

General Terms and Conditions 2026

Key Facts

- All courses start any Monday except Exam Prep, English for 30+, Foundation, Pre-Masters, 50+, Teacher Training, SAY Business, Academic English and Group Programmes.
- All courses are Monday to Friday (except bank holidays when courses start on Tuesday).
- Levels are from A1-C2, Beginner to Proficiency. Beginner level students will need to take One-to-One lessons for a minimum of two weeks.
- Some courses require a minimum English language level e.g., Exam Preparation, SAY Business, Teacher Training, 50+, English for 20+, Academic English.
- Classes start at 9.00 for AM schedule and at 13.30 for PM schedule. Class starting times may change at the discretion of management and in high season can commence at 8.30.
- GCI operates a double schedule and you will be allocated your schedule on the first day depending on your course booking and on availability – i.e. certain courses are automatically timetabled in the afternoon sessions.
- All lessons are 45 minutes long.
- The maximum class size is 14 all year around except for tailored group programmes and mini stays.
- Minimum numbers, minimum English language level and minimum age are required for some courses.
- Minimum age is 17 during low season and 16 in high season.
- **Books and materials** are charged separately. There is an additional charge for a new book of when you change level.
- Exam fees and exam books are charged separately, and late exam fees apply. Exams are often scheduled on Saturdays.
- Insurance is obligatory for non-EEA and must be issued by a body regulated by the Irish authorities.
- A Placement Test is obligatory for all students. Once booking is confirmed, students receive a unique link to our English test online. The English test must be taken at least a **minimum of two weeks** before your course start date.
- All prices are per week except for 50+, Foundation, SAY and Exam Preparation programmes, etc.
- **On your first day**, you will have orientation, an oral interview and then be placed in your class.
- You will have access to the [Student Portal](#) approximately one week before your enrolment start date. You can access important documents such as your accommodation details, transfer details, class timetable or attendance. Your digital student ID card is available on the Student Portal, and this gives you access to GCI / GBS facilities, discounts on excursions and in shops and restaurants. There is a café on site which is run independently by Chef Laura Rosso and serves hot lunches and delicious coffees and teas.
- GCI is a Cambridge exam testing centre. Many exams take place on Saturday and exam dates are correct at the time of printing but may change.
- GCI offers exam preparation for IELTS. GCI assists all students to register for their IELTS exam which takes place in an IELTS exam venue in the city centre.
- Students may not change from group to private tuition or opt for less intensive courses or shorten their course regardless of the reason.
- GCI / GBS has a **no-smoking policy**.

- Classes missed due to Public Holidays will not be made up except for individual / One-to-One components.

Public Holidays 2026: 1st January 2nd February 17th March 6th April 4th May 1st June 3rd August 26th October.

Christmas Holidays 2026: 21st December 2026– 1st January 2027. School reopens on the 4th of January 2027.

Respect for property, people, other nationalities and customs must be shown at all times.

Students under 18 years of age:

a) Are required to provide a **Signed Parental Guarantee** and to carry this with them at all times whilst travelling to Ireland.

b) **A Meet & Greet Service is obligatory** for all under 18-year-olds on arrival and it will be charged separately.

c) Under 18-year-old students must abide by the rules and regulations and behave as adults.

We have an Emergency Number 24/7: +353 87 2478128

How to Book

The easiest way is to book online. If you are unable to book directly on our [website](#), you can complete all sections of the GCI school registration form and send it with a non-refundable deposit of €150.00 by Bank Transfer, Transfermate or Credit Card six to eight weeks prior to course commencement. For visa requiring students, you must use ONLY TRANSFERMATE escrow account to pay your fees.

Upon receipt of your registration form we will confirm your place and send you a full invoice.

Full settlement of the account should be made 28 days in advance of your arrival. Should you register late, full fees must be sent on receipt of invoice.

Proof of payment of fees must be sent to us and please email a scanned copy of your bank transfer and quote your STUDENT REFERENCE NUMBER on all correspondence.

Full fees must be received before accommodation details are sent. These are usually sent two weeks prior to your arrival.

Flights and airport transfer details should be sent at the time of booking or/and as soon as they are available (28 days in advance prior to the course commencement).

English Only & Attendance Policy

GCI and GBS operate an English ONLY policy both in class and in the school building and grounds. Failure to speak English may result in a student being asked to leave the school on a temporary or permanent basis. Class attendance is obligatory and is monitored (minimum 85% is

required), as is participation in class. These policies ensure that all students gain the maximum benefit from their course and from their experience, as well as their ability to communicate and interact with other students and personnel within the school.

Failure to adhere to these policies will result in students being asked to leave the class or the school, on a temporary or permanent basis.

Persistently speaking a language other than English or persistent absence or late arrivals will result in a student being asked to leave their course permanently. There will be no exceptions.

Payment Options

You have a number of payment options.

BANK TRANSFER:

Account Name: **Galway Business School**

Bank: AIB Bank, 18 Eyre Square, Galway, Ireland

Swift: AIBKIE2DXXX

Sort Code: 93-72-23

Bank Account: 08820189

IBAN:- IE 81 AIBK937223 08820189

All bank charges are the responsibility of the student.

Failure to quote **YOUR STUDENT NUMBER** as the payment reference number will mean that we cannot track your payment.

TRANSFERMATE

We have chosen **TRANSFERMATE** as our preferred option because:

- it is secure and efficient and is done online.
- you can pay by bank transfer or by credit card.
- you can pay in your own local currency and see the euro amounts due to us.
- bank charges do not apply.
- you, the student, and we, the school, can very easily track your payments from beginning to end.

PAYMENT STEPS USING TRANSFERMATE

To pay your fees:

- i) You can log on directly to our page on [TRANSFERMATE](#) to begin the payment process
- ii) Choose your country & select your course
- iii) Enter the total amount to pay in €Euro and select the payment method
- iv) Next, follow the steps and enter your details (Name, surname, DOB, etc)
- v) Confirm your booking

PAYMENT BY CREDIT CARD

Payment by credit card is subject to **an additional 2.5% charge** of the total fee due.

Failure to quote **YOUR STUDENT NUMBER** as the payment reference number will mean that we cannot track your payment.

VISA REQUIRING STUDENTS

You must pay through **TRANSFERMATE Escrow Account** where your fees will be held on behalf of the student and GCI/GBS pending the VISA Decision.

GCI English Language Courses: <https://gci.transfermateeducation.com/>

GBS Programmes: <https://galwaybusinessschool.transfermateeducation.com/>

PLEASE NOTE

Gross fees should be collected only for students from visa requiring countries and the payment method in this case is Transfermate.

Please note that in such instances where payments are received via any other payment method than the Escrow account a non-refundable deposit of €500 for both GBS and GCI applications will be incurred in case of visa refusal.

We will send your accommodation details and arrival information approximately two weeks before departure. These are subject to receipt of full payment of your fees into GCI / GBS bank account.

Protection for enrolled learners

Galway Cultural Institute is part of a unique group of schools which provides [protection for enrolled learners](#) which has ILEP approval. In the unlikely event that, through the fault of ALL, you are unable to complete your programme with us, you will be able to complete your course without any additional cost at another ACELS recognised designated school.

ELE Ireland schools ensure their students are protected throughout their course. Once an enrolled student is in the state and fees have been transferred to the school we then offer protection through an approved ELE Student Protection Scheme. This scheme applies to students with courses of over 12 weeks in duration. Each member school has an agreement to accept students from each other ELE school in the event of being unable to complete the programme. This will have no cost to the student and all efforts will be in place to ensure a smooth transition in the unlikely event of a change required.

Cancellations, Changes to Bookings & Refunds

- For cancellations up to 2 weeks before course commencement, full fees will be refunded except the non-refundable deposit of €150.
- For cancellations of 14 days or less, the deposit will be retained and the following percentages of the fees (full package: course, accommodation, registration fees, any additional extras, etc.) will be refunded:
 - 7–14 days: 50% of course fees will be refunded.
 - Less than 7 days: 30% of course fees will be refunded.
- Once the course has commenced fees will not be refunded irrespective of the circumstances. This includes late arrival/early departure or days missed during the course.
- Fees / tuition weeks are non-transferrable and non-refundable irrespective of the circumstances
- Fees will not be refunded if a visa is denied due to submission of false or inaccurate information.

The timeline for refund processing is typically within 14 working days of receiving the refusal letter and appropriate refund form completed with correct bank details. The method of refund is always the same as the initial payment route (e.g. TransferMate reversal where applicable).

Additional Administration Fee

- There is an additional administration fee of €35.00 charged for each booking change after the initial booking. This applies but is not limited to changes of dates, changes of accommodation & courses.
- Additional services that are added after the initial booking (for example, special diet, halal, vegetarian, coeliac, special preferences, additional or reduced number of nights, health insurance etc.) will incur this fee.
- It will not apply to upgrades in bookings – i.e. adding a significantly longer course; adding the FIRST transfer after the initial booking.
- Changing from General English to Exam Preparation Programmes is possible as we encourage and support your language achievements, but these changes are subject to availability and are at the complete and sole discretion of Management.

Insurance & Health

- **All students should be in a fit state of health to reasonably carry out the course and accommodation type they have booked.**
- All participants should provide their own health and travel insurance, including EEA nationals. Participants from EEA countries should obtain a [EHIC Card](#) from their local Social Welfare Office before departure. This only entitles you to free emergency hospital care and attendance at certain doctors. It does not cover elective medical or dental treatment.
- **We strongly advise you to insure against loss of fees, personal effects, flights etc.** that you may incur due to cancellation or early arrival or late departure.
- Any person undergoing any type of medical treatment should bring a medical certificate and should bring sufficient medicine to cover their stay in Ireland.
- **Important health or psychological problems must be brought to the attention of GCI/GBS before enrolling so that the school can approve the booking and make reasonable accommodations for you, where possible.**

- Failure to do so may result in the booking being cancelled even after the course has commenced and the student being sent home.
- These include illnesses or conditions that may manifest themselves during the stay that may be deemed to be in any way contagious, whether real or imagined, and include, but are not limited to viral, bacterial, skin, bronchial, stomach or other conditions that might infect others or are such that you cannot be in a school situation.
- Once you have recovered, you will need a doctor's letter to confirm that you are fit to return to the school. In serious situations, you may be asked to return home.
- All costs associated with such conditions, including medicines, fumigations, laundry etc. either of you, the school, or the accommodation, are the sole responsibility of the student. We have a duty of care to you and to all other students and staff members in our care and have to take the necessary steps to ensure the best outcome for everyone.

Accommodation

- Accommodation is reserved on a weekly basis – i.e. 7 nights either for host family or residential accommodation. The minimum stay is one week.
 - Distance from accommodation to school is between 10 minutes' walk to 40 minutes by bus depending on traffic.
 - Accommodation is only organised for students attending a course at GCI or GBS.
 - Half board is provided in host families from Monday to Friday and full board at the weekends. Most families are non-smoking.
 - Special requests regarding pets, children, allergies, location of accommodation, diet (vegetarian, vegan, halal, coeliac, etc.), incur an additional supplement per week. These requests **must** be made at the time of the initial booking. Please note that these requests cannot be guaranteed.
 - Extra nights are possible in a host family at a fee per night subject to availability. Staying over Christmas in a host family incurs a supplement per week and is subject to availability.
 - Residences are reserved from Saturday to Saturday and are subject to price increases throughout the year.
 - Taxi transfer from Galway Coach Station to residences is compulsory and charged separately.
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- Residential apartments are self-catering and are for students of 18+. All residential accommodation is non-smoking.
 - Extra nights are not available in residence and alternatives (B&B or Host Family) are subject to availability.
 - Students are required to fill in and sign a **Residential Student Contract** agreeing to abide by the rules and regulations of GCI / GBS residential accommodation. By signing the form, you are agreeing that you abide by the rules and regulations, respect the property, other tenants, and pay for any breakages, rules infringements, damage caused, lost keys, antisocial behaviour, noise including causing annoyance to neighbours in a disapproval manner. Parties are strictly forbidden.
 - A security deposit for residential accommodation is payable by Transfermate only. For residence deposit payment follow [this link](#). Cash is not accepted for residential deposits.
 - Accommodation fees are non-refundable. **For more than one change to accommodation an additional registration fee will apply to each change.**
 - Extensions to accommodation must be done through the school and not through the host family or through the landlord.
 - **IF THE PREFERRED OPTION IS UNAVAILABLE, THE NEXT BEST OPTION WILL BE ALLOCATED.**

Transfers

- It is easy to travel to Galway from all airports in Ireland - Dublin, Shannon, Knock & Cork airports. You can either take a bus or the train. We can book your preferred transfer option for you once you send us your flight arrival times.
- You can travel by bus directly from Dublin Airport to Galway city centre. Buses are quick, cheap and are the best option, in our view. We can book it for you. The bus company that you can use is [Citylink](#). If you choose to travel by train from Dublin to Galway, you will need to transfer to the Heuston Train Station first. Buses from Shannon, Cork and Knock airports are with [Citylink](#) or with [Bus Éireann](#).
- We can also organise a Private Taxi Transfer from Dublin, Cork or Shannon airports directly to your accommodation in Galway.
- A Meet & Greet Service is an additional service we provide for students on arrival at the airport. A GCI / GBS representative meets you at Arrivals in the airport (with a sign with your name), brings you to the bus to Galway. The representative does not travel with you. On arrival at Galway Coach Station you are met by another school representative and brought to your accommodation. Included in the price of the Meet & Greet is the Bus Ticket to Galway and the Taxi Transfer to your accommodation. You can choose to have this service on Arrival only, or on Arrival and Departure.
- A Meet & Greet Service is obligatory for ALL under-18 year olds. (This is required by Irish law)
- In order to organise your transfer, we need your flight details and mobile phone number in case of any delays or changes.

Visa

- We can assist you in your application for a VISA should you require one. Please allow a minimum of 6+ weeks to process your VISA application. We recommend that long stay students apply for a D-VISA.
- All fees must be paid in advance and are refundable (except for the deposit of €150 for English language courses & €300 for higher education programmes) in the case of a visa being refused unless false documentation has been submitted. This includes a minimum of four weeks accommodation and medical insurance.

For Visa Requiring Students: You must pay through [Transfermate Escrow Account](#) where your fees will be held on behalf of the student and GCI/GBS pending the VISA Decision.

- Delays in issuing visas will mean that a course is postponed to the next course starting date and additional charges may apply.
- Fees will not be refunded if a visa is denied due to submission of false or inaccurate information.
- Visit [Department of Justice](#) website for visa applications information. There is a fee of €300 each time a visa is issued or extended by [ISD](#) (Irish Immigration Service Online).
- Visa requiring and all non-EEA students must have adequate health insurance to cover their stay in Ireland and is available for purchase from the school.
- Students, particularly long stay non-EEA students, are required to sit an international examination while they are in GCI as part of their visa conditions.
- When you arrive at the airport, Immigration **usually** stamps your passport with a permission stamp for one to three months.

Visa Process in Galway

To land in Ireland as a non-EU citizen, you will need the following to present to Immigration:

- your passport
- confirmation from GCI / GBS of your course booking
- confirmation of your accommodation address in Galway
- proof of purchased private medical insurance
- confirmation of payment to GCI / GBS

Original documents are required.

You can, in certain circumstances, use a bank statement from your home country but it must be **an original document from the bank showing required amount**. You can also use alternative insurance to the GCI product but it must be regulated by the Central Bank of Ireland and it must have your Irish address on it.

Once you arrive in Galway you will need to:

- Create your online account with [ISD](#) and make an appointment for registration
- Open a bank account and deposit €6,665 in that bank account
- Get letters from the bank, the school, proof of address and proof of medical insurance (available to download in your Student Portal)
- Attend your first time registration appointment in person in Dublin (13-14 Burgh Quay, Dublin 2, DO2 XK70) with your passport and all the necessary documents
- You will need €300.00 to pay for your IRP (Irish Residence Permit) card.
- All this must be done in the first four weeks of your stay.

The ISD Office has the final authority to decide whether these documents are acceptable.

PPS Number

- A PPS number is a Personal Public Social Number and is required if you wish to work in Galway.
- It is also required if you are undertaking a Department of Education (QQI) degree or certificate. To apply for [a PPS number](#) you must apply via the Intreo Center on Fairgreen Road, Galway, or online via MyWelfare.ie.
- You will need your passport, proof of address (i.e. bank letter) and a letter from the school. Students who require a visa to stay in Ireland cannot get a PPS number if they are staying here for less than 25 weeks.
- You should have an offer of a job before applying for a PPS number.

General Conditions

- GCI / GBS cannot accept responsibility for flight delays or changes in timetables by other third parties outside of our control.
- We reserve the right to change without notice the contents, dates, times or any other detail of a course brought on by strikes, political events, natural disasters or any other event considered by Management to be pertinent.
- GCI & GBS reserve the right to change any of the details given in any course brochure or website or the composition of the lecturing team.
- In the event of a dispute, GCI / GBS will endeavour to resolve the issues in a fair and ethical manner. Once this process has been exhausted, GCI / GBS will follow the Dispute Resolution Procedure/Complaints Procedure of IALC/EAQUALS, and the complaint will be referred to the appropriate Ombudsman. In the event of legal action, the court case must be taken where the bulk of the service provided by GCI / GBS has taken place, i.e. Ireland.
- The student is responsible for any damage or injury he/she may cause to buildings, furniture, fittings, individuals, families, other students, agents etc., while registered with GCI/ GBS.
- Should a student behave in an unseemly and/or inappropriate manner that may bring the school or its agents into disrepute or to cause damage to its reputation or standing in any way, either real or imagined, he/she will be asked to leave the school immediately.
- The Management / Directors will be the only arbitrators in any such event. A serious misdemeanour or any infringement of the laws of the land will result in instant dismissal from the school.

The contract between GCI / GBS or related companies and any of its students or agents shall be terminated in the following instances or any such instances as defined by the Management / Directors at any given time:

- a) Cause damage of any kind to the Institute / School, its good name either real or imagined, members of staff, host families, residences, other students or any other agent of GCI / GBS or their good name, either real or imagined.
- b) If the student behaves in such manner that leads to a disturbance or nuisance.
- c) If the student is suspected of or charged with any misdemeanour or crime against the laws of the land. Any costs incurred in any such events will be the responsibility of the student or his/her parents or guardians.

No liability of any kind shall be attached to GCI / GBS for any losses of any kind incurred by the student as a result of GCI / GBS terminating the Contract. It will be a matter entirely for the student to make arrangements for his / her return to their country of origin and to make good any loss suffered by GCI / GBS or its agents.

Class Timetable

CLASS TIMETABLES (SAMPLE – these are subject to change – other timetables will be given on arrival)

Lessons	AM	PM
20 lessons (15 hours)	09.00 - 10.30 Class (30 min break) 11.00 - 12.30 Class	Monday to Thursday 13.30 – 15.00 Class (15 min break) 15.15 - 17.00 Class Friday 13.30 – 15.30 Class (no break)
26 lessons (19.5 hours) Mornings + 3 afternoons (Tue, Wed, Thu)	09.00 - 10.30 Class (30 min break) 11.00 - 12.30 Class (60 min break) 13.30 - 15.00 Class	N/A
34 lessons (22.5 hours + 1.5 hours independent e-learning)	09.00 - 10.30 Class (30 min break) 11.00 - 12.30 Class (60 min break) 13.30 - 15.00 Class	N/A
SAY Business (English Language + GBS Business Modules)	GCI Class (25 weeks) 09.00 - 10.30 Class (30 min break) 11.00 - 12.30 Class	GBS Class (approx. 12 weeks) 13.00 - 15.00 Class (GBS classes take place typically one or two days per week depending on the module chosen)