



GOABROAD
study programs

Terms and Conditions



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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 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 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.

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 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 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, 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 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 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

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 traveling 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 recommend 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.

Promotions

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 tuition 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 tuition 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 tuition 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 tuition 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 program. This includes direction, contents, lectures as well as the granting of credit points for passed courses.

Udayana University remains 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 to 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 of 49€ 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 tuition fee. The contract becomes binding with the receipt of this e-mail.

The tuition 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 tuition fee covers the registration fee for the university, the tuition fee, the exam fee, and expenses for tuition 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 tuition 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 he has to provide together with the address before the official end of the semester.

Cancelation

Regular Option

If your cancelation is made before 31.1. for the upcoming summer semester and before 30.6. for the upcoming winter semester, 100% of the tuition fee will be refunded. In that case please send an email to info@gobali.org in order to inform us, containing your name and matriculation number.

If your cancelation is made between 1.2. until 28.2. for the upcoming summer semester and between 1.7. until 31.7. for the upcoming winter semester, 50% of the tuition fee will be refunded.

If you cancel later than 1.3. for the summer semester or after 1.8. for the winter semester or break off your studies in Bali, no refund of the tuition fee is possible.

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.

Student Visa Option

If your cancelation is made before 31.11. for the upcoming summer semester and before 30.4. for the upcoming winter semester, 100% of the tuition fee will be refunded. In that case please send an email to info@gobali.org in order to inform us, containing your name and matriculation number.

If you cancel later than 1.12. for the summer semester or after 1.5. for the winter semester or break off your studies in Bali, **no refund of the tuition fee is possible.**

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 tuition fee will be fully refunded. The transfer fees for refunded tuition fees will be paid fully by the student. Udayana University is not responsible for other cancellation costs like flight, visa, insurances, bookings etc.

Postpone

You can postpone your registration 1 (one) semester ahead. **The cancellation deadlines remain the same as for the initially applied semester.** A refund of the tuition fees after passing the deadlines for the initially applied semester is not possible anymore.

In case the tuition fee differs from the initially applied semester, the student has to bear the fee difference and all additional transfer costs.

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 cancellations 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 dispute 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.