

# Enrolment form 2019

Bitte senden Sie Ihr Anmeldeformular an:  
info@edulingo.de oder Fax: +49 (0)881 927 96 561  
Edulingo Sprachreisen Lydia Kreyer  
Admiral-Hipper-Str. 21, 82362 Weilheim

## 1. Personal details

First name \_\_\_\_\_  
Last name \_\_\_\_\_  
Age \_\_\_\_\_ Gender \_\_\_\_\_  
Home tel (+ country code) \_\_\_\_\_  
Mobile phone (Student) \_\_\_\_\_  
Mobile phone (Parents) \_\_\_\_\_  
Email \_\_\_\_\_  
Your profession \_\_\_\_\_  
Your nationality \_\_\_\_\_  
Your native language \_\_\_\_\_  
What language do you want to study? \_\_\_\_\_

How many years have you studied this language? \_\_\_\_\_  
Your level:  
 A1 (Beginner)  A2 (Elementary)  B1 (Lower Intermediate)  
 B2 (Upper Intermediate)  C1 (Lower Advanced)  C2 (Proficiency)

Hobbies/interests \_\_\_\_\_  
 I smoke  I don't smoke  
 I will accept a family that smokes  Non-smoking family requested

Preferences \_\_\_\_\_  
Allergies \_\_\_\_\_  
Special medical/dietary requirements \_\_\_\_\_

Please tick this box if the student is travelling as an unaccompanied minor (under the supervision of the airline)

Where did you learn about HLI? Edulingo Sprachreisen

## 2. Programme details

Arrival date (dd/mm/yy) \_\_\_\_\_ Departure date (dd/mm/yy) \_\_\_\_\_ (Sunday to Sunday)

Choose ONE of the following programmes:

Classic Programme with \_\_\_\_\_ hours of lessons per week (10, 15, 20, 25 or 30)

Other programmes:  Sports  Culture  Leisure  Farmstay  Children Special  Teen Special  60+ Special  Crash Course  Christmas/New Year Special  
 General activities: choose your hours (lessons + general activities per week) 10+5, 10+10, 15+5 \_\_\_\_\_  
 General activities without lessons: choose your hours per week 10, 15, 20 \_\_\_\_\_

Type of Programmes with activities (e.g. tennis, cooking etc.) \_\_\_\_\_ Level of sport (beginner/advanced etc.) \_\_\_\_\_

Lessons Only with \_\_\_\_\_ hours of lessons per week (15, 20, 25 or 30)  Accommodation only (full board)  Accommodation only (half board) 6.  Online lessons  
 Exclusive  Boarding  Sports, Culture, Leisure programmes without language lessons

Country you want to go to \_\_\_\_\_

Please choose 3 regions in order of preference: (Please note that most families do not live in the city centre but in the surrounding region)

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_

### Options

Private Bathroom  2 students sharing (shared with \_\_\_\_\_)  Exam preparation  Business & Spec. Vocab  
 Cocooning  Accompanying person aged \_\_\_\_\_  Extra nights  
 Special diet \_\_\_\_\_  Special needs \_\_\_\_\_

I require a TRANSFER from: Location \_\_\_\_\_  On arrival  On departure  Both ways  No transfer  
Arrival details (airport, flight times, flight numbers etc.) if known:

ARR: \_\_\_\_\_ DEP: \_\_\_\_\_

## 3. Payment

I give permission for Home Language International Ltd. to charge my credit card for a deposit of £200, €250 or US\$250 (NON-REFUNDABLE) today, and to charge the balance one month before my arrival date unless I instruct HLI otherwise.

I give permission for Home Language International Ltd. to charge my credit card for the total fees immediately.

Total amount to be paid £ \_\_\_\_\_ € \_\_\_\_\_ US\$ \_\_\_\_\_

Credit Card Type:  VISA  MASTERCARD  AMERICAN EXPRESS (payment in GBP)

Number \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Expires \_\_\_\_\_ / \_\_\_\_\_ Security Code number \_\_\_\_\_

Name of cardholder \_\_\_\_\_ Address of cardholder \_\_\_\_\_

I enclose a copy of my bank transfer for a deposit (NON-REFUNDABLE) of £200, €250 or US\$250 OR for the total fees if my arrival date is within one month.

Tick this box if you are paying the FULL AMOUNT at least 3 months before you start the programme and receive a 5% discount (not applicable to transfers) providing full payment is made at the time of booking by bank transfer. If you do not check this box the reduction cannot be given later.

5% discount for stays of 4 weeks or more (not applicable to transfers)  5% discount for students aged 60+ (not applicable to transfers)

All payments to: Home Language International Ltd.

Bank address: Lloyds Bank International Limited, Po Box 10, 9 Broad St, St Helier, Jersey, JE4 8RS, UK

For Payments in Pounds Sterling: IBAN GB29 LOYD 3094 6102 8498 03 BIC: LOYDJE1001 SWIFT: LOYDGB2L

For Payments in Euros: IBAN GB70 LOYD 3016 6348 7565 20 BIC: LOYDJEH1XXX SWIFT: LOYDGB2L

For Payments in US Dollars: IBAN GB51 LOYD 3016 6348 7565 71 BIC: LOYDJEH1XXX SWIFT: LOYDGB2L

**(For Euro & Dollar payments please instruct your bank NOT to convert the funds into Sterling)**

By signing this document I agree to the Terms and Conditions, which include HLI's Privacy Notice. I fully understand and agree unconditionally that Home Language International reservations office must be notified of any problem or complaint before the end of the stay; if the student is a minor (under 18) it is the responsibility of the parent or guardian to inform us. I agree that if this is not done, no claims against HLI will be considered for any reason whatsoever.

I have read, understood and agree to HLI's Terms and Conditions, which include our Privacy Notice.

Date (dd/mm/yy) ..... / ..... / ..... Signed ..... (Parent or Guardian if the student is under 18)

# HLI Terms & Conditions

By enrolling you accept the following:

## General

Home Language International (HLI) considers the choice of family to be more important than a specific town and reserves the right to place the student in another area if there is no compatible family in the area of first choice.

If the family we select does not match the requirements as stated on the booking form, students are free to cancel and will receive a complete refund provided the refusal is received no more than 48 hours after the family profile was sent.

If the original family selected cancels through illness or personal problems, a week or less before arrival (which rarely happens but when it does is unavoidable), a new replacement family will be provided but no cancellation will be accepted.

To the best of our knowledge all family details are correct when they are provided and HLI accepts no responsibility for subsequent changes in family circumstances that may occur without ourselves being informed. Please note that if the host family has children, HLI cannot guarantee that they will be present during the stay. No refunds can be given if any family members are absent or if additional family members are present.

HLI must be notified of any problems or complaints before the end of the stay; if the student is a minor (under 18) it is the responsibility of the parent or guardian to inform us. Claims against HLI will only be considered if this is done.

Enrolments are accepted on condition that students tell us if they have any illness or infirmities, and give us details in advance. HLI reserves the right to send home students who have not disclosed such information and also students who behave in an inappropriate manner. HLI reserves the right to place a student with more than one host teacher or change the family during the stay if we feel it necessary. HLI also reserves the right to organize a homestay with one family and lessons with an outside teacher if a teacher family cannot be found. No guest of the same nationality or mother tongue will stay in the family at the same time as an HLI student. Host families are however allowed to have guests of any nationality providing that they do not interfere with the HLI student's lessons or share the same language as them. Please note only one discount can be claimed at any one time.

## Transfers

If transfers are booked HLI must receive flight numbers and arrival times at least one week in advance otherwise the transfers are cancelled and non-refundable. If no transfers are booked the student should contact the family directly to let them have an approximate arrival time. If the family does not hear from the student, they will not expect them to arrive before 19h00. A mobile phone number is required for all students. Transfers are usually individual but can in rare cases be shared with other students. A supplement may be charged for late arrival if there is a lot of waiting time.

## Cancellations & Insurance

- Up to 28 days before arrival: £200, €250, US\$250
- 28 days to 48 hours before arrival: 50% of total fees
- 48 hours or less before arrival: 100% of total fees
- After the course start date: 100% of total fees
- Fees are not refunded for late arrivals (after start of the course) or early departures (before end of the course)

Students MUST take out their own insurance against illnesses, accidents to themselves or third parties, loss of property and cancellations as no other refunds will be given.

## Alteration charges

Alterations of area, date or programme often mean cancelling one family and finding another, so we must charge £100, €150 or US\$150 in every case. When any of the programmes with activities are cancelled or altered at any time, we have to refund the payment for the activity side of the booking to the family in full because they in turn have paid for the activity several months in advance to secure places in busy periods. In addition to the cancellation fees we

then charge £150, €200, US\$200. These amounts are added to our normal cancellation fees in all cases except when 100% of the fees are due.

## Visas

We cannot issue visas but we can send a visa invitation letter by express courier. It is the responsibility of the client to submit the correct documents to the relevant visa authorities. HLI will supply such documents on request from the client or the agent. If a visa is refused, for example because a document is badly filled in or is missing, the student should submit an application for a second visa, if this is refused HLI will refund all fees paid less deposit. Please note there are often special requirements for students under 16 staying in the UK for more than 27 days and this can sometimes take the form of a letter to show that the local authority has been notified.

## Payment

Full fees must be paid at least 4 weeks before arrival in the currency shown in our pricelist. Payment may be made by:

1. Bank transfer

Account name: Home Language International Ltd.  
Bank address: Lloyds Bank International Limited, Po Box 10, 9 Broad Street, St Helier, Jersey, JE4 8RS, UK

Payments in Sterling:

IBAN: GB29LOYD30946102849803  
BIC: LOYDJES1001  
SWIFT: LOYDGB2L

Payments in Euros:

IBAN: GB70LOYD30166348756520  
BIC: LOYDJEH1XXX  
SWIFT: LOYDGB2L

Payments in US Dollars:

IBAN: GB51LOYD30166348756571  
BIC: LOYDJEH1XXX  
SWIFT: LOYDGB2L

2. Credit card

Use our secure online booking form or complete our enrolment form (also available from our website [www.hli.co.uk](http://www.hli.co.uk)) and post/fax/email it to our reservations office at:

Home Language International  
Le Coronado, 20 Avenue de Fontvieille,  
MC 98000, Monaco.  
Tel: +377 97 70 74 72  
Fax: +377 97 70 74 71  
Email: [hli@monaco.mc](mailto:hli@monaco.mc)

Alternatively, you may phone us with your credit card details, providing written authorisation is also sent to us at the same time. Our office will deduct the correct amount and send it on your behalf to the HLI bank in Jersey as specified above.

## Privacy Notice (effective August 1st 2018)

Within the framework of our enrolment form, we collect information about you. This privacy notice explains who we are, how we collect, share and use personal information, and how you can exercise your privacy rights. Changes to the Privacy Notice might be made so please visit our website for the latest version. Your data may be used for different purposes than those mentioned here. If that is the case we will notify you accordingly and proceed only if you agree. If you disagree with our Privacy Notice, please discontinue using our services. If you agree, let's have a great language learning experience together!

## Background

We provide language tuition homestays. You will stay and live with a host teacher and he/she will teach you the language that you have chosen to learn. Your placement is made through what is in effect a match-making process. Our company is registered in Jersey and our administration office is based in Monaco. This is where your data is collected.

## What information is being collected?

The information collected is your name, phone number, e-mail address, age, gender, profession, nationality, language level, your hobbies, whether you smoke or not, your allergies, important medical conditions etc. We also include anything relevant to the purpose of selecting a suitable host family and teacher for you. Credit card details may also be needed for payments.

## What is the legal basis for processing your information?

Collecting your personal information is necessary for the selection of your host teacher. It helps us fulfil our contractual obligations to you.

## Will the information be shared with any third parties?

The information you provide is shared with HLI local organisers and host families. Sometimes this may be a single local organiser and a single host family but we may have to share your information with more than one local organiser and consequently more than one host family in order to find a match. Also, we will have to disclose your personal information if required to by law. Your payment information (e.g. credit card details) will never be communicated to a third party.

## How will the information be used?

Local organisers are trusted individuals, carefully selected by HLI. They are tasked with managing families in given areas and they know all their families personally. They will use the information to match you with the most suitable family. We will never use your information with automated decision-making systems, including profiling systems.

## How long will your information be stored for?

We will keep your personal information for as long as we have a relationship with you. Once our relationship with you has come to an end we will keep your personal information for a period of time that enables us to maintain business records for analysis (understanding market trends and/or audit purposes and to improve our services) and to comply with record-keeping requirements under applicable laws. We may also need the information to process any existing or potential legal claims, to carry out fraud detection and prevention or to deal with any complaints regarding our services. We will delete your personal information when it is no longer required for these purposes. We will never sell or rent your information to anyone.

## Who is responsible for your information?

Home Language International Ltd. is responsible for your information and the officer in charge is Antony Warmbold who can be reached by phone or email: +377 97 70 74 72  
[antony@homelanguageinternational.com](mailto:antony@homelanguageinternational.com)

## What rights do you have?

If you are an EU citizen, you have rights under the European Union's General Data Protection Rules to access or object to the use of personal information held about you, at any time. You can also ask us to rectify, update, erase, restrict or share your information in a usable format with another company. We encourage you to contact us to update or correct your information if it changes or if the personal information we hold about you is inaccurate. If you would like to discuss or exercise such rights, please contact Antony Warmbold.

**Promotion:** We may contact you regarding promotional activities such as Facebook posts and in such cases we will provide you with full information and ask for your specific consent.

## How can you raise a complaint?

If you are dissatisfied with how we have used your personal information, you may lodge a complaint to your relevant supervisory authority (in your country of residence). For example in the UK this would be the Information Commissioner's Office.