



2 Parnell Square East, Dublin 1 Tel: +353(0)1 872 2037
E-mail: info@delfin.ie Web: <https://www.delfinschool.com/>

Enrolment Information

How to Enroll

Students may enroll by phone, online, or in person at Delfin English School. When enrolling, students must complete a Booking Form and the Delfin English School level test. Upon receipt of payment, your booking will be confirmed.

Cancellations and Refund Policy

All cancellations and terminations must be made in writing to the Managing Director or Operations Manager of Delfin English School

Delfin English Schools' Cancellation Policy is as follows:

- Delfin English School will not be liable in any way to the student in the event of any service, contracted to be supplied by Delfin, becoming impossible to supply because of industrial dispute, extreme weather events, national emergencies, government health warnings, or other causes outside of the control of Delfin English School. Delfin English School will not be liable for loss, damage, or injury to persons or property howsoever caused, save where the liability is expressly imposed beyond exclusion by statute. When applicable, Delfin will endeavor to complete all approved refunds within 60 working days of approval of cancellation.
- Bookings may be canceled up to 2 weeks before commencement of the course with a €150 administration penalty. Where accommodation has been booked an additional €95 penalty applies.
- For cancellations 1 to 14 days before the course begins, 50% of the full amount will be refunded (minimum cancellation fee is €150).
- There is NO refund for any cancellation once the course has commenced. This includes late arrival, early departure, or days missed during the course.
- At least 24 hours is required to cancel an individual lesson without cost. Lessons canceled within less than 24 hours notice will be charged at the full price of the lesson.
- If you are applying for a visa to come to Ireland from your home country and your visa is refused, a fee of €150 applies to cancellations (visa refusal documentation is required for refunds).
- If you are renewing your Academic Year Programme, we will apply a Cancellation Fee of €150 euros if your visa is refused (we need the visa refusal document). In addition, we will deduct the weeks of classes already taken, medical insurance, book fee, exam fee, and registration fee. Please advise that our refund process might take up to 60 days.
- All accommodation cancellations after arrival are non-refundable. The same applies if you have to shorten your stay payment is non-refundable. No-shows, failure to arrive or postponement incur charges in full from the booking date.

Course Withdrawals

All withdrawals need to be made in writing to Delfin English School. If the student wishes to withdraw from their course after arrival at the school, they must inform the Delfin Managing Director or Operations Manager explaining their circumstances.

Travel and Medical Insurance

EU countries students should obtain EHIC from their local Social Welfare Office. Any student undergoing medical treatment must provide a medical certificate. These students should still obtain Health and Travel insurance which covers their stay in Ireland. Non-EU students will need to take out their Health and Travel insurance or book their insurance with Delfin English School. If the students don't buy medical insurance with the school, they will have to pay an additional cost of €30.00 for the Protection of Enrolled Learners (PEL).



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Course Information

Class Sizes

Delfin English Schools maintain a maximum total number of 15 students per class, with average class sizes of 12 students per class.

Attendance Policy

Delfin English School expects high and consistent attendance at school as this is critical to a student's success and the achievement of their learning goals. Delfin ensures that the monitoring of student attendance is fully compliant with the Irish Immigration Regulations, that the reporting procedures fulfill all duty of care obligations, and that sponsors/parents are notified, where appropriate if attendance lapses.

- If a student is ill, they should inform the school, visit a medical doctor, and get a medical note to be verified.
- If a student wants a holiday, they should inform Delfin staff in writing at least 2 weeks in advance.
- Students who fall below 85% attendance will be contacted and procedures followed by Irish Immigration rules.
- There is no mechanism by which visa-required students can make up absences through additional classes, either during or at the end of the programme.

Public Holidays

No classes will be held on Public Holidays. Classes missed for Public Holidays will not be made up at a later date.

Lesson Cancellation

Delfin English School reserves the right to cancel a class at any time.

Payment Information

Methods of Payment

Payment can be made by bank transfer, card, or the Transfermate service. Contact us for more details.

How much will you have to pay?

The amount that you will have to pay will be made up of the following:

1. Course fees, based on the course of choice
2. Enrolment fee
3. Book fee
4. Accommodation & transfer fees, if applicable, based on the accommodation of choice

Payments

- A non-refundable deposit amount will be outlined in your Invoices and must be paid to formally accept your offer.
- A booking confirmation will only be issued after receiving full payment.
- Payments can be made using: Flywire, Transfermate, credit/debit card, or bank transfer
- Bank details are provided on the invoice.
- Payments for courses must be received in full 8 weeks before the course start date. Accommodation bookings paid later than 8 weeks before arrival can be changed due to availability.
- Bookings made within 4 weeks of arrival must be paid in full at the time of booking.



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General Terms and Conditions

Protection for Our Customers

To ensure the well-being of our students, Delfin has established a School Code of Conduct, which all students are expected to follow.

Any students who do not keep to the School Code of Conduct will be dealt with accordingly by the Managing Director. In extreme cases, this may lead to expulsion from the school with no course fees being returned.

Liability

Delfin English School will not be liable in any way to the student in the event of any service, contracted to be supplied by Delfin, becoming impossible to supply because of an industrial dispute or other cause outside of the cause of Delfin English School. Delfin English School will not be liable for loss, damage, or injury to persons or property howsoever caused, save where the liability is expressly imposed beyond exclusion by statute.

Photography and Film Material

By accepting Delfin English School's terms and conditions, the student accepts that Delfin freely can use all photography, film, and sound material that has been created by Delfin and/or Delfin's staff during the trip, without asking for further approval from the student.

Accommodation

- All accommodation bookings must be for a minimum of 2 weeks
- All accommodation bookings must match a course booking at Delfin. Accommodation is only available for full-time Delfin students.
- Accommodation bookings will be charged by week, except for those bookings for up to 4 extra days.
- Accommodation bookings must be made a minimum of 8 weeks in advance of the intended start date. Accommodation will be provided subject to availability.
- All arrivals must be on a Saturday or Sunday*.
- All students must arrive at their accommodation before 20:00* or arrange their accommodation for the evening. (*applicable to Host Family, City Centre options). Premium Residence has 24-hour check-in options.

Terms & Conditions can be changed without any prior notice