



# 2021 Young Learners Programme Booking Form

19 July 2021 to 13 August 2021

## STUDENT 1 DETAILS

Family Name: \_\_\_\_\_ Given Names: \_\_\_\_\_  
Date of birth (dd/mm/yy): \_\_\_\_\_ Grade: \_\_\_\_\_  
Gender:  Male  Female Nationality: \_\_\_\_\_  
Current address: \_\_\_\_\_  
Any disabilities and/or chronic conditions that may affect the way you complete the course? \_\_\_\_\_

## STUDENT 2 DETAILS

Family Name: \_\_\_\_\_ Given Names: \_\_\_\_\_  
Date of birth (dd/mm/yy): \_\_\_\_\_ Grade: \_\_\_\_\_  
Gender:  Male  Female Nationality: \_\_\_\_\_  
Current address: \_\_\_\_\_  
Any disabilities and/or chronic conditions that may affect the way you complete the course? \_\_\_\_\_

## PARENT OR GUARDIAN DETAILS

Family Name: \_\_\_\_\_ Given Names: \_\_\_\_\_  
Date of birth (dd/mm/yy): \_\_\_\_\_ Relationship: \_\_\_\_\_ Gender:  Male  Female  
Passport Number: \_\_\_\_\_ Nationality: \_\_\_\_\_  
Current address: \_\_\_\_\_  
Current phone: \_\_\_\_\_ Email: \_\_\_\_\_

## PACKAGE SELCTION

- Package 1 : 4 weeks Y.L programme + 4 weeks (28 nights) Accommodation
- Package 2 : 4 weeks Y.L programme + 4 weeks Accommodation (28 nights) + 4 weeks Parent English programme
- Package 3 : 4 weeks Y.L programme + 4 weeks Accommodation (28 nights) + Parent Golf (4 Games)
  
- Morning Tea / Lunch for 4 weeks (Optional)
  
- DO NOT request Accommodation and Airport Transfers    Comment: \_\_\_\_\_

## AIRPORT TRANSFER TO ACCOMMODATION

Flight for Arrival  
Flight No: \_\_\_\_\_ Arrival Date: \_\_\_\_\_ Arrival Time: \_\_\_\_\_ Airport:  Brisbane  Gold Coast(EXTRA \$70/p.p)

Flight for Departure  
Flight No: \_\_\_\_\_ Departure Date: \_\_\_\_\_ Arrival Time: \_\_\_\_\_ Airport:  Brisbane  Gold Coast(EXTRA \$70/p.p)

❖ Accommodation Check-in is after 2:00pm

## TERMS AND CONDITIONS

### 1. I have read and agree to following policies, all available in the Student Handbook:

- PRIDE policy
- Attendance requirements
- Privacy policy

and understand failure to follow them may result in my exclusion from IH Brisbane – ALS, as detailed in the unacceptable behavior procedure.

I have also read and understood the information regarding

- Leave requests
- Deferment Policy
- Course Changes
- Late payment of fees

**2. Indemnity:** Neither IH Brisbane – ALS and its staff nor its representatives, will be held responsible for any loss, damage, illness or injury to people or property which may occur while students are on any activity or excursion organized by IH Brisbane - ALS. Students are solely responsible for taking out own insurance which we recommend be purchased in their own country.

**3. Release of Photography:** Photos or images of students participating in IH Brisbane - ALS school activities, taken by/for IH Brisbane - ALS staff, remain the property of IH Brisbane - ALS and can be used for promotional materials. If you do not wish to be photographed or videotaped please inform us in writing as soon as possible.

**4. Contact details:** Students are required to notify IH Brisbane – ALS within 5 working days of any changes to residential address, mobile, email or emergency contact, through their student portal; failure to do so may result in automatic visa cancellation.

**5. Training locations –** your training is to be delivered at 116 Adelaide Street, Brisbane, 4000.

**6. Personal information** provided to IH Brisbane - ALS is confidential, but by law, may be provided by IH Brisbane– ALS to appropriate parties. IH Brisbane –ALS is required to share information about its students with the Australian Government and other designated authorities, such as the TPS. IH Brisbane - ALS has the right to share information on your progress and attendance with your sponsor or educational agent.

**7. This programme** does not include travel / medical insurance, student and parent or guardian must get travel / medical insurance upon their arrival into Australia.

## REFUND, ENROLMENT & CANCELLATION POLICY

### Request for Refund

- Request for refund must be made on a Request For Refund Form (download from our website [www.ihbrisbane.com.au](http://www.ihbrisbane.com.au)) with appropriate supporting documentations (e.g. the letter from the Department of Homeland Affairs and bank details) and submitted to [enrol@ihbrisbane.com.au](mailto:enrol@ihbrisbane.com.au).
- A refund can only be paid if ALS has received the money and it has been entered into its accounts, and all debts to ALS have been paid.
- Refund payments will be made in Australian currency within 4 weeks of submitting the completed Request For Refund Form and all required supporting documentations.
- All refunds will be made payable to the students only, except for formally approved sponsored students or education agents who paid on behalf of the students (students must send us an authorization letter)

**Refund Policy –** there are 5 refund categories at ALS; these will be applied to **each and every course** applied for:

- 1. Cancellation notice given more than 6 weeks prior to the course start day:** \$500 Admin Fee. Tuition, Material, activities and clothes fee refunded. Enrolment Fees not refunded.
- 2. Cancellation notice given less than 6 weeks prior to the course start day:** \$1200 Admin Fee. Tuition, Material, activities and clothes fee refunded. Enrolment Fees and accommodation fee not refunded.
- 3. Cancellation after course has commenced:** No refunds eligible.

**Course Commencement means the first working day of the week the student is enrolled to start.**

**Pre-requisites–** courses at ALS require a pre-requisite level of English, age and previous study, which can be found on the website and promotional material. Students who do not meet these requirements will not be able to commence study in this course, but will be offered a place in an different course. Any difference in fees will be the sole responsibility of the student.

ALS disclaims all liability for any direct or indirect loss arising out of using a 3rd party service.

**Course Cancellation -** If ALS is unable to deliver a course, a full refund of unused portion of prepaid tuition fees, material fees, and enrolment fee will be made within 2 weeks of the day on which the course ceased being provided. You may be offered enrolment in an alternative course at no extra cost, and have the right to choose whether you would prefer a refund of fees or to accept a place in another course, which must be done in writing.

- In the unlikely event that ALS ceases to operate and is unable to offer you a place in another course or a refund, for student visa holders the TPS will place you in a similar course at no charge. Any refund due to a default of ALS as the registered provider is covered by the provisions of the Education Services of Overseas Students Act 2000 (the ESOS Act) (as amended).

**Complaints and Appeals –** students are able to submit a complaint or appeal in person to their trainer or at reception or by email to [enrol@ihbrisbane.com.au](mailto:enrol@ihbrisbane.com.au); we will respond in 10 working days or less, and you will be informed in writing of the outcome. If you are unhappy with the outcome, you can take your complaint or appeal to an external body, such as the student ombudsman. Submitting a complaint does not affect your enrolment.

**This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take an action under the Australian Consumer Law if the Australian Consumer Law applies.**

**For further information please read the Student Handbook at [www.ihbrisbane.com.au](http://www.ihbrisbane.com.au) / [alscertificates.com](http://alscertificates.com)**

## DISPUTE RESOLUTION

If you are unhappy with anything at IH Brisbane - ALS, please talk with one of our staff. You can bring a friend with you at any time.

IH Brisbane - ALS has a Dispute Resolution process but you also have the right to take action under Australia's consumer protection laws or to pursue other legal remedies. See full details on [www.ihbrisbane.com.au](http://www.ihbrisbane.com.au). Personal information provided to IH Brisbane - ALS is confidential, but by law, may be provided by IH Brisbane–ALS to appropriate parties

<p><b>PARENT DECLARATION</b></p> <ul style="list-style-type: none"> <li>• I have read and understood the IH Brisbane - ALS Student Handbook viewed at <a href="http://www.ihbrisbane.com.au">www.ihbrisbane.com.au</a></li> <li>• I understand and accept the above conditions of enrolment and Refund and Course change policy of IH Brisbane – ALS</li> </ul> <p><b>PARENT OR GUARDIAN Signature:</b> _____ <b>Date:</b> ____ / ____ / ____</p>	<p>AGENT STAMP /</p>
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## PAYING FOR COURSE

**\*Fees and charges must be paid in advance**

When we receive your BOOKING FORM, we will send you a LETTER of OFFER. Please complete all the details on and return to IH Brisbane - ALS with your payment.

IH Brisbane - ALS accepts International telegraphic transfer.

Bank Name: **ANZ Bank**  
 Account Name: **Australian Language Schools**  
 BSB: **014 010**

Swift Code: **ANZ BAU 3M**  
 Branch Address: **146 Queen street Mall, Brisbane**  
 Account Number: **491553135**