GoBali
Study Abroad

GO ABROAD STUDY PROGRAMS PTE. LTD. · GOBALI

Terms and Conditions

For your GoBali semester at Udayana University and Ngurah Rai University in Bali.

Version 2.8 | 9 October 2026 | Governed by the laws of Singapore

DOCUMENT CONTROL

Title	Terms and Conditions
Author	Managing Director
Subject	Terms and Conditions
Version	V 2.8
Created	09.10.2026
Date Approved	09.10.2026
Approved by	Board of Directors
Copyright	Go Abroad Study Programs Pte. Ltd.

Contents

Introduction 4
The Contract 4
Agency 4
Prices 4
Program Fee 5
Documents Issued by Partner Universities 5
Cancelation and Refunds 5
Moving to a Later Semester 5
Unpaid Places 6
Waiting List 6
Alterations made by you 6
Cancelation Fees 6
Liability 6
Force Majeure 7
Travel Insurance 7
Service Fees 7
Payment by Credit Card or PayPal 7
Passport and Visas 7
Complaints 7
Data Protection 8
General 8

Governing Law 8

Schedule of Fees 9

Promotions 10

Udayana University Terms and Conditions 11

Ngurah Rai University Terms and Conditions 14

Introduction

We are Go Abroad Study Programs Pte. Ltd. and we look forward to the opportunity to act as your booking agent for your semester abroad. These terms and conditions (the "Agreement") describe what you are legally entitled to expect from us when you purchase services through us, in addition to your obligations as a customer. The terms "we", "us" and "our" refer to Go Abroad Study Programs Pte. Ltd. The term "you" refers to the customer visiting our websites, booking through us or otherwise using our services.

Please read these conditions carefully. They apply to all applications and bookings made through us. We are acting as an intermediary or as an agent on behalf of different suppliers and service providers (“suppliers") for products and services that are not directly supplied by us. We are not a co-vendor of such products and services. You are contracting with the suppliers, whose terms and conditions apply to your application or booking. Copies of those terms and conditions are available upon request from the supplier. Certain software and content found on our website are owned or licensed by us or our suppliers, your use of which may be subject to further conditions.

These conditions govern your relationship with us. The person making the application or booking must be at least 18 years of age and must be authorised to make the application or booking on behalf of the members of the party. The person making the application or booking must also provide a copy of these booking conditions to the other members of the party.

The Contract

After we have received your application fee, deposit or full payment (if applicable) and we have issued a confirmation invoice, a contract will exist between you and each of the suppliers, effective from the date printed on your invoice. The terms and **conditions of each supplier you have applied for or booked with will apply to** your booking. Once the contract(s) is (are) made, the supplier is responsible for providing you with what you have booked.

Agency

We are acting as an intermediary or as an agent on behalf of different suppliers and service providers (“suppliers") for products and services that are not directly supplied by us. In doing so we give no warranty nor make any representation regarding the services to be supplied or the products purchased by you. Your application or booking will **be subject to the terms and conditions applied by the provider of the service or** products. You agree that if the services or products are not supplied in accordance with your application or booking your remedy lies with the service provider and not with us.

Prices

Every effort is made to ensure that the prices quoted to you are correct; however we act only as an agent and rely on information provided to us from the suppliers of the services and products. We will bring to your attention any change in price made prior to you completing your application or booking and paying the balance

of the price. Please note some supplier and service providers reserve the right to increase the price of your arrangements due to increases in fares, fees and currency fluctuations.

Program Fee

The program fee is the fee we invoice for your GoBali program at a partner university. It is not necessarily the same as the partner university's tuition fee. Depending on the partner university, the program fee may consist of the university's tuition fee plus additional services (for example application handling, academic administration, orientation and support in Bali), or it may be the same amount as the university's tuition fee where the university already includes these services in its own fee. What the program fee includes for each partner university is shown on the GoBali website and in your invoice. The amount stated on our invoice is the amount you owe us.

Documents Issued by Partner Universities

Partner universities may issue their own documents, such as letters of acceptance, enrollment certificates, invoices, receipts or confirmations for scholarships, student loans (for example BAföG) or visa applications. These documents may state fees under different names (for example "tuition fee", "program fee" or "semester fee") or amounts that differ from the amounts we invoice, for example because they show only the university's own share, use a different currency or exchange rate, or follow the university's own fee structure.

Such documents are issued solely by the partner university and under its own responsibility. We are not a party to them, have no influence on their content and accept no responsibility or liability for the information they contain, or for any decision a third party (such as a funding body, authority or embassy) makes on the basis of them. They do not change the amount you owe us under our invoice and do not give rise to any claim against us for a refund or for a difference in fees. On request, we will confirm in writing the fees you have paid to us.

Cancelation and Refunds

The cancelation rules are set by GoBali and are the same for every partner university. Refunds follow the cancelation rules and fees published on the GoBali website (Fees & Payments) at the time of your application. GoBali charges a cancelation fee as published there, which is deducted from your refund. The application fee and costs charged by payment providers are not refundable. The visa fee is not refundable after the application deadline. If you break off your studies in Bali, no refund is possible. To cancel, please send an e-mail with your name and matriculation number to info@gobali.org.

If you study in Bali on a student visa (E30, for example E30F or E30B), you can still cancel once GoBali has started the visa process, but neither the program fee nor the visa fee will be refunded, because your place is then registered with the partner university.

Moving to a Later Semester

Instead of canceling, you can ask to move to a later semester. The GoBali team decides on each request. If your request is accepted, what you have already paid counts towards the new semester. If the program fee for the new semester is higher, you pay the difference and any additional transfer costs.

The cancelation deadlines of the semester you originally applied for continue to apply. This means that once you have moved to a later semester, you can no longer cancel with a refund.

Unpaid Places

If the program fee is not paid by the due date on your invoice plus the grace period stated by GoBali, your place is released and the invoice is canceled. GoBali may grant extra time. If the program fee has been paid in part, the GoBali team decides how to proceed.

Waiting List

When a semester is full, you can join the waiting list. Places are offered in the order of the waiting list. An offer is valid for the time stated in the offer. If you accept an offer, you are admitted and must pay the program fee by the date stated on your invoice. An offer made close to the start of the semester can carry a risk that the student visa is not ready in time; you must confirm that you accept this risk, and you may have to enter Indonesia on a different visa at your own cost. The waiting list closes shortly before the start of the semester.

Alterations made by you

If you want to change any part of your application or booking, we will do all we can to help. However, the suppliers are under no obligation to make any change, although with reasonable notice (usually more than four weeks), changes may be possible. If a supplier is able to make a change, we will charge an administration fee per application or booking as set out in the attached schedule of fees.

Cancelation Fees

If you cancel the booking you may incur a cancelation charge from the supplier. The amount of this charge will vary depending on when the cancelation is made and the terms and conditions of the supplier of services or product. We do not guarantee that any refunds will apply. If you are entitled to a refund please note we are unable to provide you with funds until they are received from the supplier. We are not responsible for a supplier’s failure to pay a refund. We will charge a cancelation fee per application or booking as set out in the attached schedule of fees.

Liability

As we are only acting as an intermediary or as an agent we have no liability in respect of the supply of any element of your application or booking, including any liability for illness, personal injury, death or loss of any kind, delay and inconvenience caused directly or indirectly by any provider of services or products or by other third parties unless caused by our negligence. Any claim for damages for injury, illness, loss or death must be brought against the relevant supplier of the services or products. Nothing in these terms and conditions shall be read as excluding, restricting or modifying rights under applicable legislation given to consumers in relation to the supply of goods and services.

Force Majeure

We shall not be liable for any loss or damage incurred by you as a consequence of us or any of the suppliers being unable to perform its obligations under your contract(s) due to the unusual or unforeseeable circumstances (a “force majeure event”) beyond the control of the party affected by the force majeure event.

Travel Insurance

We strongly recommend that you take out comprehensive travel insurance at the time of paying an application fee or deposit. The policy should provide cover for loss of deposit, cancelation and additional expenses, medical expenses and repatriation and loss or damage to baggage and valuables. You are responsible for making any special or increased insurance arrangements which you deem are necessary.

Service Fees

We may at our discretion charge service fees on your booking. Our service charges are set out in the attached schedule of fees.

Payment by Credit Card or PayPal

Card surcharges may apply to payments made by credit card or PayPal. In the event you pay by credit card or PayPal but the services are not provided by a third party provider of services or products you agree that you will not take steps to charge back your payment to us.

Passport and Visas

It is your sole responsibility to ensure you have a valid passport at the time of travelling and that you hold all necessary visas and permits. Some countries require you when entering to hold passport with at least six months validity. In addition some governments require a longer validity for study purposes, e.g. Indonesia 18 months for a study permit.

Complaints

We hope you will have no reason to complain but if you are unhappy with any aspect of the services provided you must report it immediately to the supplier, or contact us. We shall attempt to resolve the matter immediately but if you remain dissatisfied you must write to us within 7 days from the end of your booked service. Failure to complain in time may mean we will be unable to resolve the dispute. Consultancy fees may apply for advising you how to solve your dispute with the supplier. We do not guarantee that disputes can be resolved.

Data Protection

In order to process your application or booking we need to pass your details to the relevant suppliers. We will take all reasonable precautions to ensure the security of that information. We may also use the information you provide for marketing purposes and, if you do not wish to receive any further information, please inform us or read more in our Data Protection Policy.

General

We reserve the right to alter these terms and conditions at any time.

Governing Law

Your contract with us is governed by the laws of Singapore and you agree to submit to the jurisdiction of the courts of Singapore to determine any dispute pertaining to the contract.

Schedule of Fees

Bookings and Service Fees

ITEM	FEE
Application Fee	75€
Booking Fee	49€
Early flyer Fee	19€
Late Application Fee	49€
Late Payment Fee	49€
Accommodation and vehicle bookings	49€

Amendment Fees & Cancelation Fees

ITEM	FEE
Applications and Bookings	99€
Amendments and Cancelations	99€

Consultancy Fees

ITEM	FEE
Consultancy Fees per hour	99€

Payment Provider Fees

ITEM	FEE
Credit Card Fees	5,5% + 0.50Euro
PayPal Fees	4.5 % + 0.50Euro

We reserve the right to apply the above service fees in addition to those by suppliers that you may use as part of your arrangements handled by us. We act as an intermediary or as an agent on behalf of universities and other service providers only. We accept all monies paid and commitments given subject to our terms of trade and schedule of fees and those stipulated by other service providers you may use as part of your overall arrangements handled by us. These conditions apply to yourself, your family or travelling companions that you represent or make payments on their behalf. We will advise and provide you with all the relevant documentation and schedule of fees prior to your financial commitment being made.

Promotions

General

Promotions are always for a limited time only and depend on additional terms and conditions.

Invite a friend promotion

The cash-reward promotion is a promotional activity from Go Abroad Study Programs Pte. Ltd. and doesn't affect or reduce the Udayana University program fee, which must be paid in full by every student. The inviting student can receive, for a maximum of 4 times, a 25% refund on the paid program fee by inviting other students if the invitation meets all of the following conditions:

- The inviting student shares the unique invitation code mentioned in his/her myUNUD account
- The inviting student paid the program fee
- The inviting student started to study at Udayana University
- The invited student mentioned the unique invitation code of the inviting student in his/her application
- The invited student started to study at Udayana University in the same semester as the inviting student If any of the conditions is not applicable, a refund can’t be issued. The maximum refund an inviting student can receive is 100% of the paid program fee. The refund will be transferred to the inviting student’s bank account 2 weeks after the start of the semester in which both the inviting and the invited student started to study. Therefore it is the student’s responsibility to provide Go Abroad Study Programs Pte. Ltd. with the international bank account details of the receiving account.

Appendix

Udayana University Terms and Conditions

Responsibilities of Udayana University

Udayana University is fully responsible for all classes of the GoBali Business & Tourism program. This includes direction, contents, lectures as well as the granting of credit points for passed courses. Udayana University retains the right to change contents of lectures. Udayana University aims to inform students about possible changes.

Application for the GoBali program

The applicant should be fluent enough in English to understand lectures in English language. Applications are reviewed in the order they are received. Application is possible either until the deadline stated on the GoBali website or until the program is full, whichever comes first. The number of participants in the program is limited. The application deadlines are obligatory. Applications after the deadline cannot be reviewed. The minimum number of participants in the GoBali program is 15.

Application and Payments

To apply for Udayana University's GoBali program, the application form on the GoBali website (managed by our partner Go Abroad Study Programs) must be filled out. This application is binding. Directly after the application Go Abroad Study Programs e- mails by order of Udayana University a confirmation of application containing a personal number as well as an invoice for the application fee which goes to Go Abroad Study Programs as their fee to process the application. This application fee has to be paid no later than 14 days after application. If there is no receipt of payment after 14 days, the application, and thereby the reservation of the university place, becomes null and void. After receipt of payment of the application fee an e-mail will be sent regarding the acceptance or denial to the program. This e-mail also contains the invoice for the Udayana University program fee. The contract becomes binding with the receipt of this e-mail. The program fee has to be remitted to the bank account of Go Abroad Study Programs as our payment process partner no later than eight weeks before the start of lectures. The student's name in full as well as the reference number received from GoBali must be stated with all payments.

The Udayana University program fee covers the registration fee for the university, tuition, the exam fee, and expenses for teaching material. It does not cover the flight and other travel expenses, accommodation, expenses for food, insurances, visas, vaccinations as well as costs for medical care, further course material like books, etc.

Absence

If the student does not take part in lectures and does not follow the rules of Udayana University, he or she is not entitled to get a refund of the program fee or to extend his or her participation in the GoBali program.

Attendance

Attendance at lectures is compulsory. An attendance rate of 75% is needed to be admitted to the final exams.

Certificates

The student will receive the official certificate in digital form (PDF) approximately 8-10 weeks after the final exams to the email address stated in the application.

On request, the original certificates can be delivered via DHL Express to the student. The student will be charged with the additional costs, which the student has to provide together with the address before the official end of the semester.

Cancelation

Cancelation and refunds follow GoBali's cancelation rules, which are the same for every partner university (see "Cancelation and Refunds" in the general terms above).

A transfer of the university place to another person is not possible. A number of at least 15 students is needed by application deadline in order to run the GoBali program.

The program can be canceled by Udayana University if the minimum number of students is not reached. In this case the paid program fee will be fully refunded. The transfer fees for refunded program fees will be paid fully by the student. Udayana University is not responsible for other cancelation costs like flight, visa, insurances, bookings etc.

Moving to a Later Semester

See "Moving to a Later Semester" in the general terms above.

Passport and Visa

Every student has to arrange for a valid passport and visa as well as for accommodation and travel, the costs of which are the student's concern. Udayana University is not responsible for obstacles in travel which are the result of missing or inadequate documents or insufficient travel preparation.

Insurance

All international students participating in the GoBali program have to have a valid health and accident insurance. A travel health insurance is strongly recommended. Students are responsible for effecting all necessary insurances before the commencement of travel. Students are advised to inform themselves at their insurance company. An insurance covering the return transport to the respective home country of the student is especially important as Udayana University does not compensate for that.

Changes

Udayana University reserves the right to change the study program and the fees after the conclusion of the contract between the student and Udayana University, if these changes are caused by reasons that cannot be affected by GoBali, like changes in official fees, taxes, currency rates, etc. Udayana University does not assume liability for literal errors and reserves the right to change contract conditions and information about the program. Udayana University aims to inform students about possible changes as quickly as possible.

Force Majeure

Udayana University does not take responsibility for failing to fulfill their obligations if the reasons for that are beyond control of Udayana University, e.g., in case of force majeure or strikes and the like. In case of force majeure no refund can be given. Udayana University offers the students in these cases to postpone their semester for free up to 1 year ahead by maintaining the deadlines for cancelations as for their original semester. Udayana University reserves the right to make changes.

Liability

Udayana University does not assume liability for personal injury, damage caused to someone's health or property, and financial loss. Udayana University does not assume liability for failing to fulfill their obligations if the reasons for that are beyond control of Udayana University, e.g., in case of force majeure or strikes and the like.

Choice of Law and Legal Venue

The law of the Republic of Indonesia is applied to the contractual agreements between the student and the university. The United Nations Convention on Contracts for the International Sale of Goods (CISG) cannot be applied. The venue for all legal disputes between the university and the student resulting from the contract is the domicile of Udayana University.

Severability Clause

If a provision of these terms and conditions is or becomes illegal, invalid or unenforceable, that shall not affect the validity or enforceability of any other provision of these terms and conditions.

Ngurah Rai University Terms and Conditions

Responsibilities of Ngurah Rai University

Ngurah Rai University is fully responsible for all classes of the GoBali Architecture & Engineering program. This includes direction, contents, lectures as well as the granting of credit points for passed courses. Ngurah Rai University retains the right to change contents of lectures. Ngurah Rai University aims to inform students about possible changes.

Application for the GoBali program

The applicant should be fluent enough in English to understand lectures in English language. Applications are reviewed in the order they are received. Application is possible either until the deadline stated on the GoBali website or until the program is full, whichever comes first. The number of participants in the program is limited. The application deadlines are obligatory. Applications after the deadline cannot be reviewed. The minimum number of participants in the GoBali program is 10.

Application and Payments

To apply for Ngurah Rai University's GoBali program, the application form on the GoBali website (managed by our partner Go Abroad Study Programs) must be filled out. This application is binding. Directly after the application Go Abroad Study Programs e-mails by order of Ngurah Rai University a confirmation of application containing a personal number as well as an invoice for the application fee which goes to Go Abroad Study Programs as their fee to process the application. This application fee has to be paid no later than 14 days after application. If there is no receipt of payment after 14 days, the application, and thereby the reservation of the university place, becomes null and void. After receipt of payment of the application fee an e-mail will be sent regarding the acceptance or denial to the program. This e-mail also contains the invoice for the Ngurah Rai University program fee. The contract becomes binding with the receipt of this e-mail. The program fee has to be remitted to the bank account of Go Abroad Study Programs as our payment process partner no later than eight weeks before the start of lectures. The student's name in full as well as the reference number received from GoBali must be stated with all payments.

The Ngurah Rai University program fee covers the registration fee for the university, tuition, the exam fee, and expenses for teaching material. It does not cover the flight and other travel expenses, accommodation, expenses for food, insurances, visas, vaccinations as well as costs for medical care, further course material like books, etc.

Absence

If the student does not take part in lectures and does not follow the rules of Ngurah Rai University, he or she is not entitled to get a refund of the program fee or to extend his or her participation in the GoBali program.

Attendance

Attendance at lectures is compulsory. An attendance rate of 80% is needed to be admitted to the final exams.

Certificates

The student will receive the official certificate in digital form (PDF) approximately 8-10 weeks after the final exams to the email address stated in the application.

On request, the original certificates can be delivered via DHL Express to the student. The student will be charged with the additional costs, which the student has to provide together with the address before the official end of the semester.

Cancelation

Cancelation and refunds follow GoBali's cancelation rules, which are the same for every partner university (see "Cancelation and Refunds" in the general terms above).

A transfer of the university place to another person is not possible. A number of at least 10 students is needed by application deadline in order to run the GoBali program.

The program can be canceled by Ngurah Rai University if the minimum number of students is not reached. In this case the paid program fee will be fully refunded. The transfer fees for refunded program fees will be paid fully by the student. Ngurah Rai University is not responsible for other cancelation costs like flight, visa, insurances, bookings etc.

Moving to a Later Semester

See "Moving to a Later Semester" in the general terms above.

Passport and Visa

Every student has to arrange for a valid passport and visa as well as for accommodation and travel, the costs of which are the student's concern. Ngurah Rai University is not responsible for obstacles in travel which are the result of missing or inadequate documents or insufficient travel preparation.

Insurance

All international students participating in the GoBali program have to have a valid health and accident insurance. A travel health insurance is strongly recommended. Students are responsible for effecting all necessary insurances before the commencement of travel. Students are advised to inform themselves at their insurance company. An insurance covering the return transport to the respective home country of the student is especially important as Ngurah Rai University does not compensate for that.

Changes

Ngurah Rai University reserves the right to change the study program and the fees after the conclusion of the contract between the student and Ngurah Rai University, if these changes are caused by reasons that cannot be affected by GoBali, like changes in official fees, taxes, currency rates, etc. Ngurah Rai University does not assume liability for literal errors and reserves the right to change contract conditions and information about the program. Ngurah Rai University aims to inform students about possible changes as quickly as possible.

Force Majeure

Ngurah Rai University does not take responsibility for failing to fulfill their obligations if the reasons for that are beyond control of Ngurah Rai University, e.g., in case of force majeure or strikes and the like. In case of force majeure no refund can be given. Ngurah Rai University offers the students in these cases to postpone their semester for free up to 1 year ahead by maintaining the deadlines for cancelations as for their original semester. Ngurah Rai University reserves the right to make changes.

Liability

Ngurah Rai University does not assume liability for personal injury, damage caused to someone's health or property, and financial loss. Ngurah Rai University does not assume liability for failing to fulfill their obligations if the reasons for that are beyond control of Ngurah Rai University, e.g., in case of force majeure or strikes and the like.

Choice of Law and Legal Venue

The law of the Republic of Indonesia is applied to the contractual agreements between the student and the university. The United Nations Convention on Contracts for the International Sale of Goods (CISG) cannot be applied. The venue for all legal disputes between the university and the student resulting from the contract is the domicile of Ngurah Rai University.

Severability Clause

If a provision of these terms and conditions is or becomes illegal, invalid or unenforceable, that shall not affect the validity or enforceability of any other provision of these terms and conditions.