

Terms and conditions

Services

Mountbatten ESL reserves the right to make reasonable changes to the services, including changes to courses, tours, afternoon and evening activities, accommodation, facilities, and dates of the programmes, when these changes are deemed necessary by Mountbatten ESL due to weather, disruptions to attractions, other circumstances beyond Mountbatten ESL's control, staff's availability and students' energy levels.

The sample programmes featured in our brochure and other marketing materials are for illustrative purposes only, and Mountbatten ESL reserves the right to change particulars with reasonable prior notice.

Payment of Fees

For groups, a non-refundable deposit fee of 20% is required by latest 90 days before camp commencement, and a concrete payment schedule will be specified in the contract with the agent or school that is sending the group. Allocation of rooms, staffs and resources will not begin unless this deposit has been received.

For individual students, a non-refundable deposit fee of 30% is payable at the time of booking, and full payment is due no later than 45 days before arrival.

A refundable damage deposit (GBP 100 per student for London programmes, SGD 100 per student for Singapore programmes) shall be applicable and payable latest 3 weeks before camp commencement. This damage deposit is fully refundable within 2 weeks after camp is completed, after deduction of any damage charges.

Mountbatten ESL reserves the right to add a fee of 5% to late payments, and credit card payments are subject to 3% credit card processing fee.

Cancellation and Refund Policy

For groups, last minute partial cancellations by latest 30 days before camp commencement, due to unforeseen and force majeure circumstances, is allowed as long as the total number of students attending is no less than 95% of the deposited number of students. No refund is possible after group confirmation is made.

For individual students, where cancellation request is received in writing by latest 45 days before camp commencement, a partial refund of 80% of the package price will be granted. If cancellation request is received within 45 days of camp commencement, a partial refund of 30% of the package price will be granted.

If a student's visa application is rejected after payment has been received, all fees (after deduction of an administrative fee of GBP 200 for London programmes, SGD 200 for Singapore programmes) will be refunded within 30 days, provided a visa refusal letter is received at least 10 days before camp commencement, and the student has made the visa application in good faith and fulfilled all requirements for the visa application.

In the unlikely event that Mountbatten ESL is unable to deliver a course, groups and individual students will be offered full refund. Alternatively, students may be offered enrolment in a suitable alternative course at no extra costs.

Insurances and travel details

All students must have proof of sufficient travel and medical insurances that are valid in the country of camp destination and valid during the entire duration of the camp.

If airport transfers are included in the package, travel details must be received at least 7 days before camp commencement. If notice is not received in a timely manner, Mountbatten ESL may not be able to provide airport transfers and will not be held liable for any resulting issues.

Visas

Some students may require a visa to enter the destination country to attend our programmes. Students should directly contact their local embassy, consulate, or high commission for official information on visa applications.

Obtaining the correct visa is the sole responsibility of the student or agent/school. Mountbatten ESL will only provide visa supporting documents after the non-refundable deposits have been received.

Liability

Mountbatten ESL and its staff will not be held liable for loss/damage to personal properties and death and injuries to persons, howsoever caused, except where liability is expressly imposed by law in the destination country.

Student safeguarding and welfare

Mountbatten ESL is committed to providing a safe environment for persons under the age of 18, in collaboration with adult chaperones sent by agencies to accompany students to attend our camps. Further details on our policy can be found in the Safeguarding and Child Protection Policy available on our website.

By enrolling students in our programmes, parents and guardians of the students authorise Mountbatten ESL to take appropriate action in the event of emergencies and acknowledge that Mountbatten ESL will not be held liable to any costs incurred.

Student disciplinary procedures

By enrolling in our programmes, students are committed to adhering to the rules in the Mountbatten ESL student handbook, which will be sent to students latest by 15 days before arrival. Failure to follow these rules or applicable local laws will result in disciplinary actions.

Mountbatten ESL reserves the right to deny, cancel, or suspend a student's enrolment if deemed in the best interests of the student or other camp participants and staff, in which case the deposit or unused programme fees will not be refunded.

Complaints Procedure

Complaints by students or their representatives can be submitted in writing in English to the Centre Manager. If the complaint is not resolved by the end of the programme, students or representatives should send the complaints to Info@montbattenesl.com.

Privacy Policy

Information provided to Mountbatten ESL may be held on computers and servers, and shall be processed in accordance with Mountbatten ESL's Privacy Policy, which is available on our website. Students and representatives are advised to send personal and confidential information via email using password-protected zip files and sending the password separately.

Consent for use of student's materials

Students and their parents or guardians agree that the students' photos, videos, recordings, testimonials, artwork or other works may be used for marketing purposes by Mountbatten ESL, without further consent or notification.

Agent and school agreements

All of the above terms and conditions are applicable to agents and schools unless agreed otherwise in writing between Mountbatten ESL and the agents and schools.

Force Majeure

Mountbatten ESL will not be held liable in the event that Mountbatten ESL cannot supply the contracted services due to any causes beyond Mountbatten ESL's control, including but not limited to war, blockade, revolution, riot, insurrection, civil commotion, strike, lockout, explosion, fire, flood, storm, earthquake, changes in laws, rules or regulations, applicable sanction laws, labour disputes, government regulations or damage to our camp premises by fire, flood, earthquake, acts of God, or by the elements or by other causes.