

CG eHive Ltd – Terms and Conditions

Last Updated: 01-11-2025]

Company Name: CG eHive Ltd

Registered in: England and Wales

Registered Address: Falcon House, 257 Burlington Road, New Malden, Surrey, England, KT3 4NE

Company Number: 16191398

Contact Email: *info@cgehive.com*

1. Introduction

1.1 These Terms and Conditions govern all services provided by **CG eHive Ltd** (“we”, “us”, “our”) including but not limited to:

- Student courses and education programs
- Professional and manager development programs
- Out-of-class activities and cultural tours
- Events planning and management services
- Sale of gifts and souvenirs
- Translation and interpretation services
- Language learning courses
- Host family accommodation arrangements

1.2 By enrolling in any course, purchasing any product, or using any of our services, you (“the client”, “student”, “participant”, “customer”) agree to be bound by these Terms.

2. Eligibility

2.1 Clients must be at least 18 years old.

2.2 Clients under 18 may participate only with written consent from a parent or legal guardian.

2.3 Participants are responsible for ensuring they have appropriate visas, travel documents, and permissions to study in the UK.

3. Booking and Payment

3.1 A booking is not confirmed until payment has been received.

3.2 Payment must be made in GBP via accepted methods stated at the time of booking.

3.3 For courses and accommodation:

- **30% deposit** is required at booking.
- **Full balance** must be paid at least **30 days before the start date**.

3.4 Failure to pay may result in cancellation of services with no refund of deposit.

4. Prices

4.1 Prices are subject to change at any time.

4.2 Any price changes will not affect bookings already confirmed and paid.

5. Cancellation and Refunds

Cancellation Notice Before Start Refund Applies

More than 60 days	Full refund minus £50 admin fee
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31–60 days	50% refund of course fees
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0–30 days	No refund
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5.1 Accommodation and third-party service fees may follow separate refund policies.

5.2 If a visa application is *refused*, a refund may be given upon receipt of official proof, minus an administration fee.

6. Changes to Courses and Schedules

6.1 We reserve the right to modify course timetables, locations, content, and instructors.

6.2 Where reasonably possible, we will notify clients in advance.

6.3 If we must cancel a course, a full refund will be given.

7. Host Family Accommodation

- 7.1 We act as an **intermediary** between students and host families.
- 7.2 We do not own or control host family properties.
- 7.3 Students must follow host family rules, show responsible behaviour, and respect shared spaces.
- 7.4 Damage caused by the student must be paid for in full.
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8. Travel, Activities & Events

- 8.1 Participation in trips and activities is voluntary.
- 8.2 Clients are responsible for their own insurance and personal safety.
- 8.3 We are not liable for loss, injury, or damage during external activities arranged with third-party providers.
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9. Code of Conduct

Clients must:

- Treat staff, other students, and host families with respect
- Comply with UK laws
- Not engage in abusive, dangerous, or disruptive behaviour

Failure to comply may result in expulsion with no refund.

10. Translation and Interpretation Services

- 10.1 We make every reasonable effort to ensure accurate translation.
- 10.2 We are not liable for decisions made based on translated materials.
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11. Sale of Goods (Gifts & Souvenirs)

- 11.1 All goods are sold “as described”.
- 11.2 Returns are accepted within 14 days if the item is unused and in original packaging.
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12. Liability

12.1 We are not liable for:

- Loss of personal property

- Travel disruptions
- Medical expenses
- Visa refusal or travel documentation issues

12.2 Our liability to you is limited to the total amount paid to us for the relevant service.

13. Personal Data (GDPR)

13.1 We collect and store personal information only as necessary to deliver our services.

13.2 We comply with UK Data Protection laws and GDPR.

13.3 Our Privacy Policy is available upon request.

14. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales. Any disputes shall be handled exclusively by the courts of England and Wales.

15. Contact

For questions or concerns, contact us at:

Email: *info@cgehive.com*

Phone: 03333-443952