

Uncle Polo (Jeong Yong) company registered in the Republic of Korea is a study program marketing and promotion consultancy administered by the laws of the Republic of Korea. Uncle Polo is not a tour operator, travel and visa agency, accommodation agency or education provider and as such cannot be held liable for issues regarding a program's operations, logistics, itineraries, academics etc. at any time before, during or after a booked program. All agreed elements of the program (may vary by program, for example lectures, sightseeing, company visits, accommodation) are organized and provided by Uncle Polo's international partners and therefore the international partner's responsibility.

These Terms and Conditions are valid as of confirmation of booking by paying the minimum non refundable deposit of 50% per person.

Terms and Conditions

The following conditions form the basis of your agreement with Uncle Polo ("we", "us" and "our"). Please read them carefully. We are entitled to assume that you have read these conditions and agree to them before confirming your program booked through us. These conditions only apply to the study program arrangements which you book directly through us.

1. We act as a marketing and promotion consultancy to our education partners worldwide (universities and private schools), the responsibilities for provision of services are solely with our partners. Moreover, all participants are adults or under adult supervision and are expected to conduct themselves responsibly in a manner in line with local customs and laws. All consequences borne out of illegal or inappropriate behaviour shall be carried by the participant alone.
2. The booking of study programs can only be confirmed through our representatives. Your study program will be treated as confirmed as soon as we receive your deposit.
3. A minimum non refundable deposit of 50% per person must accompany the confirmation. The full balance must be received by us 90 days prior to program start. Bookings made within 90 days require immediate full payment. All bank charges are to be carried by you. If the complete balance is not received by the due date, we reserve the right to treat the study program as cancelled by you. See paragraph 6 for cancellation charges.
4. The price quoted covers the cost of all services agreed upon in advance. We reserve the right to correct errors in quoted prices at any time. You are responsible for all costs not specified as part of the program, for example, but not limited to: internet access and access to a computer for online lessons and meetings, vaccination fees, travel insurance, cost of travel to and from the start and return point of your program, cost of passport and visas etc.
5. Where necessary, it is essential that you have adequate and appropriate insurance cover while you participate in the study program, including health, flight cancellations, lost luggage, repatriation in case of death etc. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. It is your responsibility to confirm that you are in good health and physically capable of undertaking all aspects of the study program.
6. In case of cancellation of a study program we must be notified by email (uncle@unclepolo.com) as soon as possible with the date of receipt as the ultimate reference date. Your notice of cancellation will only be effective when it is received in writing by us. Except as set out in paragraph 9 below, the following cancellation charges will be payable.

Period before program start within which written notification of cancellation is received by us:

Cancellation charge per person cancelling (% of total cost)

90 days or more: 50%

89 to 61 days: 75%

60 days to program start (first day of activities) or later: 100%

7. You may transfer your place to someone else (introduced by you) if you are prevented from participating, provided we are notified not less than 45 days before departure and subject to the practicality of changing bookings or other arrangements (visa applications, language level testing etc.) made in your name. All fees due (including additional fees due to the transfer) must have been paid by the time the transfer takes place. All costs and charges incurred by us and/or incurred or imposed by any of our partners as a result must be paid before the transfer can be effected.

8. Changes to your study program can be considered depending on practicality and availability, but there might be a cost associated with these changes. The study plan or itinerary is a guide to which we will attempt to adhere, but it may be necessary to alter this at short notice as a result of circumstances or events outside our control. We may have to make changes to and correct errors in advertised and confirmed details and also cancel confirmed bookings which we must reserve the right to do.
9. In the rare case of cancellation of a study program by our partners, this will be communicated with the participant by email as soon as feasible. All fees paid will be refunded less bank fees if these funds are still under our control. However, Uncle Polo cannot be held responsible for other travel arrangements made and paid by the participant, such as internet access or computer access, flight tickets, hotels or other accommodations, passport and visa fees, vaccinations etc. Moreover, time spent/lost, effort exerted or the necessity to adjust future plans are not the responsibility of Uncle Polo.
10. We cannot accept liability or pay any compensation or refunds where the performance of our obligations under our agreement with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". "force majeure" means any event which we or our partners could not, even with all due care, foresee or avoid. Such events may include, but are not limited to, war, whether actual or threatened, riot, civil strife, terrorist activity, industrial dispute, bankruptcies, strategic changes, natural or nuclear disaster, significant risks to human health such as the outbreak of serious disease, adverse weather conditions, fire and all similar events outside our control.
11. Passport and visa requirements: Where necessary, passport and visa requirements for the study program are the sole responsibility of the participant, we will advise to the best of our ability.

You must ensure you are in possession of all necessary documents before program start, such as travel and health documents etc. All costs incurred in obtaining such documentation must be paid by you. We cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

Please note

Where applicable, all participants have to be 18 years of age or older on the day the program commences. For participants younger than 18, a legal guardian arranged by the participant has to accompany the participant during the program at full cost. Some programs may only be suitable for participants of age 18 or older.

Where applicable, the language of instruction of all programs is English unless otherwise specified.

Where applicable, all programs have a minimum number of participants threshold which may vary from program to program. If the minimum number of participants is not reached by a certain date, the program will be cancelled.

Where applicable, the term "arrival" in reference to pickups at airports, train stations etc. is always in reference to a group arriving as one unit, e.g. all participants on the same plane or on the same train.

Where applicable, some excursions, lectures etc. may require a business casual attire.

Where applicable, some excursions, lectures etc. are mandatory in a sense that minimum numbers of participants have to be guaranteed for the activity to take place. Where appropriate, separate groups may be joined together for certain activities.