

Terms and Conditions

Booking of language holiday

Please use the enclosed enrolment form for the booking of your language holiday. Your enrolment will be confirmed on receipt of the enrolment form in writing.

Payment

On receipt of our written enrolment confirmation, you must pay a deposit of 10% of the total price of your trip. The remaining 90% must be paid 3 weeks before the start of your language course.

Should you be late with any payment, then Academia Kolombus has the right to terminate the enrolment, after sending a written reminder, and to demand compensation.

Our liability to you

We accept responsibility for ensuring that your travel arrangements, which you book with us, are supplied as described in our Webster, but see also any comments in the letter we send you confirming your booking. If any part of your travel arrangements are not provided as promised, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. We accept responsibility for the acts and/or omissions of our employees except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of three times the cost of your travel arrangements.

We do not accept liability for services provided for you by a third party, where we have acted only as mediator.

There is no tuition on any official holidays of Ecuador.

Cancellations by you

In your own interest and in the interest of avoiding any misunderstandings we recommend that you notify us in writing should you decide to cancel your trip.

Should you cancel your holiday more than 4 weeks before arrival in Quito we will charge an administrative charge of 10% of the price of your booking. Should you cancel your booking within 4 weeks of arrival we will charge 25% of the price of your booking. If you cancel less than 2 weeks prior to your arrival, we will charge you 50 % of the price of your booking. Once you start a program, you are entitled to no refund from Academia Kolombus.

You have the right to prove that the costs arising to Academia Kolombus resulting from your cancellation are lower than the administrative charges that we charge.

If you have a complaint

If you have a complaint during your language holiday, you must inform the relevant supplier (e.g. host family, school director) who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home, after which period Academia Kolombus cannot accept liability for the event complained of. Your complaint shall be in writing.