

Update : 1st March 2022

Angloville – Terms and Conditions

1. Preamble

Please read the Terms and Conditions of Angloville carefully before submitting your online application.

Please note that these Terms and Conditions are common for all Angloville packages and programmes. Specific terms related to individual packages or programmes are listed in appendices. When choosing a specific Package or Programme, all general and the relevant specific terms and conditions apply.

By using the Services you confirm that you have read, understood and fully agreed to the terms, conditions and disclaimers contained in this notice. If you do not accept these Terms and Conditions, you should not apply to, take part in or otherwise use the Services. You understand that neither Angloville, nor any other company in its group, will have any liability to you in respect of any breach or repudiation of the contract.

These Terms and Conditions are valid from March 1st, 2022 .

2. Basic terms and definitions

Terms and designations used in this document:

1. **Angloville Programme** – real-life cultural exchange on language immersion programme (henceforth referred to as ‘Activity’ or ‘Programme”).

2. **Angloville** - organiser of the language immersion programme for the local participants. May cover the following entities:
 - Angloville International Ltd (IRELAND): St Mary's College, Emmet Place, Youghal, Co Cork, Ireland. Tax number: 3458878JH. Company number: 596977
 - Angloville Sp. z o. o. Sp. k. (POLAND): registered address: ul. Św. Leonarda 1/8, 25-311 Kielce, Poland; tax number: 657-291-71-22; KRS Number: 548006)
 - Angloville Kft. (HUNGARY): registered address: Lovas utca 34. B. ép. fszt. 1., Budapest 1012, Hungary, company registry number: 01-09-295407)
3. **Foundation** - Foundation 'Development without Borders' [Polish: Fundacja 'Rozwój Bez Granic'], the legal entity collaborating with Angloville, responsible for providing volunteer opportunities in Europe during an Angloville cultural exchange programme and the sole organiser of 'volunteers' stay on the Angloville programmes. (Fundacja 'Rozwój Bez Granic', registered address: Ul. Edwarda Heila 9/52, 30-654 Kraków, Poland)
4. **Volunteer** - international participant taking part in an Angloville Programme through a volunteering agreement with the Foundation
5. **Local participant** - participant from the country where an Angloville Programme is organised, taking part in the Programme as a client of Angloville
6. **Angloville Placement** - one or more specific Angloville Programmes the Volunteer is invited to participate in (henceforth referred to as 'Placement').
7. **Package** - a set of predefined services and features of participation provided to a Volunteer on an Angloville Programme
8. **Venue** - the location where an Angloville Programme takes place, covers multiple hotel partners in each country

9. **Starting city** - the city from where Volunteers and Local participants depart from to the Venue of the specific Angloville Programme and where they return after the Programme
10. **Website** - a website operated by Angloville or the Foundation to promote and inform potential Volunteers about Angloville Programmes, to manage the application process and to enable the purchase of supplementary services. Covers <https://angloville.com> and <https://shop.angloville.com>
11. **Service** - the provision of participation opportunities for Volunteers on Angloville Programmes and any related or Supplementary service
12. **Supplementary service** - additional services provided by Angloville in conjunction with or independently of Angloville Programmes as part of a Package or as an independent product
13. **Terms and Conditions** - the entirety of these terms and conditions, including the appendices

3. Service

3.1. Angloville Programmes

The Foundation, in cooperation with Angloville, provides opportunities to English-speakers to participate in sponsored cultural exchange programmes (Angloville Programmes) in Central and Eastern Europe and some other European countries. These Programmes serve as an opportunity for English-speakers to explore the local culture of these countries by meeting and interacting through a series of organised activities and discussions with Local participants - adult professionals or teenagers. Local participants, in turn, participate in Angloville Programmes to learn about the culture and traditions of the English-speaking world

and to improve their fluency in English by practising the language with international participants (Volunteers) as well as taking part in organised educational activities.

Angloville Programmes typically take place in selected countryside hotels in each Angloville country. Groups to a specific Angloville Programme leave from a designated Starting city using organised transportation by bus and return to the Starting city after completing the Programme.

For Volunteers, participation is sponsored by the Foundation, which fully or partially covers their accommodation and board during an Angloville Programme. The goal of the Foundation is to foster interaction and intercultural communication between countries in Central and Eastern Europe and the broader English-speaking world. Depending on the Package chosen by the Volunteer, additional services may be provided before, during or after the Programme.

3.2. Supplementary services

In order to support Volunteers in getting the most out of their Angloville experience and to create opportunities for further cultural exploration, travel and relationship building in Europe, Angloville offers a range of Supplementary services. These Supplementary services may be part of a Package and thus tied to an Angloville Programme or may be offered independently of Programmes to any participant wishing to use them.

Types of Supplementary services offered by Angloville include i.a.:

- accommodation in Starting cities (extra nights before or after Programmes),
- EuroTrips - organised travel packages aimed at exploring a particular region of Europe.

Up-to-date offering and details of Supplementary services are published on the Website. The offer may be subject to changes.

4. Application

4.1. Application process

By submitting your application, you confirm your intent to become a Volunteer of the Foundation during an Angloville Programme and you certify that you agree to the Angloville Terms and Conditions described in this document.

Application by Volunteers is made via the Website, by submitting personal data, preferred dates and locations of Angloville Programmes and other background information.

Angloville manages the application process for the Placement with the consent and on behalf of the Foundation. The final decision on whether to accept an application rests with the Angloville team as authorised by the Foundation. Even though we do our best to accommodate all suitable applicants for the vacancies available, at no time we can guarantee availability. Angloville reserves the right to reject any application without providing reasons. Decision is based on a complex set of criteria, aimed at ensuring the best fit between Volunteers and Local participants on each Programme. Angloville does not provide feedback on the reasons of successful nor unsuccessful applications.

Once an application is submitted, it is reviewed by Angloville. If the candidate profile meets the selection criteria and recruitment needs of upcoming Programmes, Angloville invites the candidate to an interview. The interview is completed over the phone or via an online video or audio call. Based on the interview, Angloville may request further background information about the candidate. Upon successfully

completing the application and selection process, the Volunteer is invited to one or more Programmes (Placement)

In order to participate on the Programmes the Volunteer has been invited to, one or more Packages need to be selected by the Volunteer and participation confirmed by submitting the required documents as described in later sections.

A Placement is completed when the Volunteer completes the last confirmed Programme included in the Placement.

4.2. Suitability

In order to be eligible to participate in Angloville Programmes, you must meet the following requirements:

- aged 18+ for junior programmes and aged 21+ for adult Angloville programmes,
- You confirm that all information provided by you to Angloville with regards to your citizenship, eligibility to travel to countries of destination, health, police record is true, correct and up-to-date at the moment of disclosure,
- have completed High School,
- appropriate personal qualities (maturity, flexibility etc.),
- ability to cope with challenges, good communication skills, cultural sensitivity,
- a range of hobbies and interests,
- have good health,
- have no diagnosed mental condition,
- a clean police record,
- have a story to tell; we will ask you to tell us a little more about yourself via an application form,
- have an interest in meeting new people and learning about new cultures,

- be ready to complete the required Angloville Placements in different locations across Central and Eastern Europe,
- possess or in a position to obtain all the necessary documentation, visas enabling travelling to destinations where the Activity is held. Angloville does not provide any support with visas,
- possess enough funds to cover for travel, accommodation, board before and after the Activity.

As a Volunteer of the Foundation you certify that all information provided to Angloville relating to your personal background, qualifications, experience, medical history, and current state of health is accurate and truthful, and that no information relating to the aforementioned areas is withheld. Angloville reserves the right to remove a volunteer from the placement, without a refund or compensation, if it becomes apparent that untruthful or inaccurate information was submitted in the volunteer's application form or if relevant information was withheld.

5. Responsibilities, liabilities and obligations

5.1. Legal

You shall comply with all applicable laws of any jurisdiction in which you may travel, including drug laws, while participating in the Activity. If your participation in the Activity is at any time deemed detrimental to Angloville, as determined in the sole discretion of Angloville, it may be terminated by Angloville without Angloville incurring any liability.

You may incur liability to Angloville under this Agreement if you engage in illegal acts, break Terms and Conditions ("Contract") with Angloville or enter into a Contract in bad faith.

You fully and forever INDEMNIFY, RELEASE, WAIVE AND DISCHARGE, and COVENANT NOT TO SUE, Angloville, the Foundation or its partners in providing Angloville Programmes, their directors, officers, employees, agents, representatives, affiliates, sponsors, successors and assigns, from and for any and all demands, claims, actions, suits, damages, losses, liabilities, costs and expenses (including, but not limited to, court costs and solicitor's fees), from any cause whatsoever (including, but not limited to, travel delays, property damage and loss, bodily injuries, sickness, disease and death), whether directly or indirectly arising in connection with your participation in the placement process and the Activity, whether or not foreseeable or contributed to by the negligent acts or omissions of Angloville or others to the extent permitted by law.

5.2. Health & safety, insurance

You fully assume all risks to person and property in connection with your participation in the Angloville Placement, including, but not limited to, travel delays, property damage and loss, bodily injury, sickness, disease and death. By agreeing to these Terms & Conditions, you confirm that you are in sufficient physical and mental health to participate in the Activity, and do not have any physical or mental conditions which could affect your ability to participate in the Activity.

You have or shall have travel and medical insurance coverage appropriate for your travel to/from and participation in the Activity. Angloville shall not provide any insurance for you in connection with your participation in the Activity. We stress that Angloville does not cover any of the medical expenses before, during or after the programmes you participate in. Any participant without suitable travel and medical insurance may not be able to commence the Activity and no compensation would be payable.

You acknowledge that Angloville contracts with a network of partners, companies, government agencies to assist in the Placements. To the best of Angloville's knowledge, these third parties are qualified to perform the duties they are contracted

to perform. However, Angloville will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to the behaviours of these third parties.

5.3. Travel & border control

Travel restrictions and border control measures are a national competence and the final decision if one is allowed to enter the country is the responsibility of the local Border Agency. Angloville may provide advisory guidelines and issue you a letter confirming your participation in the Programmes, however, it will always be your responsibility to ensure you have the correct visa status and can enter each country according to the latest local government policy. Since each case is individual, please always consult with your embassy or another official source before starting your journey.

5.4. Travel and accommodation arrangements outside of Placements

If you receive an offer to participate in the Activity and you accept that offer, you are responsible and liable for obtaining a passport, immigration visa(s) (if necessary) and other personal documentation appropriate for participating in the Activity, as well as arranging or coordinating transportation and accommodation to your satisfaction (when not provided), and paying all costs and expenses related to your participation in the Activity.

Angloville is not and shall not be responsible or liable for your transportation, accommodation or other services or products you purchased from third parties to enable you to participate in the Activity. Angloville is not and shall not be liable for any other acts or omissions of any third parties.

5.5. Documentation, travel eligibility and on-time arrival

You, the successful applicant, are responsible for:

- Obtaining your visa (if applicable). Whilst Angloville may assist in giving you advice about the correct visa for your travel, it is your responsibility to gain the correct visa for entry to whichever country your programme takes place in and any related costs. Angloville will provide information in good faith but bears no responsibility for the accuracy of the visa and travel information provided. Please check with the appropriate Embassy or Consulate well before you travel.
- Ensuring you take with you all necessary documentation as advised by Angloville and local authorities
- Timely arrival at the designated Starting city and meeting point on the official arrival date and time at own cost.
- Arriving at the Venue at your own cost in case you miss the transportation from the Starting city provided by Angloville. Returning to the Starting city at your own cost in case you miss the return transportation to the Starting city provided by Angloville.
- Obtaining relevant travel and health insurance for the duration of your stay on the Placement.
- Ensuring that you have a valid passport that will remain valid for the duration of your stay, and for 6 months following departure or any longer period if required by the country of Placement.
- Ensuring that you have taken appropriate medical advice and that you have received all the appropriate vaccinations and injections prior to travel.
- Paying the necessary participation deposits and/or Package price to Angloville
- Obtaining official evidence of a clean criminal record (when required) and providing it to Angloville

- Obtaining written behavioural references from a tutor / employer (when required)
- Requesting your deposit refund (if applicable to your programme Package) within 21 days of fully completing your Placement. Send your refund request: <https://angloville.com/refund-request/>.
- Complying with all local Health & Safety regulations applicable in each country where a Programme takes place. Refusal to comply will be considered as a breach of these Terms and Conditions. Therefore, in case of a cancellation requested by the participant, the refund of the deposit may be rejected by Angloville.
- Special terms applicable to specific epidemic, pandemic or other healthcare related situations may apply in certain periods and geographical areas. Angloville will publish relevant information on such conditions as necessary on the Website and will communicate to candidates and Volunteers when applicable. Any refusal to comply with the local Health & Safety regulations will be considered as a breach of these terms and conditions. As a consequence, in case of a cancellation requested by the participant, the refund of the deposit may be rejected by Angloville. Angloville shall not be liable for the correctness or timeliness of information published on its Website with regards to such conditions. It is Volunteer's responsibility to consult official local authorities and other official sources about current requirements.

5.6. Responsibility to cover costs

As a Volunteer, you will be responsible for covering the following costs:

- deposit and/or Package fee applicable to your selected Package, including transaction and foreign exchange costs/fees pertaining to online payments, bank charges or wire transfers, as well as local tourism and eco taxes,

- visa application fee (if applicable),
- outgoing and return flights,
- any travel between Programmes and Starting cities,
- any accommodation before, after or between Programmes not included in the selected Package,
- travel and medical insurance,
- any vaccines required by local health regulations,
- all spending money and personal expenses during the Activity,
- any optional excursions arranged.

5.7. Criminal record checks

To participate in Angloville Junior and Kids programmes, all Volunteers are required to provide a clean criminal background check before being able to be fully enrolled. The background check requirement is a key part of the Health & Safety and Youth Protection Policy.

A copy of a clean criminal record must be provided within 21 days from enrolment and no later than 21 days before the first selected Programme starts. The processing times to obtain the document may vary depending on your country of origin. The document must be issued in English (or with a certified English translation) and within 6 months prior to the start of your Placement.

Angloville has identified a few organisations that may help you obtain your criminal background check in a speedy which can be found on the Website (<https://angloville.com/dbs/>), yet Angloville bears no responsibility for the quality of service provided, please use your own judgement.

5.8. Behaviour & indemnity

During your time at Angloville Volunteers must follow a professional code of conduct. If at any point of your Placement with Angloville it is deemed that your behaviour is inappropriate, you are in breach of local law or current Terms and Conditions, you will be asked to leave the Programme with no refund of paid deposit or Package fees and any future programmes with Angloville will be cancelled at no refund. You will bear the cost of any accommodation, travel or trip curtailment in such an event. In case of serious breaches, including but not limited to breaches of law, Angloville will immediately inform the local Authorities and reserves the right to inform the employer, school or embassy of the participant. The participant agrees to indemnify Angloville and its local partner organisations against any and all claims, demands, losses, causes of action, costs, expenses, fees and damages which the organisations may incur directly or indirectly out of:

1. the breach of these terms and conditions by the participant; or
2. any claim or other cause of action made against Angloville as a result of the participants' omissions/actions/inactions and or failure to perform the services required. In cases of damages to material property of Angloville or its partners caused by the participant, damages to the reputation of Angloville or its partners, Angloville will request the participant to compensate for the loss and reserves the right to seek further compensation in a court of law.

5.9. Complaints

If for any reason you are not satisfied with your Placement organised by Angloville please contact Angloville's in-country support team at info@angloville.com. Angloville will acknowledge your complaint within 5 working days and will aim to resolve the complaint within a maximum of 28 days.

Notwithstanding anything else contained in any agreement, the liability of Angloville to the Volunteer shall not in aggregate exceed the amount of the deposit and/or Package fee paid by the participant.

5.10. Accuracy of marketing material

We believe that all statements made on the Website and on websites and marketing materials of Angloville's partners are factual and correct at the time they are made. Every reasonable effort has been made to describe the programme correctly. Angloville or its partners cannot be held responsible for any changes that become known or happen after the printing or publication of any written materials. Nor can they accept liability for events outside their reasonable control. They will undertake to advise you of any material changes known prior to your departure, providing there is sufficient time to do so and they can contact you.

5.11. Non-Solicitation

Non-Solicitation of Customers, Customer Prospects, and Vendors

You agree that during the term of your Placement with Angloville and after the termination thereof, regardless of the reason for termination, you will not, directly or indirectly, solicit or attempt to solicit any business from any of Angloville's Customers, Customer Prospects, or Vendors with whom you had contact during the Placement.

Non-Solicitation of Employees

You also covenant and agree that during the term of your Placement with Angloville and after the termination thereof, regardless of the reason for the

termination, you will not, directly or indirectly, on your own behalf or on behalf of or in conjunction with any person or legal entity, recruit, solicit, or induce, or attempt to recruit, solicit, or induce, any employee of Angloville with whom you had personal contact, to terminate their employment relationship with Angloville.

5.12. Copyrights

All printed and digital materials and content provided during a Placement, in preparation for the placement and after, content on the Website and social media channels belonging to Angloville, brand images, logos are property of Angloville and protected by copyrights. Any use of thereof is only permitted had a written consent been granted from Angloville.

6. Deposits, fees and refunds

6.1. Payment of deposits and fees

All Placements require the Volunteer to pay a deposit and/or Package fee. Supplementary services require participants to pay a fee. The deposit and fee payments are handled by Angloville International Ltd. Current deposit, Package fees and supplementary service fees are announced on the Website and can be found in [Appendix 3](#) to these Terms & Conditions.

All payments must be made electronically in the designated currency via an online payment link (PayPal) provided by Angloville at the time of confirming the Volunteer's Placement. Angloville does not take any responsibility for the use of any third-party online payment facility. Angloville will not be responsible for any malfunction of online

payment software. Any disputes arising with payment shall be dealt directly with your bank and the online payment system provider.

Payments must include all extra bank transfer charges applied during the transaction (including intermediary bank charges if applicable).

The payment must be paid in full at the time of confirming your Placement. Payments for Supplementary services may have a different payment schedule described on the Website. Angloville is unable to confirm your participation without a paid deposit and/or Package fee or supplementary service fee.

The deposit is valid for 365 days from the date of the purchase. The present terms and conditions apply to all the additional Programmes requested by the applicant on top of the originally confirmed Placement.

6.2. Deposit refunds

Volunteers are responsible for claiming any refundable element of the deposit within 21 days of completing the full Placement. After 21 days no refund is possible.

The Placement is completed and you can claim your deposit back when you have met all of the following conditions:

1. You attended and completed successfully all Angloville Programmes you were scheduled for in your Placement; You completed the online preparatory training and online test before the start of your Placement. The link to the training and test are sent by Angloville via email at the time of confirming the Placement;
2. You completed all activities, adhered to the local law, adhered to present Terms and Conditions, including but not limited to, the health and safety regulations;
3. In the case of Junior and Kids Programmes, you have adhered to the Youth Protection Policy described in this document.

The final refund of a deposit sum may be reduced by transaction and foreign exchange costs/fees pertaining to online payments, bank charges or wire transfers charged by the participant's bank which the participant agrees to cover in full. The deposit will be refunded to the same bank account / card from which it had been paid.

Deposits are not transferable to other persons.

Refund requests should be submitted via the Angloville website: <https://angloville.com/refund-request/>.

If the Volunteer applies for further Programmes not originally included in the Placement, the deposit can be rolled over to those Programmes within a 365 day period from the date of the payment. Therefore, instead of a refund, a Volunteer may apply to do further Programmes and only request a refund once those additional Programmes have been completed. For any Programmes starting more than 365 days from the date of the original deposit payment, a new deposit must be paid.

6.3. Top participant loyalty programme

Certain Volunteers may be exempted from paying a deposit if meeting specified criteria. Requirements to be eligible for the top participant loyalty programme are as follows:

- Volunteer signs up for one (or more) Adult Programme(s),
- Volunteer has successfully completed 4 programmes in the last 12 months,
- Volunteer has provided full documentation (including travel details and copy of passport),
- Volunteer has never cancelled a Programme (within 60 days before the start of the Programme),
- Volunteer has never breached Angloville and/or AngloTEFL Terms & Conditions or Code of Conduct.

Only Adult Programmes are eligible for deposit exemption.

The number of Volunteers in the top participant loyalty programme is limited. Angloville reserves the right to provide exemption from deposit payment based on its own discretion.

7. Changes and cancellations

7.1. Changes by Angloville

Angloville will do their utmost to make sure that your preferred dates and locations for your Placement are achieved. However, in a small number of cases it may be necessary to change a Placement or Programme date and/or location from your preferred selection and we reserve the right to do so. It is recommended that you make your travel arrangements following official confirmation by Angloville that your Placement selection has been confirmed. Angloville will not be held responsible for any costs in travel amendments for bookings made. You acknowledge that you will purchase the necessary travel insurance (including cancellation insurance for purchased flights, transportation, hotels and other travel components) covering your travel in an event of altered date and/or location of the Activity.

7.2. Cancellation by Volunteers

All cancellations by Volunteers are processed according to the below Cancellation policy. Cancellation includes cancelling all or part of a Placement by the Volunteer after its confirmation by the Volunteer (by paying deposit and/or Package fee, or providing travel details or other form of confirmation) and before or after the start

date of the Placement, including leaving any scheduled Programme included in the Placement.

Cancellation of all or part of the Placement:

- Within 14 days from the deposit/Package fee payment date, a full refund will be given provided that your cancelled Placement does not start in the next 30 days and/or you have not received your Angloville training access.
- 14 days from the deposit payment date until 3 months before the Placement start date: a 40% cancellation fee will be deducted from the refundable deposit and/or Package fee amount paid.
- Within 3 months before the Placement start date and during the Placement: no refund.

Once the Placement begins, if any Volunteer due to any reason informs the coordinator during the Placement about decreasing the duration or leaving the Placement early, no portion of the amount of the Deposit and/or the Package will be refunded.

Once the Placement begins, if any Volunteer due to any reason, before or during the programme informs Angloville about decreasing the duration or leaves the Programme early, no portion of the amount of the deposit and/or Package fee will be refunded.

7.3. Change of dates by the Volunteer

Once registered and up to 30 days before the start of the Placement, the Volunteer may change the start date and Placement duration once, subject to availability, at no additional cost or deposit and/or Package fee loss. No changes,

however, are possible after June 1st for Programmes taking place between July 1st and August 31st.

Any further changes or changes made within 30 days of the start of the Placement are treated as Cancellations.

7.4. Other situations

1. If your application onto the AngloTEFL Scholarship is officially accepted and you are enrolled in the Angloville programmes, however, you choose to cancel (fully or partially) your Placement, and you have started any component of the Scholarship - no refund is available.
2. In the unlikely event that a visa application is refused, full refund is still available upon presenting official documents from the Embassy at least 30 days before the start of the Placement.
3. You are also required to comply with all deadlines for documentation to the Angloville team. In case the documentation, including but not limited to travel documentation, clean criminal record evidence, written references, is required and not provided within specified deadlines, your programme application may be void and no refund is possible.

7.5. Force majeure

Angloville will not pay any compensation if your Placement is cancelled, curtailed or delayed or in any way changed as a result of circumstances that any party could not, even with all due care, foresee or avoid. Such circumstances include “acts of God”, without limitation, war or threat of war, terrorist activity or threats of such activity, riots or civil disturbances, adverse weather conditions, strikes, epidemic, pandemic, etc.

Volunteers arriving from epidemic areas, or those who remained in epidemic areas in periods preceding the Placement, may be requested to remain in quarantine according to any guidelines set by the local health authorities. As a result, if your placement is cancelled, curtailed or delayed the aforementioned policy will apply. Necessary travel cancellation and health insurance to cover for such situations should be obtained in advance by the participant.

8. Code of Conduct

Angloville aims at creating a safe, positive and pleasant experience for all its participants. This code of conduct sets out the standard of behaviour that is expected of Volunteers. This code of conduct is designed to help you get the most out of your Placement in a safe manner and provide consideration to other participants and other cultural beliefs during your Placement.

Please note that breaches of the code of conduct may result in your placement being terminated without compensation.

8.1. General

- It is necessary to listen to, comprehend and follow the advice and instructions of your local coordinators.
- As a participant of the Foundation and a participant in an Angloville experience, it is necessary to act responsibly.
- Refrain from possessing and use of illegal substances, such as drugs. Authorities will be informed of each found case of possession or use of such substances and your placement will be terminated immediately.

- Respect, and seek to understand, the culture of the country you visit. This involves being open-minded, tolerant of the customs and behaviours of the local people.
- Be particularly sensitive about different attitudes towards sexual relationships in the country you visit, do not engage in any activities that can be considered inappropriate or illegal.
 - Treat all other participants, students, local staff with respect and dignity.
 - Dress appropriately at all times with regard to the culture you are surrounding yourself with.
 - Do not leave the Venue for extended amounts of time without informing your local coordinators.
 - Practise good personal hygiene.
 - The Programme is to be run as per the schedule given by Angloville and should be strictly followed with timely start of activities each day.

8.2. At the placement

- Maintain a positive mental attitude throughout your Placement.
- Be an active participant, ask questions, be curious.
- Act as a conscientious and professional member of the team. You are relied on as a dedicated member of the team by the local students and other participants.
 - Abide by all the rules of the Placement, instructions given by local coordinators; respect other members of staff, other participants and students.
 - Smoking is allowed only in designated areas and during breaks or free time.
 - Each placement has a strict alcohol policy. It is forbidden to consume any alcoholic beverages during Angloville Junior and Kids Programmes.
 - Treat with care all the materials that you use during your Placement.
 - Taking photos and videos on the premises of the venues should require the permission of a local coordinator.

Participants should abide by regulations of the Venue hosting the Placement:

- you will be responsible for the tidiness of your room, any use of the room which exceeds natural use of the room may involve being charged an extra cleaning fee by the Venue;
- no outsiders are allowed on the premises of the Placement;
- as you may be sharing a room, please respect your roommate by refraining from creating nuisance and disturbances at especially, but not limited to, night-time;
- refrain from creating any damage to accommodation, premises, property. In case of any damage, you will need to cover the cost before leaving the property;
- settle any outstanding bills before leaving the property;
- stay at the accommodation / room allocated to you.

Angloville undertakes to offer a helpful and friendly approach to all Programme participants. However, Angloville reserves the right to take appropriate action in cases of breaches of the codes of conduct, which in our interpretation can impact the safety, well-being and comfort of other participants. Depending on the seriousness of the breach, disciplinary matters applied may involve termination of the placement with no refund, cancellation of future placement(s) with no refund and involving the local authorities. We treat health and safety very seriously.

8.3. Youth protection policy

The Angloville Legal Note & Code of Conduct offers guidelines outlining standards of behaviours when interacting with students on youth Programmes. These rules serve as a way of protecting students according to local laws but also as a healthy reminder to make sure the participants have a safe experience which will not lead to any legal consequences.

- No student is to be taken outside of the Venue's premises without an agreement of a local coordinator.

- No student should be taken to a café or restaurant or be served any food or beverages unless permission has been given by a local coordinator.
- Volunteers are not allowed to visit student's rooms.
- Volunteers are not permitted to share a bed or room with any student or allow the student to enter to their rooms.
- Volunteers are not allowed to offer any presents without approval from a local coordinator.
- Taking photographs and videos of students is only allowed with permission from a local coordinator and photos/videos should not be taken in a way intended to harm any student or other participants.
- No behaviour intended to emotionally abuse, shame, humiliate or degrade students is acceptable.
- Volunteers are obliged to display appropriate language at all times.
- Volunteers are obliged to take extreme care when interacting physically with students. Under no circumstance should any physical contact be, or have the appearance of being sexual in any way at any point.
- Any use of physical force is strictly forbidden.
- Any consumption of alcohol and/or illegal drugs is strictly prohibited during a Placement on Angloville Junior and Kids Programmes.
- Any form of discrimination, differential treatment or favouring of an individual at the cost of others is not allowed.
- Volunteers take full responsibility for their actions and reactions to students at all times with no exceptions.
- Inappropriate behaviour towards students, breaches of the current code of conduct or other legal breaches are grounds for disciplinary procedure including dismissal from the programme with no refund and at one's expense and legal action undertaken by the authorities.

9. Data privacy

Angloville collects and processes personal data of Volunteers in accordance with relevant laws. The data controllers are responsible for Angloville International and the Foundation.

The purpose of processing personal data is to provide information about Services and to provide Services themselves as well as, in case of consent from the Volunteer, delivering marketing messages related to the Service.

Basis for data processing: consent obtained voluntarily from users/Volunteers.

Volunteers are not obliged to provide their personal data, however the provision of Service in this case becomes impossible.

Angloville reserves the right to use any photo(s)/image(s)/video(s) Angloville or someone on Angloville's behalf takes of Volunteers or any comments (written or verbal) Volunteers make during or in connection with their participation on the Placement for Angloville's promotional and marketing purposes without obtaining further specific permission or making any payment to Volunteers. Such use may include mentioning name, age and town/city/area of residence.

Any feedback data, such as questions, comments, suggestions, or the like (collectively "Feedback"), shall be deemed to be non-confidential. Angloville shall have no obligation of any kind with respect to such feedback and shall be free to reproduce, use, disclose, exhibit, display, transform, create derivative works from and distribute the feedback to others without limitation.

The detailed Privacy Policy can be found on the Website (<https://angloville.com/privacy-policy/>). Acceptance of the Privacy Policy is required when inquiring about or applying to any Service.

10. Closing stipulations

Angloville reserves the right to change these Terms and Conditions or the services it offers from time to time. The most up to date version of the Terms and Conditions will always be available at www.angloville.com.

This Agreement constitutes the entire agreement, and supersedes any prior or contemporaneous agreements, understandings and negotiations, regarding this subject matter. This Agreement may not be amended by course of conduct or otherwise, and may not be assigned in whole or in part, except in writing duly executed by Angloville and you.

These Terms and Conditions are severable. In the event that any provision is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and such determination shall not affect the validity and enforceability of any other remaining provisions.

Appendix No. 1 – Supplementary terms of Anglo-TEFL sponsored scholarship

Hereunder are additional regulations with regard to the AngloTEFL sponsored scholarship.

The operator of www.angloville.com and services included on the site is:

Angloville International Ltd
St Mary's College, Emmet Place,
Youghal, Co Cork
Ireland

Tax number: 3458878JH

Company number: 596977

Organisers of the Anglo-TEFL Scholarship:

Premier TEFL, a division of Premier Education Partners Ltd, – the sole provider
of online courses

St. Mary's College Languages Dept, Emmet Place,
Youghal, Co. Cork,
Ireland

Company Registration Number: 582059.

Angloville – the sole provider of a real-life teaching practice (language immersion programmes).

General

Premier TEFL and Angloville have partnered to create the Anglo-TEFL Scholarship. When purchasing this Scholarship, payment in full will be paid to Angloville. Therefore, complete organisation of the practical element of this Scholarship (real-life teaching experience) will be handled by Angloville. The application process begins once full payment has been made. After that the Angloville representative will be in contact with you within 5 days. The terms and conditions are an agreement between you, the applicant, Premier TEFL, Angloville and its partners and organisations working on their behalf. It is important that you read and understand the terms to which you are agreeing when you accept a place on the Anglo-TEFL Scholarship.

Data privacy

Use of information

Premier TEFL and Angloville have set out these terms and conditions to clarify the relationship between you, the website visitor, Premier TEFL and Angloville. Under no circumstances will we share your information to third parties (unless it is an application to a school/agent), and we will take all necessary precautions to ensure that this information stays within Premier TEFL and Angloville.

Application: Use of Information

When you apply for a Placement that includes an AngloTEFL scholarship, you authorise Premier TEFL and Angloville to collect personal information, such as name, username, email address, address, work history, academic history and other non-financial personal information to determine your eligibility to participate in the Placement. Your personal information, resumes, covering letters and pictures, shall

be used solely for the purposes described above. Submission of personal information is wholly optional and can be removed from our records by request by emailing Premier TEFL at info@premiertefl.com and Angloville at info@angloville.com.

Liability and Responsibility

Premier TEFL is not responsible or liable for breach of Contract by either party, nor for any situation, including school closure or bankruptcy of the Contracting Organization that results in the Anglo-TEL Scholarship not being fulfilled. If you are terminated for any reason by Angloville, it is not Premier TEFL's responsibility to rectify the situation or to find you alternative teaching Practice.

Premier TEFL is not and shall not be responsible or liable for your transportation, accommodation or other services or products to be provided by Angloville or any other third party in connection with the Activity, and Premier TEFL is not and shall not be liable for any other acts or omissions of such third Parties.

Angloville is not and shall not be responsible or liable for your online TEFL course, your certificates or other online components or products provided by Premier TEFL or any other third party in connection with the TEFL course, and Angloville is not and shall not be liable for any other acts or omissions of such third parties.

Responsibilities

Responsibilities of the organisers.

Premier TEFL provides:

- information regarding the Anglo-TEFL Scholarship,

- 120-hour Advanced TEFL course where applicable
- liaison with the internship provider (Angloville) to process the teaching practice application,
- general advice and guidance for Scholarship preparation,
- certification upon completion of Scholarship.

Angloville provides:

- information regarding the Anglo-TEFL Scholarship and Angloville programmes,
- processing, accepting or rejecting your application. Please note; reasons for rejection may or may not be given,
- 70, 140 or 210 hours of real-life teaching experience (depending on which package you will choose) on Angloville Programmes as described under [Service](#) and the applicable [Package](#).

Participant responsibility

As an Angloville participant using the AngloTEFL scholarship, you are responsible for:

- completing your TEFL training provided by Premier TEFL within 90 days from the date of application (not from the date of the first logging in);
- completing the agreed Placement with Angloville, entitling you to the Scholarship;
- requesting your Anglo-TEFL Scholarship refund (if applicable to your Programme package) within 21 days of fully completing your Placement.

Special terms for cancellation and refunds

The Anglo-TEFL scholarship is available when signing up for a three-programme Angloville Package. Anglo-TEFL access can also be purchased with two or one

Angloville Programme. Details on prices and the amount of refundable deposit can be found in [Appendix 3](#). The full package fee must be paid in full at time of applying. Candidates are responsible for claiming the refundable element (if applicable) within 21 days of completing all the requirements of the Scholarship. After 21 days no refund is possible.

The requirements of the Anglo-TEFL Scholarship are completed and you can claim your deposit back when:

1. you attended and completed successfully all Angloville Programmes included in the Placement;
2. you completed all activities, adhered to the local law, adhered to present Terms and Conditions, including but not limited to, the health and safety regulations;
3. in case of Junior or Kids Programmes, you have adhered to the Youth Protection Policy described in present Terms and Conditions.

If for any reason you are not satisfied with the Anglo-TEFL Scholarship you have purchased, and you have not started any component of the Scholarship, you are entitled to a full refund of fees paid within 14 working days of booking without the need to provide a reason (Distance Selling Act, Ireland and Distance Selling Act, Poland: Dz. U. 2014 r. poz. 827 ze zm. „*Konsument, który zawarł umowę na odległość, może w terminie 14 dni kalendarzowych odstąpić od niej bez podawania przyczyny i bez ponoszenia kosztów, (...)*”).

Late applications

If you choose to apply for the Anglo-TEFL Scholarship while you are participating in an Angloville Programme, you can apply only for the three-week package. You must choose two additional Programmes. Only then, will the Angloville team count

your current Programme towards your Anglo-TEFL Scholarship and you must join the Scholarship before the completion of your current Programme.

Special terms regarding the application process

Angloville manages the application process for Anglo-TEFL Scholarships. The final decision on whether to accept an application rests with the Angloville team, and Premier TEFL cannot influence or change the decision. Any decision is final. Angloville operates to the highest standards available locally and complies with all relevant laws of any jurisdiction in which you may travel to.

Complaints

If for any reason you are not satisfied with your online TEFL course or any other online component provided by Premier TEFL please contact Premier TEFL team at info@premiertefl.com.

Personal Data

For the purposes of the Data Protection Act, Premier TEFL and Angloville are data controllers. As your Placement may involve interaction with children or vulnerable people, it may be necessary for you to produce a police clearance certificate (or similar background check). This may affect whether or not your application is accepted by Angloville and Premier TEFL and what records they keep about you.

By agreeing to these terms and conditions, you acknowledge and agree that Angloville and Premier TEFL may transfer, store and process your personal data and

sensitive personal data as contemplated by this agreement interpretation in a dispute.

By taking part in an Anglo-TEFL Scholarship, you confirm that you have read, understood and agreed to the terms and conditions covering the scholarship. You understand that neither Premier TEFL nor Angloville, nor any other company in its group will have any liability to you in respect of any breach or repudiation of the contract.

Appendix No. 2 Supplementary terms concerning Packages

Hereunder are additional regulations with regards to individual Packages offered by Angloville. The three levels of Packages available are:

- Basic Package,
- Comfort Package,
- Premium Package.

All general regulations plus regulations for level AngloTEFL scholarship (if chosen) apply.

Basic Package

Hereunder are additional regulations with regards to the Basic Package. All general regulations plus regulations for Anglo-TEFL scholarship apply.

Angloville will provide under the Basic Package the following to Volunteers:

- shared rooms on the Programme (5 nights, 5 breakfasts, 6 lunches and 5 dinners). Shared rooms are twins, occasionally triples. All accommodation rules from general part apply;
- bus transportation from the Starting city to the Programme venue and back for each Programme of the Placement;
- organisation of a free city tour of the Starting city the day before the Programme starts in the main departure cities in Poland and Hungary;
- ensuring the well-being of Volunteers and providing timely and reasonable assistance with resolving questions or issues while on the Programme with the help of the local Angloville programme coordinators.

Comfort Package

Hereunder are additional regulations with regards to the Comfort Package. All general regulations plus regulations for Anglo-TEFL scholarship apply.

In addition to its obligations stipulated in Terms and Conditions and the Basic Package, Angloville will provide participants with the following:

- only shared twin rooms on the Programme (5 nights, 5 breakfasts, 6 lunches and 5 dinners), no triple rooms. All accommodation rules from general part apply
- ordering a taxi to pick you up at Warsaw Chopin Airport;
- ordering a taxi to drop you off at Warsaw Chopin Airport;
- booking a single room the night before and after the Programme (2 nights with breakfast, in the departure city). All accommodation rules from general part apply;
- in-country, non-emergency assistance over the phone (9am – 8pm) starting from the day before a Programme starts and ending the day after a Programme finishes. Please note that availability and waiting time of assistance is dependent upon current demand for the service and may vary from time to time.

Premium Package

Hereunder are additional regulations with regards to the Premium Package. All general regulations plus regulations for Comfort Package and Anglo-TEFL scholarship apply.

In addition to its obligations stipulated in Terms and Conditions and the Basic Package, Angloville will provide participants with the following:

- booking a single room the night before and after the Programme (2 nights with breakfast, in the departure city). All accommodation rules from general part apply;
- booking a private single room with ensuite bathroom on the Programme (5 nights, 5 breakfasts, 6 lunches and 5 dinners). All accommodation rules from general part apply;
- ordering a taxi to pick you up at Warsaw Chopin Airport;
- ordering a taxi to drop you off at Warsaw Chopin Airport;
- a 24h city pass to explore Warsaw, Krakow or Budapest. Separate provisions for a specific pass apply as defined by the local tourism agency;
- in-country, non-emergency assistance over the phone (9am – 8pm) starting from the day before a Programme starts and ending the day after a Programme finishes. Please note that availability and waiting time of assistance is dependent upon current demand for the service and may vary from time to time.

Summary of Packages

What's included in Packages? (*)			
	Twin or triple	Twin	Single
Accommodation with ensuite bathroom during the Programme (5 nights)	Yes	Yes	Yes
3 meals a day (5 breakfasts, 6 lunches and 5 dinners) during the Programme	Yes	Yes	Yes
Transport from the departure city to the venue and back	Yes	Yes	Yes

City tour in the departure city	Yes	Yes	Yes
120H Anglo-TEFL course & certification	Optional	Yes	Yes
Angloville programme certificate & letter of reference	Yes	Yes	Yes
Airport pick-up in Warsaw	-	Yes	Yes
Airport drop-off from Warsaw	-	Yes	Yes
2 nights of accommodation before and after the Programme in a hotel in the Starting city (single room, ensuite bathroom, with breakfast)	-	Yes	Yes
In-country phone assistance (9am-8pm)		Yes	Yes
Free 24h city pass (with free entrances for main museums and tourist attractions (**))		-	Yes

(*) Disclaimer: Single rooms are available on a limited selection of Venues, let us advise you about our Premium partner hotels. City tours are available in the main departure cities in Poland and Hungary and may be subject to local sanitary and healthcare regulations. Airport pickup is only available at Warsaw Chopin Airport. Free 24h city pass included for Budapest, Warsaw or Krakow. In-country assistance available in English from 9am to 8pm, during the time of your placement.

Specific terms of rescheduling for Comfort and Premium packages

All modifications and/or rescheduling for Comfort and Premium Packages are processed according to the below policy:

- Rescheduling can only be approved for the on-going year, from the 1st of January until the 21st of December, every year. All changes are subject to availability.
- Within 14 days from the date when the Package is fully paid, modifications and rescheduling can be made free of charge.
- 15 days from the Package fee payment date until 45 days before the Placement start date: a 40% modification fee will apply.
- 44 days until 15 days before the Placement start date: an 80% modification fee will apply.
- 14 days or less before the Placement start date or during the Placement: a 100% modification fee will apply.

Appendix No. 3 – Deposit and Package fees

The prices listed below are valid from the 1st of January 2022. Our latest published prices can be found in our online shop:

<https://shop.angloville.com/product-category/deposit/>

Prices on the website are subject to change.

PACKAGE	ADULT PROGRAMME FEE	JUNIOR PROGRAMME FEE
Basic Package Price gross per person 1 or 2 programmes: no deposit included 3 programme package: 99 EUR refundable deposit included	129 EUR	129 EUR
Anglo-TEFL Package Price gross per person, three programme package 99 EUR refundable deposit included	149 EUR	149 EUR
Comfort Package 1/2/3 programmes 1/2/3 programme package Price gross per person	239/449/639 EUR	239/369/499 EUR
Comfort Package additional programmes additional programmes Price gross per person per programme	199 EUR	139 EUR
Premium Package 1/2/3 programmes 1/2/3 programme package Price gross per person	379/679/979 EUR	-
Premium Package additional programmes additional programmes Price gross per person per programme	319 EUR	-

Disclaimer

Cultural exchange Programmes, single rooms on Programme, extra rooms in partner hotels, free city tours, airport pickups in Warsaw and city pass are subject to availability of such. Venues, location, dates and vacancies are confirmed by Angloville after purchase of the entire package.

In case of unavailability of a programme, a selected venue or a hotel on the dates selected by the participant, Angloville will offer other dates and venues and hotels in replacement to the participant. If the participant doesn't agree with the new offer, the participant is eligible for a full refund of the package (all levels) and participation fee (levels 1 only).

For Comfort and Premium level multi-programme packages (2 programmes and more), the above package fees apply in case of back-to-back programmes. If programmes are completed with one or more weeks in between them, these are considered as separate one-week programmes.