

Terms and conditions



These policies do not apply for participants under 18.

REGISTRATION & PAYMENT

To ensure a space at any COINED International programs it is important to register as far in advance from the date you want to start your course as possible. The next steps must be followed in order to register to any of our programs:

-A completed web site application form must be submitted by e-mail, fax or post to

-An advanced deposit of US\$ 150 is required. –this amount will be deducted from

the total cost of the program when full payment is made.

-The remaining total program fee must be made at least 30 days in advance before the start of the program. In the case of experiential programs, if detailed placement is due to be confirmed before the 30 days prior to the start of the program, full payment should be made before you receive confirmation.

-LATE FEE: Deposit fee and full payment received less than 30 days before the program starts shall be subject to an extra US\$ 50 late fee and the total cost of the program. COINED International reserves the right to accept last minute bookings.

-Bank Deposit / Wire Transfer: Deposit made out to COINED International bank account. Details available upon request.

-Add \$25 bank charge to the total program cost to cover wire transfer expenses.

-Remember to indicate the name of the beneficiary, personal information, and the purpose of the payment.

-A copy of the receipt's bank deposit must be sent to confirm the booking.

-Credit Cards: VISA, MASTERCARD, DINERS AND AMERICAN EXPRESS

-The authorization to debit the amount from a credit card must be sent to confirm the booking. Please clarify the exact amount authorized to charge to the credit card.

-A 5% extra charge will be added due to credit cards fees.

-A 5% extra charge will be added due to paypal fees.

These policies apply to every program. Exceptions to these rules are explained below in PARTICULAR POLICIES, according to the different program's options. These policies may vary from our partners. In this case, we will apply partner's policies. Full payment of the program is due 30 days prior the start of the course. Otherwise, COINED International shall cancel the booking and keep the initial deposit fee. Cancellation fees for all programs are as follows:

-Cancellations are valid only when they are made y email to the following address: registration@intercoined.org, by letter or fax. In each case, cancelation fees and administrative charges are applicable. Cancellations will be dated the first business day they are received in our offices and will be effective only after COINED emails a cancellation confirmation to the student

-COINED International will not review its cancelation policies in any situation, such as accidents, sickness, personal emergencies, and so on.

The same policy applies for programs cancelled and/or changed due to acts of terrorism, war, natural disasters, etc.

-COINED cannot be held responsible for such cancellations/changes. COINED International reserves the right to substitute comparable programs or refund tuition in its sole discretion.

Cancellation fees for course only programs are as follows:

-Up to 4 weeks before the course starts: Registration fee and all amount paid are fully refundable.

-Between 2 weeks to 4 weeks before the course starts: no refund of the advanced deposit fee is given.

-Less than 2 weeks: Registration fee is not refunded. A 30% penalty applies to the

total cost of the program.

-After the program has started, no refunds shall be given for any course, accommodation or any other services booked.

-All refunds have an administrative charge of 10% on the amount refunded.

Cancellation fees for internship and other experiential programs are as follows:

-There are no refunds once a placement has been confirmed.

-Cancellations before placement is confirmed will receive a refund all fees except the non-refundable application fee, the visa fees, bank fess and 25% cancellation charge.

-There will be no refunds after a program has begun. Programs can get canceled and/or changed once on site, COINED International is not responsible for these changes.

-In the event of visa refusal, COINED International will refund all fees except the non-refundable application fee, the visa fees, bank fess and 25% cancellation charge.

You may change your start date at anytime as long as its done 4 weeks before your program start date. All changes within 4 weeks of the scheduled start date depending on the location are subject to the cancelation policy and additional fees. If you have begun a multi-site program, changes or substitution of locations will be charged an additional fee each time you make a change.

No refunds are given for late students or for loss of classes during the course due to any kind of absences on the part of the student, whether justifiable or unjustifiable. No refunds are given either for justifiable or unjustifiable early returns.

-Prices of our programs are published on our web site www.intercoined.org and they are valid for the year they are published for. Online prices override any other previous versions of printed prices.

-The cost of the program does not include the registration fee of the chosen program.

-Price includes only aspect that it is clearly specified in the website. The participant must also afford the cost of any other additional services such as passports, visas, flights, medical insurance, accommodation, transfer service, study materials, and any other item that is not clearly stated in the program booked.

-In the cases where special offers and promotions apply, full payment must be made in advance at the time of booking.

-The registration fee is always required, except if the student attends classes in more than one location. This is a one life time registration fee, for language courses.

Lesson Hours & Schedules: Lessons are scheduled by each location and may vary from school to school, but on average, lessons range between 45' to 55'. Lessons are scheduled either in the mornings or in the afternoons. COINED cannot guarantee any special scheduling request.

Reduction of Hours: It is possible that the results of the placement test may lead to cases in which there are only one or two students at a particular level. In these cases the hours of the course may be reduced, and the same amount of lessons will be covered with private instruction.

Study Material: Depending on the location, school and program chosen, students may have to buy the study materials on site, although some schools may provide students the learning material free of charge.

-If COINED International is not able to find a placement for you within given time limits, your full deposit will be refunded. The deposit will not be refunded if you decline a placement that meets your requests as outlined in your application.

-Refusal by the participant to attend interviews will not constitute reasonable or in alternate placements.

-No refund will be issued to participants making alternate arrangements or alternate placements.

Terms and conditions



ACCOMMODATION PARTICULAR POLICIES

COINED International's accommodations (homestay, residences, flats) have been carefully selected by qualified members of our staff in order to guarantee not only the infrastructure but also the services offered.

-Unless otherwise stated, accommodation is generally allocated from the Sunday before the start of the course until the Saturday after the end of it. Accommodation shall be charged from 15:00 pm on the first day requested until 10.00 am on the last day. The check-in to the assigned accommodation shall be made from 15.00 am on Sunday and students must leave it before 10.00 am on the last Saturday after the end of their program. Additional days shall be charged if the arrival and departure times are not complied with.

-Participants must abide by the rules of behavior given by COINED International and/or given by our partners.

-In case that student's residence or apartment were fully booked, participants may be placed in other kind of accommodation. COINED will be formally noticing you in case of such a situation.

-If case of bookings made 2 weeks before the program starts, COINED will not guarantee availability of the accommodation requested since COINED assign priority to bookings made in advance. Moreover, COINED may change the price in order to provide an accurate accommodation for the participant.

-Even if COINED transfer service is not required, the participant must always inform about arrival details at least 72hs before the arrival, so there will be people waiting for them at accommodation. If the requested information is not provided, COINED can not guarantee that someone will be waiting at the accommodation. The check-in could be possible from 10 to 12 in the mornings or from 18 to 20 in the afternoon.

-If participants do not arrive according to the schedule, COINED does not guarantee that someone will be waiting for them.

-If participants are not pleased with the assigned accommodation, they may request to change it. The claim must be addressed to the school director personally or by mail. After evaluating the causes of the requirement and valid reasons for such a request, COINED will make every effort to look for another accommodation option. It is possible to ask for a maximum of three changes, each of them will be processed within a minimum of 72 hs after the official reception of the request. COINED will not refund any amount of money in case the participant leave the accommodation.

-COINED will not pay any changes in accommodation made by the participant's behalf. If a problem with accommodation arises, the participant should call COINED 24hs emergency phone number.

-The host can inform COINED about any irregular situation with the participants, even ask for a change of accommodation if there are reasons valid enough to do that.

-In case of hiring more than one destination, it is participant's responsibility to ask the local tutor about the information related to the accommodation details in the following city.

PUBLIC HOLIDAYS: No lessons will take place on public holidays, and there will be no extra classes to compensate for them. COINED International strongly recommends students to check holidays and school closing dates in each location before confirming their registration. Consult our policies in case of two holidays in the same week.

EXTRA-CURRICULAR ACTIVITIES AND EXCURSIONS: Information about extra-curricular activities, social activities and excursions offered at our schools and organization should be considered as a guide and are by no means definite. Depending on the activity offered by each school there might be extra costs. Please, contact us for further information about any of the activities developed at COINED's locations.

TRANSFER SERVICE & ARRIVAL

Students must always inform COINED International about the date and time of arrival, even in cases where the transfer service has not been requested. Airport pick-ups only transfer students from the designated airport to the designated accommodation.

-Flight details (date, time, airport, airline, and flight number) must be confirmed in writing before arrival; otherwise COINED shall not guarantee the transfer service and no refunds shall be given for this service.

-All costs incurred due to failure to notify COINED of arrival information in due time are the responsibility of the participant.

-In case of flights delays, changes, and so on, COINED will provide the transfer service but will reserve the right to charge additional costs, if necessary.

-If any changes regarding flight details are not duly informed, COINED International shall not take responsibility for the proper provision of the transfer service.

INSURANCE

COINED International can provide medical insurance at an additional cost to all those participants who require it. Otherwise, COINED reserves the right to refuse to accept bookings from participants who are not properly insured. All students must take out medical insurance before starting the program.

RULES OF BEHAVIOR

COINED International programs are designed for all ages.

-For adults from 18 years old above, COINED International is not responsible for providing any kind of supervision. Students are expected to observe certain rules of behavior such as respect for fellow students, staff at our schools, companies or organizations, COINED staff, program providers, tour operators, and host families.

-COINED shall not tolerate under any circumstance the illegal use of drugs, alcohol abuse, offensive and disrespectful behavior, and disrespect for the local laws, and reserves the right to withhold courses and accommodation from any participant who fails to comply with these regulations or for any other reason deemed necessary in the sole discretion of COINED International, and to further send home, without escort and refund, any non-compliant participant. In such a case, the return trip will be at the expense of the participant or the participant's family.

DOCUMENTATION

It is the student's responsibility to get all necessary documentation (passports, visas, permits, etc.) to enter the country. When available, COINED International will provide information to the students but they must check with the corresponding embassies, consulates, and airlines for any specific country entry requirements. COINED International strongly recommends students to give enough time to apply for necessary visas.

GRIEVANCES

Students that believe to have a legitimate reason for complaint must notify it to the company in the location where they are taking the program and to COINED International as soon as possible. COINED International will respond to all reasonable complaints and will put all its effort to resolve any problems arising during the time the student is attending the course. No complains posed after the student has finished the programs will be responded by COINED International which reserves the right to refuse any refund if the student declined to accept any reasonable solution offered by COINED. All matters outside the control of COINED International and its partners will not be considered for refund.

ACCURACY OF INFORMATION

COINED International has made every reasonable effort to ensure that the information provided in its website and literature is factual and accurate. COINED cannot therefore be held responsible for errors or omissions happening outside its reasonable control. COINED International strongly advises students to consult personally (by a representative) any specific information considered important prior to booking our programs.

LIABILITY

While taking part in COINED International programs, students acknowledge that they may be exposed to certain risks. These risks include, but are not limited to accidents and/or sickness without readily available medical facilities, forces of nature, war, terrorism, travel in the air, and travel on the ground. By signing this form students are accepting all these risks and agreeing to waive any liability against COINED International, its officers, directors, and employees for any injury, loss, damage, accident, expense or delay caused by or related to means of transportation and/or lodging. Students understand that they are traveling under their own responsibility and release COINED International from any liability related to health and safety.