



## **Paid Vietnam TEFL Internship Terms and Conditions**

The entirety of these Terms and Conditions apply if you have booked a Paid Vietnam TEFL Internship which consists of the teaching Paid TEFL Internship in Vietnam (the **"Paid TEFL Internship"**). Please see the separate [Courses Terms and Conditions](#) for any course provided as part of the Paid TEFL Internship programme. These terms apply to bookings made via our website, our brochures or via telephone and which are made with us (whether direct or through agents appointed on our behalf).

### **Introduction**

We set out below the terms which apply to all bookings which you make with us (each a **"Booking"**). By us we are referring to Teach and Travel Group Limited trading as i-to-i, registered number 07935847 (hereinafter called 'the Company', 'we', 'us' or 'our').

You should study these Terms and Conditions carefully. You should also note that there are two different categories of terms governing, as applicable, the entirety of your Booking with us. The first is the Agency Terms set out immediately below; the second is the Paid TEFL Internship Provider's booking conditions the **"Paid TEFL Internship Provider's Booking Conditions"**) which you can find in a separate link. For the avoidance of doubt the Paid TEFL Internship Provider's Booking Conditions are the terms of Fluent Education Ltd, 26/F Beautiful Group Tower 77, Connaught Road Central, Hong Kong (the **"Paid TEFL Internship Provider"**) whom provides the Paid TEFL Internship and with whom your contract with regards the Paid TEFL Internship is with.

### **Agency Terms**

1. When processing your Booking we will arrange for you to enter into a contract with the Paid TEFL Internship Provider relating to the entirety of the Paid TEFL Internship.
2. We are acting as the Paid TEFL Internship Provider's agent in arranging your Paid TEFL Internship element of the Booking. For the absolute avoidance of doubt the Paid TEFL Internship Provider is the principal and we have no direct relationship with you in respect of the Paid TEFL Internship. In acting as your agent in arranging your Booking, then by your acceptance of these Agency Terms you are giving us your authority to liaise with the Paid TEFL Internship Provider and put you in touch with them.
3. Your Booking through us is subject to both these Agency Terms (which define and explain our obligations to you and the role that we play), the TEFL Course Terms (if applicable) and the Paid TEFL Internship Provider's Booking Conditions; the latter of which are the specific booking conditions of the Paid TEFL Internship Provider which set out, amongst others, your rights in the event that something goes wrong with any elements which are associated with the Paid TEFL Internship.
4. In completing your Booking with us you are accepting our Agency Terms, the TEFL Course Terms (if applicable) and the Paid TEFL Internship Provider's Booking Conditions.
5. In the event of any contradiction in the TEFL Course Terms and the Agency Terms then these Agency Terms shall prevail.
6. In the event that your Booking consists of the Paid TEFL Internship only (on basis you have already booked/completed a TEFL Course) then such Booking is subject only to the Agency Terms and the Paid TEFL Internship Provider's Booking Conditions. For the avoidance of doubt any TEFL Course you have separately booked will remain subject to the terms and conditions associated with that booking.



## Booking details

7. If booking online you are responsible for ensuring booking details are correctly entered. If booking via the telephone then once you have confirmed your details we will proceed to confirm the booking with the Paid TEFL Internship Provider. Please check that names, dates and timings and any other information are correct on receipt of all documents, including, in particular but not limited to, the Confirmation Invoice, and advise us of any errors within two days of receipt of any documents by contacting our Customer Support department by emailing such details to [customersupport@i-to-i.com](mailto:customersupport@i-to-i.com). Please note that we will not accept any responsibility for incorrect information if we are not informed within this timeframe. Any changes to these details will incur the amendment fees stated in the TEFL Course Terms in addition to any charges applied by the Paid TEFL Internship Provider.
8. The booking information that you provide to us will only be passed on to the Paid TEFL Internship Provider or other persons necessary for the provision of the Paid TEFL Internship or TEFL Course. The information may therefore be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary and religious requirements. Certain information may also be passed on to security or credit checking companies.
9. If we were not authorised to pass this information to the Paid TEFL Internship Provider, whether in the EEA or not, we would be unable to arrange your booking. In making this booking, you consent to this information being passed on to the relevant parties.

## Payment

10. You will be required to pay a 50% deposit or make full payment at the time of the Booking . Where you only pay a deposit you must pay the full balance by the balance due date (90 days before your arrival date). If full payment is not received by the balance due date then we will cancel your booking and charge a cancellation fee amounting to 100% of the deposit monies paid.
11. It is important that you understand that payment at the time you are making your booking does not in itself mean that your booking is confirmed. Your booking is only confirmed when we send you our email confirmation of booking and the Confirmation Invoice.

## Cancellation and Amendment

12. If you cancel your Booking then a cancellation charge will apply and, subject to the Paid TEFL Internship Provider's Booking Conditions, this charge will amount to:
  - 50% of the full booking amount if cancelled prior to 90 days from the Paid TEFL Internship start date, after the cost of your TEFL course has been deducted (where relevant)
  - 100% of the full booking amount if cancelled less than 90 days from the Paid TEFL Internship start date

For the avoidance of doubt the cancellation charge for the TEFL Course will be 100% if it has been started.

Any amendment requests will be subject to approval by the Paid TEFL Internship Provider and if approved the cancellation terms above will apply. Any cancellations will apply from the original booking date.

## Paid TEFL Internship Requirements

13. During the Paid TEFL Internship you will be subject to all Vietnam applicable laws, regulations or otherwise and it is imperative that you comply with the same. Should you have any questions on the same then you should contact your contracting party; the Paid TEFL Internship Provider.
14. You are required to have completed all 120 hours of online TEFL Course according to the timescale provided by the Paid TEFL Internship Provider.
15. You are also required to send all documentation to the Paid TEFL Internship Provider, as detailed in the instructions, by the given deadline and in an acceptable form. A failure to do so will result in your Teaching



Paid TEFL Internship Booking being void and no refund possible. To be accepted pursuant to this clause all such documentation must be prepared by you in good faith, using your best endeavours and to the best of your ability, and be presented to the Paid TEFL Internship Provider to a high standard which is acceptable to the Paid TEFL Internship Provider (with such acceptability to be determined at the sole discretion of the Paid TEFL Internship Provider).

16. If you are not accepted on to the Paid TEFL Internship by the Paid TEFL Internship Provider you will receive a full refund on the Paid TEFL Internship element of the Booking (for the avoidance of doubt this does not include a refund of any separate bookings made with us or the TEFL course if you wish to continue it) provided that you can demonstrate your compliance with the provisions of these Agency Terms (including, but not limited to, clauses 13 and 15) and the TEFL Course Terms. Acceptance onto the Paid TEFL Internship is at the absolute discretion of the Paid TEFL Internship Provider and the Company cannot advise, help or otherwise assist with regards the same. Furthermore the Company will not, and has no right to, be informed by the Paid TEFL Internship Provider of the reasons why your application is not accepted and you must liaise directly with the Paid TEFL Internship Provider with regards the same.

#### Insurance

17. The Paid TEFL Internship Provider may require you to take out travel insurance as a condition of booking with them as detailed in their Paid TEFL Internship Provider's Booking Conditions – we advise you check these carefully. In any event, we strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. Please note that we cannot advise on the appropriateness or suitability of any policies.

#### Passports, Visas and Health

18. Information about passport and visa requirements for your trip can be obtained from the Foreign Office or other relevant Government Body. Any specific passport and visa requirements, and other immigration requirements, are your responsibility and you should confirm these with the relevant embassies and / or consulates before any booking is made. Neither we, nor the Paid TEFL Internship Provider, accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Most countries now require passports to be valid for at least 6 months after your return date.

#### Alterations by the Paid TEFL Internship Provider

19. It may be necessary for the Paid TEFL Internship Provider to reconfirm or change elements of the Paid TEFL Internship. Please check this in the correspondence received from your Paid TEFL Internship Provider, including the Paid TEFL Internship Provider's Booking Conditions.

#### Complaints

20. If you have any dissatisfaction regarding your Paid TEFL Internship then this should be reported to the relevant Paid TEFL Internship Provider or their local supplier or agent immediately. For the avoidance of doubt any complaint should not be reported to, and does not lie against, i-to-i unless it is in respect of the TEFL Course. Please consult the Paid TEFL Internship Provider's Booking Conditions for any complaint procedure of the Paid TEFL Internship Provider and/or contact them about the same.
21. Any complaint with regards the TEFL Course is subject to the TEFL Course Terms.
22. Whilst we cannot deal with complaints about the Paid TEFL Internship, if the Paid TEFL Internship Provider fails to resolve your complaint then please contact our customer services team who will try to assist you as far as is reasonably possible with regards your complaint with the Paid TEFL Internship Provider.
23. We handle claims according to EU rules.



#### Limitation of liability

24. For the avoidance of doubt, your booking of the Paid TEFL Internship is directly with the Paid TEFL Internship Provider. Other than where we are negligent in the provision of our services to you, we accept no liability or responsibility for any complaint, loss, damage, expense or other claim in respect of any aspect of your bookings or Paid TEFL Internship arrangements.
25. Specifically, we will not be liable for any act or omission by any person not employed directly by us or under our immediate control and whilst we have chosen the Paid TEFL Internship Providers with care we have no control over the Paid TEFL Internship Provider and so cannot be held responsible for any action or omission of the Paid TEFL Internship Provider or their servants, agents or employees or any other loss, claim or otherwise associated with the Paid TEFL Internship itself.
26. Moreover, we cannot be held responsible for any loss, damage or expense incurred or suffered by you which results from strike, civil commotion, fire, flood, war, threat of war, terrorist activity, national or nuclear disaster, epidemic or similar outbreak, late delivery, adverse weather conditions any act of God and / or any other event which is outside of our reasonable control.
27. In no circumstances shall we be liable for any economic loss, loss of profit, loss of revenue, loss of business, loss of goodwill, loss of reputation, loss of anticipated savings arising out of the failure or delay in performing the services under these terms or otherwise in connection with these terms; or for any indirect, special or consequential loss or damage (howsoever arising).
28. Nothing in these Agency Terms shall limit or exclude the liability of us for death or personal injury resulting from our negligence, fraud or fraudulent misrepresentation or from any other liability which cannot be excluded by law.

#### Jurisdiction

29. Your contract with Teach and Travel Group Limited will be governed by English law and any related disputes will be dealt with in the courts of England and Wales. If you live in Northern Ireland or Scotland, the courts of Northern Ireland or Scotland as appropriate can deal with any disputes

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