

STS follows the Directive (EU) [2015/2302](#) of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements.

STS Terms and conditions

1. Registration and payment

The registration fee, according to point 2.3 of the general conditions of travel, is 200 € per person. The registration fee counts as a partial payment of the total price of the trip. This fee is included in the course price and will be deducted from your final invoice. The final payment for the trip must be made at least 40 days before departure. If the trip is booked less than 40 days before departure, the trip must be paid in full immediately.

STS will enter into a contract with you, once you have received confirmation of your booking. The contract becomes binding for the parties when the organizer has confirmed the traveler's order in writing (Parental Agreement/booking confirmation) and the traveler has paid the agreed registration fee within the agreed time as instructed by the organizer.

2. Booking confirmation

Misunderstandings may occur during the booking call/registration. The traveler must therefore check all the information on the booking confirmation, dates, prices, etc. This information must be checked upon receipt, and any errors must be pointed out immediately.

Verbal orders to the sales staff must be confirmed in writing in order to be invoked by the traveler.

3. Cancellation and cancellation protection

STS offers a cancellation and rebooking protection, which must be purchased and paid at the same time as the registration fee and cannot be added afterwards. STS cancellation and rebooking protection allows you to rebook to another trip or destination free of charge, rebooking must be done earlier than 60 days before the planned departure. With the STS cancellation and rebooking protection, you have the right to cancel your spot with a full refund of the course fee until the time of departure if you or a close relative (parent(s) or sibling(s)) suffers a serious illness, accident or death and this affects your ability to travel on an STS language course. In case of cancellation due to illness, an approved medical certificate must be attached. The medical certificate must be received by STS no later than five (5) days after the cancellation. The written medical certificate must state that the doctor advises against the trip.

In case of cancellation, the STS cancellation insurance fee will not be refunded.

Other cancellations

If cancellation is made 30 days or more before departure, you are not entitled to a refund of the registration fee.

If you cancel after this date, but less than 14 days before departure, you will be required to pay 25% of the course fee, but not less than the registration fee.
If the cancellation is made after this date, but earlier than 8 days before departure, you will be required to pay 50% of the course fee, with a minimum of the registration fee.

If the cancellation is made within 8 days before departure, you are obliged to pay the full course fee. The same applies if you are unable to travel due to a lack of documents such as a valid passport, vaccination certificate, visa, etc. It is the traveler's responsibility to check the entry regulations that apply upon departure and the documents needed to travel to the course location.

Cancellations must be made in writing and the date of receipt of the cancellation notice by STS will be deemed to be the date of cancellation.

4. If cancellation is not made

If there is no cancellation and the traveler does not arrive at the time and place indicated for the trip, or if he/she is unable to participate in or complete the trip because he/she does not have the necessary documents for the trip, such as a valid passport, necessary visas, etc., STS Education Group AB has the right charge the traveler the total price of the trip.

5. Price

All price quotations are based on exchange rates as of 2021-09-15.

In case of rebooking without the Rebooking and Cancellation Protection, a fee of 95 € will be charged.

Prices in the brochure/on the website are exclusive of exchange rate changes.

The tour operator reserves the right to increase prices in accordance with point 5.2 of the General Conditions for Package Travel. This applies both to new bookings and to travel contracts already concluded and to travel both within and outside the EU.

6. Implementation of the trip

STS Education Group AB reserves the right to modify, if necessary, the leisure activities, excursions and study visits mentioned in each course location text, taking into account the composition of the group and the participants' wishes. If the trip cannot be carried out at the intended destination due to force majeure such as a plague, state of war, etc., STS has the option of providing an alternative course location at a cost not exceeding the previously agreed fee.

STS shall not be liable for any damage suffered by the traveler in the event of a delay to the connecting journey, or a delay to the return journey caused by the traveler missing the connection.

Participants and guardians of participants are obliged to read the Student Handbook sent by STS before departure.

The use of drugs, tobacco and alcohol by minors is prohibited both by law and by STS rules. It is therefore strictly forbidden to purchase or consume it during the stay

in accordance with the law and STS rules. Students who acquire, drink or consume alcohol, tobacco or drugs will be sent home at their own expense and without the possibility of claiming a refund. These rules also apply to students over the age of 18.

Any complaints should first be directed to the STS partner at the course destination. If redress is not obtained at the destination, a written complaint must be made to STS within 30 days of completion of the trip.

7. Host family accommodation

In some destinations, STS students stay with host families. STS local partners carefully select a suitable host family for the student. A student cannot influence the choice of host family.

Host families represent different social groups and communities. STS and its local partners do not discriminate against host families on the basis of ethnic background, sexual orientation or religion. Host families are diverse. For example, a host family can be one person, a single mother/father, an elderly couple, a same-sex couple or a family with two parents and children.

8. Setting up travel/arrangements

If STS has reasonable grounds to believe that the number of participants will fall below the minimum number for an individual trip at least 30 days before departure, STS has the right to cancel the trip. The minimum number of registered travelers on an STS Language Trip is 20. In case of cancellation, the traveler must be informed as soon as possible after the decision has been made. The notification must be received by the traveler at least 14 days before departure. If the number of participants booked for the trip is lower than the number indicated above, the trip may still be carried out if a change of departure point, course location or period is made in order to achieve a larger number of participants for the trip.

In the event of cancellation, STS is not obliged to reimburse the traveler for transport costs (such as airline tickets) to and from the course destination.

9. Traveler's contact information

Travelers are responsible for ensuring that they can be reached reliably, under the address, email address and telephone number they provided at the time of booking.

10. Press

We reserve the right to correct any printing errors in brochures and misprints on the website and any changes we have had to make after going to press.

11. Photographic and film material

STS reserves the right to use the photographic and film material created by STS during the trip after specific permission has been obtained from the traveler.

12. Travel guarantee

STS has arranged a guarantee with the Swedish Legal, Financial and Administrative Services Agency (Kammarkollegiet). The traveler may apply for compensation from the travel guarantee if the trip is cancelled or interrupted due to the insolvency of the tour operator.

13. Visas

STS is not responsible for decisions taken by embassies or immigration officers regarding entry visas or visa extensions.

Visa advice can only be given by the appropriate Embassy, Consulate or High Commission. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen location. Students must maintain a valid visa status and their course will be terminated without a valid visa.

It is the responsibility of the applicant to ensure that the most updated regulations / processes are being followed. STS cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations.

A visa document courier fee or postal fee is charged each time documents have to be sent by courier or post. If a visa application is rejected and we receive written evidence at least 7 days prior to arrival, we will refund the fees received, less any bank charges, any non-refundable fees (registration fee, courier fees and bank charges) and the residence accommodation cancellation fees, if applicable.

In the case of visa denial less than 7 days prior to arrival, cancellation fees will apply.

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