



**GOABROAD**  
study programs

# **Terms and Conditions**



## Document Control

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## **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 agents 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 made, the supplier is responsible for providing you with what you have booked.

## **Agency**

We are acting as an intermediary or agents 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.

## **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.

## **Cancellation Fees**

If you cancel your booking you may incur a cancellation charge from the supplier. The amount of this charge will vary depending on when the cancellation 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 cancellation fee per application or booking as set out in the attached schedule of fees.

## **Liability**

As we are only acting 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 the Trade Practices Act and other 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 recommends 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, cancellation 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.

## **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 guaranty 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 wish to receive any further information, please inform us or read more in our Data Protection Policy.

## **General**

We reserves 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

Application Fee 49€ / Booking Fee 49€ / Early flyer Fee 19€ / Late Application Fee 49€ / Late Payment Fee 49€ / Accommodation and vehicle bookings 49€

## Amendment Fees & Cancellation Fees

Applications and Bookings 99€  
Amendments and Cancellations 99€

## Consultancy Fees

Consultancy Fees per hour 99€

## Payment Provider Fees

Credit Card Fees - 5,5% + 0.50Euro  
PayPal Fees - 4.5 % + 0.50Euro

We reserve the right to apply to above service fees in addition to those by suppliers that you may use as part of your arrangements handled by us.

We act 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 companies 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.

We strongly recommends travel insurance. This policy applies to all staff. You must be familiar with this policy and comply with its terms. This policy supplements our other policies relating to internet and email use. We may supplement or amend this policy by additional policies and guidelines from time to time. Any new or modified policy will be circulated to staff before being adopted.