

CLAC Limited

Unprecedented Events

Terms & Conditions



Recent unprecedented events have caused travel chaos in the United Kingdom and Europe. Events including (but not limited to) the Icelandic volcanic ash cloud, swine flu, airline strikes or terrorist attacks have caused unexpected travel delays and cancellations for which CLAC has the following policy.

1. CLAC courses affected by unprecedented events may be postponed (subject to availability) until students are able to travel.
2. No refunds will be given for cancellations.
3. If travel delays caused by unprecedented events make travel impossible before the last date at which the booked or postponed CLAC course can begin then parents must cancel the course and apply for compensation through the student insurance policy (See point 7.)
4. Parents have full responsibility for arranging and/or rearranging travel plans and for paying costs. CLAC will assist where possible but cannot be held liable for any costs incurred.
5. CLAC may make a discretionary 'at cost' charge for transfers to or from the course site to airports, train stations, ferry terminals etc. on unscheduled arrival/departure days. Student insurance may cover these costs (see point 7.)
6. If students are unable to travel home due to unprecedented events then CLAC will make all reasonable efforts to extend accommodation, meals and care until alternative travel arrangements can be made. CLAC may make a discretionary 'at cost' charge for these services. Student insurance may cover these costs (see point 7.)
7. All costs incurred due to unprecedented events MAY be covered by the insurance provided to all students who have paid the deposit or full fees. Details of how to apply are available through the CLAC office. CLAC cannot make any guarantee that all or part of any claim will be successful. Following the most recent unprecedented event in April 2010 the insurance company agreed to settle all claims in line with the benefit schedule. However, they issued the following statement:

“Whilst ACE [the insurance underwriters] have agreed to accept claims and provide cover for losses resulting from the April incident, we can not guarantee that any future incidents of this nature would be treated in a similar way, as under the Disruption Section of the policy it excludes any expense incurred as a result of regulations or order made by any Public Authority or Government. ACE will continue to review each claim based on the information provided, we therefore suggest that you submit claims in the normal way.”

8. This information is correct as of May 2010 but may be subject to review. Please contact the CLAC office for the most up to date policy.