**Terms & Conditions**

These Terms and Conditions apply to the services that are provided directly or by third parties on the Course.tours (**”Website”**), owned and operated by DBR TEAM FZ-LLC, registered at B5-301-C B5-301-C ,Business Center 05, RAKEZ Business Zone-FZ RAK, United Arab Emirates

(**”Course.tours”**, **”DBR TEAM”** or **”Company”**).

The Company's services in these Website terms of use shall be understood as:

* The services of the Higher Education department: consultation on higher education, e-manuals, university and college admission, online courses, full support and preparation of documents for admission to a foreign university (the terms of payment, provision and refund of funds for these services are specified in item 1 of these Terms and Conditions);
* Services of the Online Education department: educational courses with recorded lessons with a set start date (**”Marathon"**), educational courses with recorded lessons with a start date on the day of payment for participation (**"Intensive"**), educational courses provided on subscription basis with recurrent payments (**"Subscription"**) and educational courses in the format of online broadcasts with a set start date (**"Workshops"**) in English, e-manuals, Skype lessons, language coaching services (the terms of payment, provision and refund of funds for these services are specified in item 2 these Conditions);
* Visa support services: visa consulting and visa application support (the conditions for payment, provision and refund of funds for these services are given in item 3 of these Conditions);
* Booking of language courses, academic and certificate programs abroad (**"Supplier services"**) (the terms of payment, provision and refund of funds for these services are specified in item 4 of these Conditions).

By using this Website, visitors and users representing an individual or a legal entity (**“User”** or **”Users”**) can book language courses, accommodation and other travel services (**“Travel Services”**) from language schools and other service providers (**“Service Provider”**).

DBR TEAM FZ-LLC provides a platform for finding and booking language courses and Travel Services. DBR TEAM FZ-LLC provides the Website, but does not provide the Travel Services.

**Using this website**

By using the Website, the User hereby agrees with these Terms and Conditions (**”Terms”**). These Terms constitute the agreement between DBR TEAM FZ-LLC and the User.

By visiting the Website, buying and using the products and services of the Company, and booking Travel Services, the User agrees to these Terms and confirms that they have reached the age of 13 years or the legal age established by the legislation of the User's country of residence for visiting the Website, purchasing and using the Company's services and Service Provider's Services specified below in the Terms. In case of disagreement with the Terms or dissatisfaction with the Terms of the age, the User must leave the Website.

The terms of service of the Service Providers are governed by items 4.1–4.14.

DBR TEAM FZ-LLC has the right to change these Terms at any time and at its sole discretion. The amended Terms and Conditions come into force from the moment they are published on the Website.

If the User has any questions about the Provider’s Services and any other questions, they can contact a representative of DBR TEAM FZ-LLC through the personal account on the Website or by email [info@course.tours](mailto:info@course.tours) .

**1. Services of the Higher Education Department**

**1.1. Consultation on higher education**

1.1.1. The date and time of the consultation on higher education is negotiated between the User and DBR TEAM FZ-LLC after the User pays for the consultation in full.

1.1.2. The consultation is carried out via Skype, Zoom or another platform mutually agreed upon by the User and Course.tours .

1.1.3. The User can cancel the consultation or postpone it within three days after booking, but at least 24 hours before the agreed date and time of the consultation. If the consultation is canceled more than 24 hours in advance, the Company will refund the money or may credit it to the User for another product or service.

1.1.4. If the User was late for the consultation for 15 minutes, or did not get in touch at the specified time, no refund of funds for the consultation will be provided by the Company. The Consultation shall be considered to be provided in full.

1.1.5. In order to get a refund, the User must write a written request to [compliance@course.tours](mailto:compliance@course.tours) with a reason for a refund. The User can send a request for a refund at least 24 hours before the agreed date and time of the consultation.

1.1.6. The refund of funds is made in accordance with the procedure provided for in item 11 of the Terms.

**1.2. Preparation for admission to the University**

1.2.1. After the User pays in full for the services of admission assistance to the university, LinguaTrip Inc. provides the User with an introductory individual consultation. The provision of an introductory consultation is the beginning of the provision of the service by the Company (detailed booking terms and conditions are specified in clause 1.2.4. of the Terms).

1.2.2. If the User is unable to attend the scheduled consultation, the User must give notice to the Company's consultant at least 24 hours prior to the scheduled meeting time.

1.2.3. If the User for any reason wants to cancel the service after an individual consultation, the Company will refund the cost of the package with deducted cost of the Consultation indicated on the Website at the time of cancellation of the service and the cost of the services already rendered. The cost of services may change without prior notice to the User.

1.2.4. If the User books a service of admission assistance to several (two or more) universities at once and wants to cancel an additional university (universities), the User might get a refund, provided that no consulting work has been carried out on this additional university (universities). The refund amount is the difference in the cost between the services used and those additional services that were not used, deducted a non-refundable fee in the amount of the full cost of the consultation indicated on the Website. Any changes to the university admission preparation service will be based on the full retail price of the consulting services at the time of the User’s request. The cost of services may change at any time without prior notice to the User.

1.2.5. University Admissions package includes the following based on the selected package (please see the full description of the packages [here](https://linguatrip.com/ru/higher_education/united_states/university_enrolment/)):

* Analysis of the User profile and selection of five to ten programs based on the User’s preferences, goals and requirements (funding, admission time, etc.)
* Preparation of the admission schedule, including test dates, submission deadlines for each application document and the deadline for applying to the university.
* Assistance in preparing an application for each university:
* assistance in writing an essay or a motivational letter;
* assistance in writing from two to five recommendation letters (depending on the selected package);
* assistance in writing a resume or CV (if the program requires it);
* proofreading documents with native speakers;
* consultations during working hours on enrollment issues before receiving a decision from the university;
* sending documents for the application to universities;
* assistance with requesting the I-20 form (only for US universities).

1.2.6. DBR TEAM FZ-LLC begins providing services for preparing a package of documents for admission to the university after receiving full payment for the services from the User.

**1.3. Electronic manuals on higher education**

1.3.1. The Electronic Manual is an electronic file in PDF, Word, PNG or any other electronic format developed by the Company or third parties (the "**E-manual**"). This E-manual is provided to the User solely for informational and educational purposes.

1.3.2. After paying for the E-manual on the website, the User receives a download link to the email address that they specified when paying. If the download link has not been received, the User can ask for help by email  [higheducation@course.tours](mailto:higheducation@course.tours)

**1.4. Online courses on higher education**

After paying for the course, an email with access to the training platform will be sent to the email address specified by the User. Depending on the course type, the User will be able to start it either immediately, or on the day of the start of the course specified on the Website at the time of payment.

If an email with access has not been received after payment, the User can email [higheducation@course.tours](mailto:higheducation@course.tours)

1.5. Assistance in preparing documents for admission

1.5.1. After payment for the services, a letter with payment confirmation and further instructions will be sent to the email specified by the User.

1.5.2. Before starting work on the documents, an introductory individual consultation is held. The consultation is carried out via Skype, Zoom or on another platform mutually agreed upon by the User and Course.tours .

If the User is unable to attend the scheduled consultation, they must notify the consultant 24 hours before the scheduled meeting time.

1.5.3. If the instructions have not been received after the payment, the User can contact Course.tours at  [higheducation@course.tours](mailto:higheducation@course.tours)

1.6. Disclaimer of warranties and liability limitations DBR TEAM FZ-LLC exclusively advises the User on admission to foreign universities and preparation of the necessary documents.

The User agrees that the Company's consulting services are provided on an "as is" and "as available" basis. The Company does not provide any guarantees of the suitability, reliability, continuity and payback of the services provided. The User is solely responsible for writing and correcting (if necessary) applications and accompanying documents. DBR TEAM FZ-LLC cannot guarantee the acceptance of the User's application to a specific university or any other university chosen by the User. The Company helps to maximize the User's chances of admission.

**1.7. Cancellation of the agreement and refund of funds**

1.7.1. The User may terminate the agreement at any time. To do this, the User needs to send a request to [higheducation@course.tours](mailto:higheducation@course.tours) with their reasoning. All funds for consulting services on admission (including, but not limited to: individual consultations, essay evaluation, interview preparation, resume evaluation, etc.) and services for editing the admission documents to foreign universities are non-refundable. The cost of these services is presented on the Website and is determined at the time of cancellation of the agreement.

1.7.2. If the consultation on higher education is canceled by the client less than 24 hours in advance or the User did not get in touch on the platform selected according to item 1.1.2 at the agreed time of the consultation, no refund will be made.

1.7.3. In case of termination of the agreement on the initiative of DBR TEAM FZ-LLC, the User can receive a refund of the paid funds, not exceeding the initial paid cost of the services.

1.7.4.There is no refund for E-manuals.

1.7.5. A refund for participation in the online course on admission is possible only if the User has completed no more than one lesson. If the User attends more than one lesson, a refund is not possible.

No refund is made for E-manuals for higher education and consulting services, if they were included in the package paid by the User.

The refund of funds is made in accordance with item 11 of these Terms.

If you have any questions about a refund, please email to [compliance@course.tours](mailto:compliance@course.tours).

**1.8. Confidentiality and non-disclosure of information**

The User may receive confidential or secret information from DBR TEAM FZ-LLC ("**Confidential Information**"), including, but not limited to: client questionnaires, examples of essays, resumes and letters of recommendation, as well as transcripts of interviews. During the entire period of validity of the Terms, as well as after its termination, the User undertakes to keep all Confidential Information in strict secrecy for life, not to disclose or use it without the prior written consent of DBR TEAM FZ-LLC until the Confidential Information becomes publicly available and is no longer classified as a Confidential Information. The exception is provided by cases that are associated with the User filling out their own application. When booking higher education services, the User gives DBR TEAM FZ-LLC consent to fill out and sign university forms on their behalf.

**1.9. Payment plans for higher education services**

Course.tours offers the possibility of paying for some higher education services through an interest-free payment plan. The payment is made according to the procedure as follows:

* The User pays the first installment payment using the link received from the Course.tours manager. Recurring payments are made automatically on a monthly (weekle, bi-weekly, etc.) basis, the exact dates and amounts of debiting are indicated on the payment page.
* After receiving the first payment, Course.tours starts providing paid services.

The duration of the installment plan and the amount of payments are determined individually.

If Course.tours cannot receive installment payments in a timely manner due to the reasons, including but not limited to

* the card used by the User when making the first payment, is blocked by the bank or is no longer valid;
* there are not enough funds available in the User’s account
* the User refuses to pay further installments; Course.tours recalculates the services provided in accordance with item 1.7 of this agreement and provides only those service that have been paid for

**2. Services of the Online education department (Marathons, Intensive courses, Workshops, Skype lessons, E-manuals)**

**2.1. Online courses**

2.1.1. After paying for the course, an email with access to the training platform at course.tours ("**Course.tours Account**") and payment confirmation will be sent to the email address specified by the User. The Course.tours Account is created by the Company automatically. The data in the Course.tours Account is filled according to the data the User has put in the payment form. Depending on the course type, the User will be able to start the course immediately, or on the set date specified on the website.

If an email with access has not been received after payment, the User can email to [online@course.tours](mailto:online@course.tours) .

The User is fully responsible for maintaining the confidentiality of the information of his Course.tours Account, including the password, as well as for all activities conducted on behalf of the User's Course.tours Account, without exception. The User agrees to immediately notify DBR TEAM FZ-LLC of unauthorized use of their Course.tours Account or password to it or any other violation of the security system. However, the User may be held liable for losses incurred by DBR TEAM FZ-LLC or by any other User or Visitor of the Website in connection with the use of the User's password or Course.tours Account by a third party.

It is forbidden to give access to the Account to third parties. DBR TEAM FZ-LLC cannot and will not be liable for any loss or damage caused by the User's failure to comply with these obligations.

2.1.2. If the course is not suitable for the language level of the User, the User can change the current course to another one that is more suitable for their level. It is possible to change the course before the User has started the second lesson, if the User has purchased an Intensive course or before the start of the course, if the User has purchased a Marathon. Since access to all lessons is granted right after the payment is made, it is possible to issue a full refund only after the first lesson. To do this, the User needs to email to [online@course.tours](mailto:online@course.tours) .

The refund is made in accordance with item 11 of these Terms and Conditions.

**2.2. Skype lessons**

**2.2.1 Booking**

To book a lesson, the User pays for it on the Website and specifies an email address for communication.

After payment, a calendar is sent to the email address specified by the Users. In the calendar, the User needs to choose the appropriate time and date for classes — in a day or more.

If the User has not received an email with the calendar after payment, they must email to [online@course.tours](mailto:online@course.tours).

**2.2.2. Cancellation**

The User can postpone or cancel one lesson, provided that the teacher or the Company is notified one day in advance.

If the User is late for the lesson for more than 15 minutes, the lesson is considered to be provided. The payment for the lesson is not refundable.

A package of several lessons can be canceled or rescheduled by the User after the first lesson. The Company can replace the teacher at the request of the User. The Company will refund the money for unused lessons (but only after the first lesson; a refund is not possible if two or more lessons from the lesson package have been completed). The refund amount is equal to the difference between the amount paid by the User for the full package and the cost of one lesson outside the package stated on the Website.

**2.2.3. Package validity period**

All Skype lessons purchased by the User must be completed within six months after the payment. 2.3. E-manuals

After paying for the E-manual on the Website, the User receives a download link to the email address that they specified when filling out the payment form. If the email has not been received, the User can email to [online@course.tours](mailto:online@course.tours).

**2.4. Language coach**

2.4.1. After payment, an email with payment confirmation and further instructions is sent to the email address that the User specified when filling out the payment form.

2.4.2. Communication with the coach will take place via Skype once a week at the time chosen by the User, as well as via Telegram, in a personal chat.

**2.5. Subscription**

2.5.1. After signing up for a subscription, the User receives an email to the email address specified during payment with an access information to their personal account. Recurring payments for the Subscription from the User's card will be processed automatically. The frequency of payments for the Subscription (weekly, monthly, etc.) is indicated on the subscription page.

2.5.2. If Course.tours does not receive payment for the Subscription, access to the Subscription is closed within a day from the date of the missed payment.

2.5.3. If the Subscription does not fit the User's language level, the User can change the current Subscription to another one that better fits the User's language level. The difference in the cost of Subscriptions is paid by the User. If the cost of the new Subscription chosen by the User is lower, the Company will either refund the difference in the costs, or credit this difference to the User's account with an opportunity to pay for Company’s products and services.

2.5.4. The User can get a refund for the Subscription only during the first paid Subscription period. Course.tours does not return the funds paid for the second or further period. In this case, the User can only cancel the Subscription from the month following the paid period. To cancel the subscription, the User must write to the email [online@course.tours](mailto:online@course.tours) with a request for cancellation, but no later than 72 hours before the next payment.

**2.6. Payment plans for the services of the online education department**

Course.tours offers interest-free payment plans for some services of the online education department. The payment is made according to the procedure as follows:

* The User pays the first installment payment using the link received from Course.tours. Payments are made automatically, the exact dates and amounts of payments are indicated on the payment page.
* After receiving the first payment, Course.tours provides the user with access to the paid courses. If Course.tours does not receive installment payments in a timely manner, Course.tours closes the User's access to the course within a day from the date of the first unsuccessful withdrawal of funds. In this case, no refund is made.

**2.7. Cancellation of the agreement and return of funds**

**2.7.1. Refund for online courses**

The User may request a refund by sending an email to [online@course.tours](mailto:online@course.tours) with an indication of the reason for the refund. This can only be done if:

* The User has purchased participation in the Intensive Course and has completed no more than one lesson (displayed in the personal account);
* The User has purchased participation in the Marathon (Workshop) and the Marathon (Workshop) has not yet started;
* The User has not paid for more than one subscription period.

If one of the conditions above is not met, a refund is not possible, only an exchange for another course is available.

If the User refused to participate in the Intensive Course, and later changed their decision and paid for the course again, a second refund is not available.

**2.7.2. Refund for E-manuals**

E-manuals are non-refundable. The Company does not make refunds for E-manuals purchased together with participation in the course.

**2.7.3. Refund for Skype lessons**

If the User wants to cancel the lesson for some reason and get a refund, the User shall send a request to the Company indicating the reasons for it to [online@course.tours](mailto:online@course.tours).

The request must be sent at least one day before the scheduled date of the lesson. If the User has purchased a package of several lessons, then a refund for the remaining lessons is possible only if they have completed no more than one lesson from the package.

If the User has completed two or more lessons, a refund is not possible. In this case, the Company will replace the teacher for the User or take the balance into account in the cost of any other online education products.

The money is returned by the Company in UAE AED/USD to the User’s card from which the payment for services was made. A bank or payment system can process the payment for several days.

**2.7.4. Refund for the Course.tours services**

You can get a refund only before the access to training materials on the platform is opened. After that, you will not be able to get a refund.

For all queries regarding the refund, the User can contact [online@course.tours](mailto:online@course.tours).

The refund is made in accordance with item 11 of these Terms and Conditions.

**3. Services of the visa department**

**3.1. Visa consultation**

3.1.1. To book a consultation, the User makes payment on the Website and fills in email for communication. After the payment, the User shall open the calendar — a link will be displayed on the Website or provided in the email sent to the email address specified by the User. In the calendar, the User shall select the appropriate time and date for the consultation. If the User has not received the email with the link, they shall contact [info@course.tours](mailto:info@course.tours).

3.1.2. The User may cancel the consultation or postpone it, at least 24 hours before the date and time selected in the calendar. If the consultation is canceled more than 24 hours in advance, the Company will make a refund for the consultation or credit its price to the User’s account for future purchases of the Company's products or services.

3.1.3. If the User is 15 minutes late for the consultation, or does not get in touch at the specified time, the Company does not refund the money for the consultation. The consultation is considered to be provided in full.

**3.2. Visa support**

3.2.1. The Company provides help with obtaining visas: selection, filling out and submission of documents to consulates or embassies of the required country. The Company takes information about the deadlines for submission, visa application process and fees from the websites of consulates and embassies.

3.2.2. DBR TEAM FZ-LLC uses the User's data only for registration, consultation, visa application process and sale of Company’s services. The Company does not transfer data to third parties. The only exceptions are Embassies and visa centers and decision-making centers which are necessary for the visa application process.

3.2.3. DBR TEAM FZ-LLC begins to work on the User's order only after full payment for the services and the provision of a full package of documents specified by the manager of the Company.

3.2.4. DBR TEAM FZ-LLC informs the User of a possible delay or refusal to issue a visa if the Company receives this information in advance. The decision to issue a visa to the User is made by the Embassy. The Company undertakes to prepare a package of documents for the User in accordance with the standards specified on the websites of the visa center or the Embassy, ​​but cannot guarantee a positive decision on the issuance of a visa.

**3.3. Duties and responsibilities of the User**

3.3.1. The User allows DBR TEAM FZ-LLC to conduct negotiations on their behalf and make payments related to visa application and related services.

3.3.2. The User pays for the visa services of DBR TEAM FZ-LLC, and then independently, on their own and at their own expense, collects the necessary documents.

3.3.3. Visa fees of embassies, consulates or visa centers are paid by the User.

3.3.4. The user provides Company’s managers with documents (passport, photo, a completed application form in the Russian language, and other documents according to the list of documents to apply for a visa, provided by the Manager of the Company) for appointment to the visa center or Consulate at least three business days before the scheduled date of appointment.

3.3.5. DBR TEAM FZ-LLC is not responsible for any loss or damage of the visa caused by the User or any third party.

**3.4. Cancellation of the agreement and return of funds**

3.4.1. The Company does not refund money for visa services if the User was not given a visa, lost or damaged the issued visa, as well as if the User stopped responding to emails, messages or phone calls from the Company to the phone numbers and email addresses specified during payment or during the work with the Company's manager, during the collection or processing of documents.

3.4.2. A refund to the User with a partial deduction is made in the following circumstances:

* the User has already filled out the application form
* the Company's manager has sent to the User a list of supporting documents for the visa specified
* a visa consultation has been provided to the User
* the interaction with the User on the application form and the supporting documents has already started If at least one of these circumstances take place, the Company will deduct 35 (thirty-five) US Dollars from the refund amount.

If the User has sent documents for visa processing, the Company's Manager has started the translation of documents and the process of registering the User to submit the visa application package of documents to the consulate/visa center, the Company retains the full cost of the visa processing service (the amount is calculated at the time of payment by the client) . 3.4.3. A full refund for the paid visa processing services is made if the payment for visa support has been made, but the Company's manager has not yet sent the User a list of supporting documents or has not contacted the User regarding the provision of visa support services. The refund amount is equal to the cost of the visa processing service paid by the User.

3.4.4. The consular fee is refunded to the User in full, if no payment has been made to the Embassy.

3.4.5. If the cancellation of the service is due to personal circumstances (illness, emergency, bankruptcy), the User is obliged to provide an official confirmation to get a full refund. In case of cancellation for a personal reason, official documents with a seal and signature are sent to the visa manager of the Company by email.

3.4.6. In order to get a refund, the User must send a request to [compliance@course.tours](mailto:compliance@course.tours) with an indication of the motivated reason. The User may send a request for a refund at least 24 hours before the date of the scheduled consultation.

The refund is made in accordance with the procedure provided for in item 11 of these Terms.

**4. Booking of language courses, accommodation and other travel services**

4.1. The rules for the provision of Provider Services are regulated by separate rules of Service Providers. By booking the Provider Services, the User enters into a contractual relationship with a specific Service Provider. When booking or purchasing the Provider Services, the User undertakes to read and comply with the rules of the Service Providers, including the rules and conditions for changing or canceling trips to specific language schools or accommodation that were booked.

4.2. When booking or purchasing the Provider Services, DBR TEAM FZ-LLC acts as an intermediary between the User and the Service Provider.

DBR TEAM FZ-LLC makes no promises regarding the quality, performance and provision of suppliers' Services. By booking the Provider Services on the Website, the User confirms that they have fully read and understood the Terms and Conditions for the Provision of Services of suppliers, and they also assume full responsibility for providing incorrect information, including, but not limited to, passport data, first and last name, date of birth, their legal status, etc.

4.3. DBR TEAM FZ-LLC provides assistance to ensure communication with Service Providers and to resolve disputes with Service Providers, if such a situation arises.

4.4. DBR TEAM FZ-LLC publishes materials provided by Service Providers on the Website. DBR TEAM FZ-LLC takes all possible measures to publish the most complete and up-to-date information.

DBR TEAM FZ-LLC cannot guarantee that the materials provided by the Service Providers are complete and up-to-date. When booking the Provider Services, Users should go to the website of the Service Provider to get acquainted with all the information, booking conditions, transfer and cancellation of bookings.

**4.5. Before booking**

4.5.1. DBR TEAM FZ-LLC Recommends that the User purchase medical insurance and travel insurance when booking language courses.

The User undertakes to independently check the need to purchase insurance, the terms of insurance and to purchase insurance at their own expense.

4.5.2. Notification of health problems

If there is a disease or any type of allergy, the User must inform the Company about it at the time of booking or after booking in the student's questionnaire in the Personal Account on the Website.

**4.6. Booking of the service.**

4.6.1. By clicking the "Book" button, the User gets to the booking page of the language course, where the User must enter their personal data and choose a payment method. After the User selects a language school, a type of accommodation and makes a prepayment through the Website, the Service Provider will send a booking confirmation letter within the time specified in the booking conditions of the Service Provider.

The User will also get access to the personal account on the Website ("Personal Account") to the email address filled in by the User during the booking. The Personal Account is created by the Company automatically. The data in the Personal Account is filled in according to the data specified by the User at the time of the booking.

The User is fully responsible for maintaining the confidentiality of the information of their Personal Account, including the password, as well as for all activities conducted from the User's Personal Account without exception. The User agrees to immediately notify LinguaTrip Inc. of unauthorized use of their account or password or any other violation of the security system. However, the User may be held liable for losses incurred by DBR TEAM FZ-LLC or by any other User or visitor of the Website in connection with the use of the User's password or Personal Account by a third party.

It is prohibited to use a password or a Personal Account of a third party without the explicit permission and consent of the owner of this password or Personal Account. DBR TEAM FZ-LLC cannot and will not be liable for any loss or damage caused by the User's failure to comply with these obligations.

When receiving a confirmation email, the User shall check the correctness of the booking details. In case of erroneous or inaccurate data, the User shall immediately contact a representative of DBR TEAM FZ-LLC through the Personal Account on the Website or email to [info@course.tours](mailto:info@course.tours) .

4.6.2. By making a booking with Service Providers through the Website, the User agrees to the relevant cancellation and refund rules of a particular Service Provider and other additional conditions that may relate to booking or staying at the selected school. The User undertakes to familiarize themselves with the cancellation and refund policy of a particular Service Provider on the website of the selected language school, as well as in the booking confirmation letter.

4.6.3. The User's booking is considered confirmed only after making a prepayment and receiving a confirmation letter. A letter of admission to the course is sent only after making a prepayment, and when enrolling in schools in Ireland and Germany — after full payment for the booking.

4.6.4. If there is no full payment on or prior to the required payment date specified in the User's Personal Account on the Website, the booking is canceled and the funds are refunded in accordance with section 4.7 below.

4.6.5. Payment is made in US dollars. When booking, the cost of the trip is fixed in the currency of the school. LinguaTrip Inc. does not set the payment exchange rate. The currency exchange rate is set by the bank that issued the User's card, or is set at the rate of the payment system, depending on the payment method chosen by the User. The User undertakes to pay all expenses for the bank transfer and any fees of their bank (including currency conversion) or any expenses related to the payment of a credit card so that the Company receives full payment to their account. The payment date is the date when the payment is received to the Company's bank account.

4.6.6. If a visa is required to enter the country where the course is held, the User shall book the course and/or the type of accommodation at least 6-8 weeks before the course start date. The User shall not buy any travel tickets before DBR TEAM FZ-LLC confirms the User's place in the language school and the availability of the selected accommodation.

In case of any changes in the contact information, the User must immediately inform the Company about such changes.

4.6.7. If the User has any questions about the booking, they can contact a representative of DBR TEAM FZ-LLC through the Personal Account on the Website or email at [info@course.tours](mailto:info@course.tours) .

**4.7. Cancellations, change of booking and refunds**

**4.7.1. Cancellation or change of booking by User**

If Users cancel their reservation after three calendar days after the date of the booking, the deposit is withheld by DBR TEAM FZ-LLC in the amount in which it was made by the User. The Information about this will be indicated in the User's Personal Account on the Website.

4.7.2. Cancellation conditions after confirmation of enrollment in the school are determined by the rules of a particular Service Provider and are associated with other additional conditions that may apply to the booking or staying at the school. To determine the specific conditions for canceling a reservation, the User must familiarize themselves with Service Provider terms.

4.7.3. Refunds are remitted in US dollars, the refund amount may be converted into the currency of User’s bank account at the rate of User’s bank, if the currency of the User’s account is different from US dollars ($USD). Refunds are made only to the card from which payment was made. The term for crediting funds may take from five to thirty banking days and depends on the conditions of the User's bank.

4.7.4. If the User changes the booking conditions, such as the course date, then the changes are determined in accordance with the rules of the Service Provider.

Cancellations, changes, or the need to clarify the User’s personal data for Service Providers or DBR TEAM FZ-LLC may be completed in the User's Personal Account on the Website.

4.8.4. The above-mentioned options for changing the reservation are not available for minor changes — when the school and travel dates do not change (including but not limited to change of the language course intensity or the course type, change of the type of accommodation, etc.). In this case, booking is not considered cancelled by the Service Provider.

4.8.5. If the reservation is canceled by the Service Provider, the User will receive an email confirming the cancellation of the reservation. If such an email has not arrived, please check a spam/junk folder. If the letter has not been received either by mail or in a spam/junk folder, the User should contact a representative of DBR TEAM FZ-LLC through their Personal Account on the Website or email on [info@course.tours](mailto:info@course.tours) .

**4.8. Cancellation by the Service Providers**

4.8.1. In rare cases, Service Providers may cancel the booking or change its terms. Most of the changes are minor and do not affect the course date, venue, or the course cost. If the Service Provider makes a significant change (for example, changes the course date or the course price) or cancels the booking completely, DBR TEAM FZ-LLC will notify the User about such changes within 1-3 business days to the email address provided by the User. In case of cancellation of the reservation by the Service Provider, the full payment for the reservation is returned in accordance with the rules of the Service Provider.

4.8.2. If the Service Provider makes significant changes to the User’s booking and there is enough time left before the start of the course to complete the following actions, DBR TEAM FZ-LLC will offer the User the following options:

* agree to the changes, book an alternative course with the same conditions as originally (if the alternative option is more expensive, the User undertakes to pay the difference), or
* cancel the booking — in this case DBR TEAM FZ-LLC will return the funds the User has paid to the Service Provider. Changes are available to Users who make payments on time. 4.8.3. If the User does not agree to the changes, DBR TEAM FZ-LLC refunds the full amount of the payment to the User, taking into account the refund rules of the Service Provider. The refund is made in US dollars and the refund amount can be converted into the currency of the User's bank account at the exchange rate of their bank, if the currency of their account is different from US dollars. The refund is made only to the bank card from which the payment was made. The term for crediting funds can take from 5 to 30 banking days and depends on the conditions of the User's bank.

4.8.4. The above-mentioned options for changing the reservation are not available for minor changes — when the school and travel dates do not change (including but not limited to change of the language course intensity or the course type, change of the type of accommodation, etc.). In this case, booking is not considered cancelled by the Service Provider.

4.8.5. If the reservation is canceled by the Service Provider, the User will receive an email confirming the cancellation of the reservation. If such an email has not arrived, please check a spam/junk folder. If the letter has not been received either by mail or in a spam/junk folder, the User should contact a representative of DBR TEAM FZ-LLC through their Personal Account on the Website or email on [info@course.tours](mailto:info@course.tours) .

**4.9. Cancellation due to visa denial**

4.9.1. Upon receiving an official refusal of a visa to the country in which the course is booked, the user must report this to DBR TEAM FZ-LLC The User must send the official visa denial letter provided by the embassy/consulate due to the visa application and the course acceptance letter by email to [compliance@course.tours](mailto:compliance@course.tours) .

4.9.2. If a visa is refused, the deposit from the refund amount, if there has already been a full payment, is deducted from the value of the deposit. Depending on the Service Provider, it can be from $100 (one hundred) to $350 (three hundred and fifty US dollars) and becomes a voucher that the User can spend on the following list of services within two years: future language course bookings, Course.tours visa services, E-learning, Intensives, Marathons, and Workshops at base rates. Course.tours has the right to change this list of services without prior notice to the user. The user can request the list of services current at the time of application by writing to [compliance@course.tours](mailto:compliance@course.tours) .

4.9.3. There may also be a withholding of a fine by the Service Provider. The full refund policy for a specific Service Provider's visa denial can be found on the Site in the school information section.

4.9.4. LinguaTrip Inc. cannot convert the deposit into a voucher if:

* The User's visa was canceled for not attending the language course;
* The User leaves the school's home country during the course and is denied entry back to the school's home country;
* There is no decision to issue a visa.
* The fact of falsification or provision of incomplete information by the User is established;
* The authorized body has issued a legal act preventing the issuance of a visa due to the epidemiological situation.

**4.10. Cancellation of travel due to epidemic, pandemic, civil unrest, war, natural disasters.**

If the User is unable to travel due to border closures, flight cancellations, or any other reason that is beyond the control of the User, the Service Provider, and DBR TEAM FZ-LLC, the refundable deposit, if already paid in full, is deducted from the amount of the refund. Depending on the Service Provider, it can be from $100 (one hundred) to $350 (three hundred and fifty US dollars) and becomes a voucher that the User can spend on the following services within two years: future bookings of language courses, Course.tours visa services, E-manuals, Intensives, Marathons and Workshops in basic packages.

Course.tours has the right to change this list of services at any time without prior notice to the User. The up-to-date list of services available can be requested by the User at [compliance@course.tours](mailto:compliance@course.tours) .

**4.11. Cancellation policy after the course start date**

Cancellation of a booking after the course start date depends on the cancellation policy of a particular Service Provider. To cancel a booking, the Service Provider has the right to request the reason for the cancellation and supporting documents. The decision on the refund depends on the cancellation policy of a particular Service Provider.

**4.12. Public holidays and non-working days**

Most language schools are closed on public holidays and non-working days of the countries in which they are located. Most published courses start on Monday. If Monday is a public holiday, classes will start on Tuesday, unless otherwise specified in the rules of the chosen school. In case of cancellation of the classes due to public holidays or the decision of the government of the country where the Service Provider is located, on non-working days, the postponement or cancellation of the classes depends on the Provider Terms.

**4.13. Arranged pick up transfer**

If User has booked a pick-up and/or drop-off service they must provide their exact flight details in their Personal Account on the Website at least 1 week prior to your arrival. The User should look for a driver in the airport arrival hall holding a sign with his name printed on the sign. If your flight has been late or cancelled the User should immediately contact the Service Provider on the phone number provided in the transfer confirmation specified in the voucher in the Personal Account on the Website. If the User cannot find their driver and decides to leave without contacting the service providers the User will not be entitled to a refund.

**4.14. Accommodation**

When booking accommodation on the Website, the User agrees to the Terms of the Service Provider. If User cancels or changes the accommodation dates, the Service Provider may impose a fine in accordance with their Terms. The amount of the fine depends on the Service Provider Terms and will be indicated in the User’s Personal Account on the Website. The Service Provider may request a deposit. The deposit is required for some types of accommodation, will be required at the time of booking and will be included in the total cost of accommodation. The deposit is returned at the end of the rental period provided that there is no damage to the property. DBR TEAM FZ-LLC is not responsible for the quality of the accommodation provided, as well as for the actions or inaction of the school or the Service Provider.

**5. Confidentiality**

DBR TEAM FZ-LLC takes care of the confidentiality of the User’s personal data. The policy for processing and protecting personal data is set forth in the Privacy Policy at website.

**6. Liability**

DBR TEAM FZ-LLC, as well as its subsidiaries, affiliates, officers, agents, shareholders, directors, employees, partners, licensors or other persons involved in the creation, sponsorship, promotion or other provision of the Website are not responsible for any claims, damage, losses or expenses, including attorney’s fees and expenses incurred by the User in connection with (i) any action or inaction of the Service Provider, (ii) any mistake of the User, as well as other action or inaction on the part of the User, (iii) violation by the User of these Terms, any rules of the Service Provider, (iv) any act or omission of third parties independent of DBR TEAM FZ-LLC.

Except in cases prohibited by law, the Company is under no circumstances liable to the User for any indirect, incidental or punitive damages, penalties, including loss of profit, even if the Company has been warned of the possibility of such damages. In the event of a liability of DBR TEAM FZ-LLC, the amount of liability of DBR TEAM FZ-LLC must not exceed the fee of DBR TEAM FZ-LLC for a specific service paid by the User at DBR TEAM FZ-LLC

DBR TEAM FZ-LLC is not responsible for any actions or omissions of the Service Provider, for the provision of the Travel Services and Service Providers Terms.

THE COMPANY DOES NOT PROMISE THAT THE SITE OR ANY CONTENT (ALL TEXT, GRAPHICS, USER INTERFACES, VISUAL INTERFACES, PHOTOS, VIDEOS, TRADEMARK NAMES, LOGOS, SOUNDS, MUSIC, IMAGES AND PROGRAM CODES (COLLECTIVELY REFERRED TO AS "**CONTENT**"), THE SERVICE OR FUNCTION OF THE SITE WILL BE ERROR-FREE AND UNINTERRUPTED, OR THAT ANY DEFECTS WILL BE CORRECTED, OR THAT THE USER'S USE OF THE SITE WILL LEAD TO CERTAIN RESULTS. THE SITE AND ITS CONTENTS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. ANY INFORMATION ON THE SITE IS SUBJECT TO CHANGE WITHOUT NOTICE. THE COMPANY DOES NOT GUARANTEE THAT ANY FILES OR DATA DOWNLOADED BY THE USER FROM THE SITE ARE FREE OF VIRUSES OR CONTAMINATION OR DESTRUCTIVE FEATURES. THE COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF ACCURACY, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE COMPANY DISCLAIMS ANY AND ALL LIABILITY FOR THE ACTS, OMISSIONS AND CONDUCT OF ANY THIRD PARTIES IN CONNECTION WITH OR RELATED TO the USE OF THE WEBSITE AND/OR ANY OF THE COMPANY'S SERVICES. THE USER ASSUMES TOTAL RESPONSIBILITY FOR THEIR USE OF THE WEBSITE. THE ONLY MEASURE OF THE USER AGAINST THE COMPANY IN CASE OF DISSATISFACTION WITH THE SITE OR ANY OF ITS CONTENTS IS TO STOP USING THE SITE OR ANY SUCH CONTENT. THIS LIMITATION OF JUDICIAL REMEDIES IS PART OF THE CONTRACT BETWEEN THE PARTIES.

The above disclaimer applies to any damages, liability or injuries caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction of or unauthorized access to, alteration of, or use, whether for breach of contract, tort, negligence or any other cause of action.

The Company reserves the right to do any of the following, at any time, without notice: (1) to modify, suspend or terminate operation of or access to the Website, or any portion of the Website, for any reason; (2) to modify or change the Website, or any portion of the Website, and any applicable policies or terms; and (3) to interrupt the operation of the Website, or any portion of the Website, as necessary to perform routine or non-routine maintenance, error correction, or other changes.

6.2. By continuing to use the Website, the User confirms that they have fully read the Terms, understood their content and agreed to them. In particular, the User undertakes to comply with the following rules when using the Website.

The User is prohibited from using any means of "deep linking", collecting information on pages, robots, "spiders" or other automatic devices, programs, algorithms or methods, as well as any similar or equivalent manual processes to access, acquire, copy or track any part of the Website or any Content; it is prohibited to reproduce or circumvent the navigation structure or presentation of the Website or any Content in any way in order to obtain or attempt to obtain any materials, documents or information by any means that were not specifically provided through the Website. The Company reserves the right to block any similar actions.

It is prohibited to attempt to gain unauthorized access to any part or function of the Website, any other systems or networks related to the Website or any server of the Company, and any services offered on or through the Website, by hacking, "analyzing" the password or by any other illegal means.

It is prohibited to identify, scan or verify deficiencies in the security system of the Website or any network related to the Website, as well as to violate the security or authentication system on the Website or in any network related to the Website. It is prohibited to perform a reverse search, track or attempt to track any information about any other User of the Website, as well as to use the Website or any service or information available on the Website or offered through the Website in any way, if the purpose is to disclose any information, including, but not limited to, personal identification information or information that does not belong to the User, under the conditions established by the Website.

The User agrees not to take any actions that impose an unreasonable or disproportionately large load on the infrastructure of the Website or the Company's systems, or any systems or networks related to the Website or the Company.

The User agrees not to use any devices, programs or procedures to interfere or attempt to interfere with the proper functioning of the Website or any operations carried out on the Website, or the use of the Website by any other person.

The User is forbidden to forge headers or otherwise manipulate the identifiers in order to distort the source of any message or data sent by the User to the Company on the Website, through the Website or using any service offered on the Website or through the Website. It is prohibited to impersonate another person, organization or representative of another person.

It is prohibited to use the Website or any Content for any purposes prohibited by law or these Terms, as well as to incite any illegal activity or other activity that violates the rights of the Company or other persons.

**7. Other Terms and Conditions**

Additional terms and conditions may apply to the purchase of goods or services and to certain parts or functions of the Website, including contests, promotions, etc.; all of which terms are made a part of these Terms by this reference. The User agrees to follow these other terms and conditions, including, where appropriate, the statement that the User has reached a sufficient legal age to use such services or participate in such events. These provisions apply if there are discrepancies between these Terms applicable to a particular part of the Website or any service offered on or through the Website, with respect to the User's use of this part of the Website or a particular service.

The Company's obligations, if any, regarding the Company's products and services are governed exclusively by the agreements on the basis of which the products and services are provided, and no information on the Website should be interpreted as a change in these agreements.

The Company may at any time, without notice, make changes to any products or services offered on the Website, or to the prices applicable to any such products or services. The materials published on the Website related to products and services may be outdated, and the Company does not undertake any obligations to update the materials of the Website related to products and services.

**8. Force Majeure**

DBR TEAM FZ-LLC is not considered to have violated any provision of these Terms and is not responsible for delays, non-fulfillment or interruption of services caused directly or indirectly by natural disasters, decisions of any authorities, civil unrest, war, terrorism, strikes, fires, pandemics, epidemics or other disasters power outages or telecommunications, or any other reason beyond the control of DBR TEAM FZ-LLC, which are recognized as force majeure circumstances.

**9. Links to the third-party websites**

This Website may contain hyperlinks to other independent third-party websites ("**Linked Sites**").

Linked Sites are provided for reference only. DBR TEAM FZ-LLC does not control the Linked Sites, and is not responsible for their content. The User will need to make their own independent judgment regarding interaction with these Linked Sites, realizing that they may contain viruses, worms, trojans and other malicious programs.

**10. Intellectual Property Rights**

The intellectual property (Content, including, but not limited to, the design, structure, selection, coordination, appearance, general style and location of this Content) contained on the Website and in the services is the proprietary information of DBR TEAM FZ-LLC, affiliates of the Company or Service Providers and is protected by copyright and other intellectual property rights. All property rights and intellectual property rights in relation to the Website and services remain with LinguaTrip Inc., affiliates of the Company or Service Providers, as the case may be. All rights not claimed under the Terms or LinguaTrip Inc. are hereby remain with DBR TEAM FZ-LLC.

The Website and the Travel Services are protected by copyright, trademarks (registered or being registered), service marks, patents or other property rights and laws (“intellectual property”). Any use of intellectual property without the permission of DBR TEAM FZ-LLC is prohibited.

**11. General Conditions of Refund**

The Company makes a refund in the UAE AED/USD to the card, depending on the form of payment chosen by the User.

In case of User requesting to make a refund to the card different from the card used for the initial payment, Company has the right to withhold a non-refundable deposit of $13 (thirteen US dollars).

The refund amount can be converted into the currency of the User's bank account at the bank's exchange rate.

A bank or payment system can process payments in US dollars for up to 15 business days. The term for crediting funds can take from 5 to 30 business days and depends on the conditions of the User's bank.

The company does not refund money for hourly or editorial services.

Refunds for consulting services are non-refundable.

No refund is provided for purchased e-manuals and e-books.

The User can get a refund for an online educational course only if no more than one lesson has been completed. The system considers the lesson completed when it is first opened.

In case of termination of the agreement on the initiative of DBR TEAM FZ-LLC, the User may receive a refund not exceeding the initial paid cost of services.

For all questions about the refunds, the User must send a request to [compliance@course.tours](mailto:compliance@course.tours) .

**12. The language of these Terms and Conditions**

The original English version of these terms and conditions may have been translated into other languages. The version in other languages, including but not limited to the Russian version, has been translated for convenience of the Users. In the event of a dispute about the contents or interpretation of these terms and conditions or inconsistency or discrepancy between the English version and aversion of these terms and conditions in any other language, the English language version prevails. The English version is available on the Website or shall be sent to your email upon your written request to [compliance@course.tours](mailto:compliance@course.tours) .

**13. Other provisions**

DBR TEAM FZ-LLC reserves the right to change the Website, suspend or terminate the Website at any time for any reason with or without notice.

DBR TEAM FZ-LLC reserves the right to transfer its obligations under these Terms to any individual or legal entity.

**14. Applicable law and dispute resolution**

These Terms are governed by and construed in accordance with the laws of the UAE without regard to its conflicts of laws provisions (**”Governing law”**).

In the event of any dispute arising from or in connection with these Terms, the parties shall endeavor to resolve the dispute within 30 days from the date of its occurrence. The parties act in good faith to resolve such a dispute through negotiations.

If the dispute cannot be resolved through negotiations within 30 days after sending the corresponding written request to [compliance@course.tours](mailto:compliance@course.tours) , then such a dispute is referred to and finally resolved by a court of the UAE. Each party unconditionally agrees that the state courts of UAE will have exclusive jurisdiction to resolve any disputes or claims between the parties arising out of or in connection with this agreement, its subject matter or conclusion (including non-contractual disputes or claims). The language of dispute resolution must be English.

By using the Website, the User agrees to comply with the above laws and submit to the jurisdiction of the state courts UAE and not to refer to the fact that this circumstance may cause inconvenience.

The laws of some jurisdictions do not allow the exclusion or limitation of legal guarantees relating to goods or services, so some or all of the exceptions or limitations in these Terms may not apply to the User. Since the laws of some jurisdictions do not allow the exclusion or limitation of liability for certain types of damages, some or all of the exclusions or limitations in these Terms may not apply to the Users. In such jurisdictions, the Company's liability is limited to the maximum extent permitted by applicable law.

**15. Contact information**

If the User has any questions, they can contact a DBR TEAM FZ-LLC representative through a Personal Account on the Website or email them at [info@course.tours](mailto:info@course.tours) .

In order to terminate this Terms, User shall send a request to [info@course.tours](mailto:info@course.tours) .