable; this list is extensive but not exhaustive:

- Express mail fee €60
- Accommodation placement fee €70
- Administration fee €150
 - Bank Transfer fee (rate applies depending on country) Note: Monetary value differences apply due to currency exchange rate on the day of notification of visa rejection.
 - Medical Insurance policy issued €150

Refund Stages

Refund request form will be given to the ISE Accounts Department. A decision will be usually made within 5 working days although it can take up to two weeks to reach a decision.

Q.1. What happens if I decide not to commence my course after my arrival in Ireland?

A.1. Once a non EEA student arrives in Ireland and has their passport stamped by the Garda National Immigration Bureau (GNIB) at the port of entry they are deemed to be a student at ISE and no refund will be made. Equally, if a student has received their Visa from an Irish Embassy abroad, they are also deemed to be an ISE student and no refund will be made. Should a prospective student be refused a student Visa ISE will refund fees paid less an administration fee of €150. Such refunds are subject to ISE receiving all original copies of ISE's enrolment plus the original letter of refusal from the appropriate Immigration authority. Should a student cancel their course ISE will refund fees paid less an administration fee of €150 subject to the cancellation being received by ISE at least 21 days prior to class commencement.

Q.2. What happens if my Visa is denied because of false or misleading information on my application form?

A.2. Should a Visa application be refused because of false or misleading information said student will NOT be entitled to a refund. It is up to the student to make sure all information submitted is correct.

Q.3. My classes have already started – can I get a refund?

A.3. NO: Once classes have commenced no refunds are made for missed classes or early withdrawal from a course. (See next question).

Q.4. What happens if I cannot complete my course due to an unplanned event?

A.4. Should an unplanned event occur, upon receipt of proof, credit will be given for the outstanding paid weeks and will be valid for a period of 6 months from the first missed day.

Q.5. What happens if my course schedule changes?

A.5. This is not expected to occur, however, ISE reserves the right to alter dates in order to facilitate or improve the provision of any course / associated examinations. Should such a change be deemed necessary it will not affect the student's terms and conditions and therefore no refund will be made.

Making a booking

- Booking may be made by completing the online registration form.
- It is important to complete all necessary sections of the registration form distinctly.
- The school will acknowledge all bookings within five working days and, where all necessary bookings information is available, Letter of Acceptance will be given to the student once the full payment has been accepted.
- ISE reserves the right to refuse bookings.
- There is a non-refundable registration fee of €80.

Fee payments

- Full payment of fees must be made four weeks before the course start date.
- Booking will be canceled automatically, according to the cancellation policy.

- Payments are accepted in EURO only.
- Payment may be made by BANK TRANSFER or TRANSFERMATE.
- All bank charges are the responsibility of the student / Agency.
- All payments must be marked with an invoice number with the student's full name. We cannot guarantee that we have received payment unless bank transfers carry this information.

Course cancellation policy

- Notice of Cancellation must be provided in writing four weeks in advance of course commencement date.
- Course fees cannot be refunded without documented visa rejection evidence as per visa requirements.
- Courses cannot be transferred to other students or family members at any stage between tuition start and end date. Unused tuition weeks cannot be reallocated to other students at any stage of the student's tuition.

Course change policy

- Course changes regarding the morning or afternoon period of study must be requested no longer than 14 days before course commencement date. Changes can be made as re-booking as long as the course change takes place before the scheduled GNIB appointment after which the timetables cannot be changed as per visa regulations.
- Existing courses will be canceled and a new booking will be made for the new course as per the current/latest price list. Each booking will be treated as a new booking, i.e. new fees (course, accommodation, registration and placement fees, insurance and exam fee) will apply, if applicable. Note: Promotional pricing will be valid for a limited amount of time as stated on the price list.
- Course changes requested seven days prior to course commencement date cannot be accommodated.
- Course changes can only be effected for the next week starting Monday (or Tuesday if it is a bank holiday Monday) subject to availability of seats in the right class level and the payment of any outstanding fees is settled as per the requested change by the Friday preceding the new course commencement date.

Note: Course changes can only be made prior to the GNIB appointment when the student's 6-monthly timetable is confirmed and cannot be changed after the GNIB appointment as per student visa regulations.

- Course breaks are not permitted once a course has commenced. The timetable for each student is set at the GNIB appointment.

Accommodation terms and conditions

- All accommodation is offered subject to availability.
- There is an accommodation placement fee of €70.
- Accommodation fees are non-refundable.
- Student residence is on a Saturday to Saturday or Sunday to Sunday basis.
- An en-suite room (private shower & toilet) is available on request for an additional fee.
- Minimum booking is 4 weeks for Dublin and Waterford, subject to availability of dates requested.
 - Additional fees may be charged in the high season June to September, Christmas and NYE.
- There will be an extra charge for special requests.
- Twin rooms are only available for students travelling together
- No refund will be made if accommodation is cancelled less than 14 days before arrival.
- If accommodation is cancelled less than 30 days but more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€70) and one week accommodation.
- If accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded with the exception of accommodation fee (€70).
- Accommodation cancellations after arrival are non-refundable. The same applies if student have to shorten their stay – payment is non-refundable.
- Students should pay for accommodation 4 weeks in advance to avoid disappointment.
- Students should check availability with our accommodation team before booking flights.
- Students are advised to send the flight details in advance (after to check availability) to get the accommodation details as soon as possible and avoid disappointment.
- In cases when a payment is made with short notice (less than 4 weeks), the student will not be eligible for a refund, they choose an alternative accommodation option or change dates based on availability of accommodation. Additionally, they are liable to pay

any difference should the rate of the alternative option be higher than the original payment made.

- No shows, failure to arrive or postponement incurs charges in full from the booking date.
- Students wishing to extend their accommodation should check availability with us well in advance of completion of their initial stay.
- Accommodation details will only be sent once we have received proof of full payment. All our student apartments are self-catering, with no meals included.
- ISE cannot guarantee availability in the chosen accommodation if the student arrives on a different date.
- Accommodation is subject to availability and cannot always be guaranteed.
- Once accommodation is confirmed we can only guarantee a place for the duration and the dates initially booked. We cannot guarantee accommodation if the student changes the dates of his/her course or if the student decides to extend the stay.
 - Apartment residents must complete and sign an Apartment Damage or Loss Liability Agreement before arrival. In addition, the resident is responsible for the replacement cost of keys, key cards or fobs or other access devices lost or damaged during their stay.
- In case of restrictions due to the pandemic, the ISE may offer another type of accommodation and if there is a difference in value, the student must pay the additional costs.

Accommodation – host families

- Host family accommodation is on a Saturday to Saturday or Sunday to Sunday basis. Extra night accommodation may be requested and may be offered at a nightly rate subject to availability.
- The student should wish to change Host Family. ISE will only do so after discussing the situation and reasons with both the student and the family.
- Accommodation prices include half board (Breakfast & Evening meal only) from Monday to Friday and full board (Breakfast, Lunch and Evening meal) on Saturday and Sunday.
- An EnSuite room (private shower & toilet) is available on request for an additional fee.
- The student may be accommodated with families within 45 minutes to an hour travel time by bus.
- Families may host students of a number of nationalities.
- Minimum booking 4 weeks and subject to availability for dates requested. Students should book accommodation 4 weeks in advance to avoid disappointment especially if they wish to study during high season.
- The Accommodation Manager is in charge of recruiting families and knows each family on a personal basis. Families come from a variety of backgrounds from traditional Irish families to modern – day families where both parents work. Some hosts are single professionals.
- There is a code of conduct that must be respected between family and student on request from the Accommodation Manager. If any problem arises the Accommodation Manager will endeavor to resolve them in the best interests of the student, the family, and ISE.
- Special requests (dietary, pets, children etc.) must be made at the time of the initial booking. We may not be able to accommodate special requests after the student has been placed.
- There will be an extra charge for special requests.
- Twin rooms are only available for students travelling together.

Additional terms and conditions for junior students:

- A fully completed Parental Consent Form is required for each student under 18.
- Any student with special dietary or medical requirements is accepted solely at the discretion of ISE.
- Courses begin on Monday only.
- All junior student accommodation is based on room sharing: single rooms are not provided for junior students.
- The use of alcohol, drugs or other prohibited substances is forbidden. Any student found in possession or found taking alcohol, drugs or other prescribed substances will be sent home immediately at parent's/guardians expense. Group leaders or parents/guardians will be advised of the termination of the student's stays and must make arrangements for the student's immediate return home. No refund of fees will be given in this circumstance.
- Under the provisions of Irish Law, young people under the age of 18 years of age may not visit public houses (pubs) and they must not purchase alcohol.
- Junior students are subject to a curfew. They must be at home with their nominated host family every evening and may not be away from their host family after these times except under the specific supervision of a school nominated leader or their host family: Under-14s need to be home at 19:00 unless they are with their be home at 21:00. Students aged 17-18 years of age need to be home no later than 22:00.