

## Terms and Conditions for children's courses

### Registration and course conditions

Registration is on a first come-first served basis. Your place on the recommended course is guaranteed only after paying a reservation fee, full course fee or an instalment and subject to available places. Places are limited.

The maximum number of students in a group is:

For courses at our centres:

- 12-16 for children of 11 y.o.\* up to 18 y.o.\* depending on the room capacity.
- 12 for children of 6 y.o.\* up to 10 y.o.\*

For online courses:

- 12 for all online courses for children and teenagers, regardless of level/age

*\* The student will have turned this age by the beginning of the academic year*

We reserve the right to change the number of students in a class in accordance with local or regional regulations and subject to special circumstances.

We reserve the rights to change the times and days of your course in case of force majeure and the right to switch from face-to-face teaching to virtual teaching according to local regulations and restrictions imposed by local or regional circumstances.

If students miss classes, they will not receive additional classes. Students are not eligible for a refund for missed classes.

The British Council will:

(v) carry out teaching activities which may include:

- sharing personal data (student image and voice) during the real time broadcasting of online classes through the British Council learning hub.

- using student audio or video recordings as academic support.

- sharing student work (documents, images or recordings) in class for collaborative activities within the British Council Teaching network.

- use of the learning hub.

(Personal data collected and shared through and for the purpose of the learning activities described above will only be retained for the length of the course on which a student is enrolled.)

## Refunds and Credits policy

The British Council in Georgia offers refunds/credits only in exceptional occasions under the following circumstances:

### We will give you credit or refund of your course if:

1. You contract COVID-19 or are quarantined, and you want to cancel your course. **Subject to a 40 GEL administration fee.**
2. You contract COVID-19 or are quarantined, and you want a partial refund for classes missed -and will return when you are well. **Subject to a 40 GEL administration fee.**
3. The teaching centre is ordered to shut down and lessons are moved online but you do not want / cannot study online. **Subject to a 40 GEL administration fee.**
4. We cancel your course and are not able to find another course that you want.
5. You cancel your course more than 48 hours before the start of first lesson of the course (for any reason). **Subject to a 40 GEL administration fee.**
6. You are forced to drop out of the course in the first two weeks due to work or health reasons. Documentary evidence must be provided in this case (for example, a letter from your employer or a doctor's note). **Subject to a 40 GEL administration fee.**
7. **Please note that The British Council cannot make payments to banks sanctioned by the UK or any other relevant jurisdiction. If you request a refund to be sent to an account at a sanctioned bank, you will be asked to nominate an alternative method of payment that does not breach sanctions.**

### We will give you credit towards a new course if:

8. You drop out of the course in the first two weeks (for any reason).

In situations 5, 6 or 8 your refund or credit is reduced pro rata for lessons you attended or could have attended. This means when you took up a seat in the class, whether you attended the class or not.

Where credits are approved, they are valid for the following two terms only. Please note that reservation fee – 100 GEL is non-refundable.

### **Refund/Credit Process:**

- a) Complete the "Request Refund/Credit Form"
- b) The British Council will contact you if clarification of your request is needed
- c) Approved refunds will normally be by cash or bank transfer (if you send us your bank details) and the refund normally be issued within 15 working days. We are not responsible for the duration of the financial processes outside of our control.

In case another spike in COVID-19 necessitates introduction of quarantine measures - further closure of the Teaching Centre - by government mandate, the management of the educational institution reserves the right to transition all services into an online/virtual form until any quarantine measures are lifted. All service provided within the period of the aforementioned closure will be deemed properly provided.

## **Child protection policy / Obligations of parents or legal guardians**

We believe we have a responsibility towards the children who are attending our courses, including the duty to protect them from all types of abuse. We aim to achieve this through compliance with the child protection laws of the United Kingdom and from each of the countries we operate in, and by adhering to the 1989 United Nations Convention on the Rights of the Child.

According to our child protection policy, we require all students up to the age of 11 (i.e. age 6 to 10 inclusive) to be collected from our premises at the end of each lesson by an adult. In agreeing to our terms and conditions, you give your permission that students aged 11 years and older can leave the lesson unaccompanied.

We are not responsible for children left unattended on the British Council premises, outside of lesson times.