

These terms and conditions apply to all Richard Lewis Communications' (RLC) language training services held at Riversdown House in England.

1. An RLC sales-person or a representative of RLC will send you (the client) confirmation of your course details which must be signed and returned before the course can take place. Sometimes this process is carried out via email, in which case your email exchange with RLC (or with our representative) is the confirmation.
 2. The fee for the course will be invoiced at least 30 days before the first training day (when possible), and should be paid at least 2 weeks prior to the first training day. *The absolute deadline for payment is 3 days before the first training day.*
 3. If for any reason the invoice is issued within 30 days of the first training day, or issued after the first training day, it must be paid within 30 days of receipt.
 4. If a previously confirmed course is cancelled 30 days or more before the first training day, no cancellation fee will be charged.
 5. If a previously confirmed course is cancelled between 15 and 29 days before the first training day, then a cancellation fee of £500 is charged.
 6. If a previously confirmed course is cancelled within 14 days of the first training day, then the full amount for the first week of the course is charged. However, this may be covered by the insurance policy provided to you as part of the course fee, in cases of medical or other emergency.
 7. If a previously confirmed course is postponed 30 days or more before the first training day, no cancellation fee will be charged.
 8. If a previously confirmed course is postponed between 15 and 29 days before the first training day, then a postponement fee of £500 is charged. This fee is then deducted from the course price when the client rebooks. Clients must rebook within 12 months of the original course start date, otherwise the £500 postponement fee is forfeit.
 9. If a previously confirmed course is postponed within 14 days of the first training day, then the full amount for the first week of the course is charged. When the client rebooks, he/she does not need to pay for the first week of the course (as it has already been paid for) but does need to pay a £750 late postponement fee. Clients must rebook within 12 months of the original course start date, otherwise the course fee already paid is forfeit.
 10. If the client confirms training within 30 days of the first training day, the course cannot be cancelled or postponed, and if the client does not take the training, the full amount of the course (or the first week if the course is 2 weeks or more in length) is charged. However, this may be covered by the insurance policy provided to you as part of the course fee, in cases of medical or other emergency.
 11. If a client at Riversdown House engages in any kind of abusive behaviour during his/her stay, we reserve the right to ask him/her to leave early, without any refund of the course fee.
 12. If your visa application is rejected and we receive written evidence of this at least 7 days before arrival, we will refund the fees received in full, minus an administrative fee of £250. Fees will be refunded within four weeks of your providing us with bank details and signed authorization that the refund should be paid into that account.
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