



## **REPRESENTATIVE AGREEMENT**

This document authorizes

*(The Agency),*

to act on behalf of **SCI Travel Ltd (Sprachcaffe International), Alamein Road , Pembroke PBK1776, Malta**  
*(the School)*, in the matter of counseling and recruiting students to study at our schools.

### **1. Objective**

The School offers language courses in China, France, Germany, Italy, Morocco, Cuba, Spain, Malta, Canada, the UK, and the USA. The Agency shall be responsible for recruiting students and ensuring that all the necessary travel arrangements are completed according to their requests.

Both parties have agreed to exchange all relevant information contributing to successful mutual cooperation and to provide students with all the documentation and consultation required for obtaining visas.

### **2. Arrival and Departure**

The Agency and the School know that the arrival day is Sunday and the departure day is Saturday (with the exceptions published in the current brochure). Any changes made to this schedule are subject to extra costs, which the School will specify in its final confirmation to agents.

### **3. Enrolment Procedures and Enrolment Confirmation**

1) When enrolling a student, the Agency is asked to send the application form to the School and collect all necessary fees (including the non refundable fees and the document shipping fee if required).

2) Upon receiving the enrolment, the School will confirm the booking.

3) The School will send invoices and will provide information on gross price and service in its confirmation. If the Agency does not agree with the services/prices stated, the Agency should make immediate amendments in writing. Otherwise, the school will be of the understanding that its terms are accepted.

4) The School shall admit students according to the fees and dates published on the current price list.

### **4. Confidentiality Policy**

Both parties agree that all information provided will be used exclusively for confidential review by our accrediting bodies, for application processing, and for statistical purposes.

### **5. Dispute Resolution Policy**

In the event of disputes, the Agency will be asked to discuss the issue with the relevant Marketing Manager. If a resolution still cannot be reached, the School will refer to dispute resolution policies which have been set forth by their accrediting bodies like British Council, Instituto Cervantes or Accet. For Canadian schools, Languages Canada's Dispute Resolution Policy will be used as a final means of solving irreconcilable disputes, which will include jurisdiction under Canadian law if necessary. The Agency is responsible to be aware of these policies and counsel their students.

### **6. Payment for Individual Students**

The Agency is obliged to make full payment for services to individual students 28 days prior to the commencement of the course or after visa has been issued, if required. A copy of the bank transfer should be sent to the school. All bank-transfer expenses will be covered by the Agency. Payments may also be made by credit card with a 2% surcharge.

In the case of payment failure the School cannot guarantee to provide the relevant services to the students.

### **7. Payment for groups**

For services rendered to closed groups, payments should be made as follows:

- 20% of the total amount after receiving the confirmation
- The remaining balance should be paid 30 days before the course commencement.

Exceptions have to be made in writing.



**8. Rebooking**

Rebooking is possible, terms and conditions are shown in your brochure.

**9. Commission**

The agreed-upon commission will be:

- % on total package prices of the current price list (plus supplements).  
This commission will apply to: a) All adults up to 4 weeks (except USA & Canada); b) All Juniors; c) All groups (except USA & Canada)
- % on the tuition prices of the current price list  
This commission will apply to: a) all adult tuition only bookings; b) all adults over 5 weeks; c) all adults to USA and Canada; d) all groups to USA and Canada; e) Processing fees (Au Pair, Work & Study, Pathways)
- % on total package price of High School students

**10. Cancellations in case of visa refusal**

In the case of a visa refusal we will refund all fees minus the non refundable registration fee (and shipping fee if applicable), as long as the student provides the letter of refusal issued by the embassy at the latest 14 days before departure. After this date, we will consider the participation of the student as confirmed and normal cancellation / rebooking fees will apply. In cases where the visa has not yet been issued 15 days before departure, we strongly recommend postponing the course. In this case, the first rebooking fee will not be charged.

**11. Normal Cancellations**

Cancellation policies are outlined in our brochures. By signing this agreement you are confirming your acceptance of the booking conditions printed in our brochure.

We will process any refund due within one calendar month of receiving a written notice of cancellation, the recipient's bank details and documentation from the embassy or other official body. Refunds can only be made on prepaid bookings. Insurance on cancellation fees is available, this is 2% of the total amount. The insurance must be settled upon registration and will only apply if a student cancels prior to departure due to health reasons (on receipt of written confirmation from the relevant doctor). In the unlikely event the School is not able to create a group course due to it not having enough students at the same time/level, smaller group courses or private tutorials for a reduced amount of lessons will be provided instead. Under the rare circumstances of the School being forced to cancel, all fees paid for services will be refunded.

**12. Dismissal policy:**

Sprachcaffe/GEOS expects its students to behave respectfully and appropriately inside and outside the classroom. Sprachcaffe/GEOS reserves the right to remove students from their booked course and/or accommodation with no refund given for the unused portion of their programme in case of i.e.: Breaking the law of the host country, Physically or verbally abusing students or staff members, Damaging or defacing school property, Behaving disrespectfully, Breaking any U20 rule

**13. Contract Term and Renewal Policy**

This agreement shall remain valid until 31.12.2021. The agreement can be cancelled in writing by either party, giving one month's notice.

**14. No additions** and/or amendments to the present agreement shall be valid unless they are made in writing, stipulated in the supplements, and signed by both parties.

Malta,

Alberto Sarno  
CEO  
SCI Travel (Sprachcaffe International)

SCI Travel Ltd.



Triq Alamein  
Pembroke  
PBK 1776, Malta

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