

**EUROCENTRES GLOBAL LANGUAGE LEARNING LIMITED**

**ONLINE CONSUMER SERVICES TERMS & CONDITIONS**



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## OUR TERMS

### 1 These terms

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply services to you. The services we provide are language courses, including online platform services, social programmes, accommodation, materials, transfers, exams and insurance.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

### 2 Information about us and how to contact us

- 2.1 **Who we are.** We are Eurocentres Global Language Learning Limited, a company registered in England and Wales. Our company registration number is 11450450 and our registered office is at 56 Eccleston Square, London SW1V 1PH.

- 2.2 **How to contact us.** You can contact us by contacting our customer service team by telephone, fax or post at the following details:

Telephone: +44 20 7963 8450

Fax: +44 (0)20 7963 8479

Post: 56 Eccleston Square, London SW1V 1PH, United Kingdom

- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **Writing includes emails.** When we use the words **writing** or **written** in these terms, this includes emails.

### 3 Our contract with you

- 3.1 **How we will accept your order.** You can make your booking either in writing, by fax, post or email or online at our website [www.eurocentres.com](http://www.eurocentres.com). When you submit a written booking request (by email, fax or post) or an online booking form (by clicking the button "Book"), you make a binding offer to enter into a contract. Our acceptance of your order will take place when you receive a booking confirmation from Eurocentres, at which point a contract will come into existence between you and us.
- 3.2 We do not accept bookings via WhatsApp, Skype, Facebook or other social media platforms.
- 3.3 Any vouchers or other promotions must be presented to us at the time of making either your written booking request or your online booking request in order to be redeemed. Vouchers or promotions cannot be used once the booking confirmation has been issued by us or once these have already been redeemed.

3.4 **Age restrictions** We have certain age restrictions on course participants (the person who will be participating in the language course which you purchase):

3.4.1 Where the intended course participant is a minor under the laws of the country in which the services will be provided at the time of booking, the written booking request or the online booking form must be signed by a legal guardian for the participant, and the legal guardian will be deemed to be the customer for the purposes of these terms and conditions. The legal guardian is also required to sign a parental consent form.

3.4.2 The course participant is required to be over the age of 16 at the start of the course. Where a booking is made for a language course in Sydney or Melbourne, the course participant is required to be aged 18 or over. You can obtain country-specific information about age restrictions and consent requirements either on [www.eurocentres.com](http://www.eurocentres.com) or from the staff at the school.

3.5 **If we cannot accept your order.** If we are unable to accept your booking, we will inform you of this and will not charge you for the service. This might be because of unexpected limits on our resources which we could not reasonably plan for, or because we have identified an error in the price or description of the service.

3.6 **Your order number.** We will assign an order number to your order (“Customer Reference Number”) and tell you what it is when we issue the booking confirmation. It will help us if you can tell us the Customer Reference Number whenever you contact us about your order.

3.7 We accept orders from addresses worldwide.

## 4 **Our Services**

4.1 The services offered by us are based on service descriptions of the courses on our website or in the Eurocentres flyers, brochures or other Eurocentres documents as well as supplementary information about the course location.

4.2 Unless expressly agreed otherwise, brochures or online information by third party service providers and in particular, local partner organisations, language schools as well as destination and accommodation brochures that have not been issued by Eurocentres, are not binding with regard to the performance of services by Eurocentres.

4.3 Travel intermediaries (e.g. travel agencies) and service providers such as local partner organisations, language schools, hotels and other accommodation providers as well as transport companies are not entitled to conclude agreements with customers, to provide binding information or make representations which change the context of this contract.

4.4 No language courses will take place on official public holidays at the location of the school and you will not be compensated for any official public holidays which occur during your language course.

## 5 Price and payment

5.1 **Where to find the price for the services.** The price of the service will be the price indicated on the order page when you placed your order. We use our best efforts to ensure that the price of the service advised to you is correct. However please see clause 5.3 for what happens if we discover an error in the price of the service you order.

5.2 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the services we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the service's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the service's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract and refund you any sums you have paid.

5.3 **When you must pay.** We accept payment with credit or debit card, bank transfer or through online payment platforms. When you must pay depends on what service you are buying.

5.3.1 For any services, the down payment of USD 475 / EUR 330 / GBP 285 / AUD 555 / CAD 500 per participant ("Down Payment") plus any insurance premiums are payable upon receipt of our booking confirmation.

5.3.2 The balance of the price ("Balance Payment") is payable six weeks before the start of your service, which includes all fees due for the language course, accommodation, and other fees. The fee for enrolment ("Enrolment Fee") is charged on all bookings and will be included in the Down Payment. Bookings less than six weeks in advance must be paid for in full at the time of booking. You will not be entitled to use the services until you have paid the price for the booking in full.

## 5.4 How you must pay

5.4.1 Where payments for the services are made by bank transfer, payment is only deemed to have been paid in accordance with these terms and conditions when it has been credited to the account specified by Eurocentres in the booking confirmation.

5.4.2 Where any payment for the service is made by debit or credit card, the Down Payment will be charged after you receive our booking confirmation and the Balance Payment will be charged six weeks before the start of the language course.

5.5 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we reserve the right to charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of Barclays Bank from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

5.6 **What to do if you think an invoice is wrong.** Your invoice sets out the payment due for the services. If you think an invoice is wrong please contact us promptly to let us know, and within 72 hours where possible. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

## 6 **Your rights to make changes**

6.1 Once you have received our booking confirmation, you may only make changes to the booking with our consent. If you wish to make a change to the service you have ordered e.g. language course type, accommodation or other changes, please contact your contact at the Eurocentres head office who issued the booking confirmation. We will let you know if the change is possible. If the change is possible, we will let you know about any changes to the price of the services, the timing of the services or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If Eurocentres agrees to change the contract, the customer will be charged a fee ("Change Fee") of USD 75 / EUR 70 / GBP 60 / AUD 100 / CAD 100.

6.2 The Change Fee will be waived if the customer wants to upgrade his/her booking to a higher intensity of study. Eurocentres reserves in any case the right to pass on any additional costs incurred as a result of the change of booking to the customer.

6.3 Any extension of a language course, once the language course has begun, will be treated as a new booking, except where this is an extension of less than four weeks from the end of the language course. In the case of specialised language courses (tailor made courses or closed group courses) with a duration of more than four weeks, the specialisation may be changed during the course with the consent of the school. Where the school consents to a change of specialisation, only one change can be made every four weeks.

6.4 If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 10- Your rights to end the contract).

## 7 **Our rights to make changes**

7.1 **Changes before the booking confirmation** We may make the following changes to the services before you receive your booking confirmation:

7.1.1 Changes to the dates in marketing materials, on our website or in service descriptions;

7.1.2 Changes to promotions.

7.2 **Minor changes to the services.** Following your receipt of the booking confirmation, we may make minor changes to the services where such changes are insignificant and made in good faith and do not affect the overall content of the services or your use of the services. These changes include:

7.2.1 Increase in the price of the services of less than 10% up to 3 weeks before the start of the services due to any increases in:



- (a) Transport costs
- (b) Charges for certain services
- (c) Exchange rate fluctuations
- (d) Official price increases
- (e) Introduction of increase in public charges

7.2.2 Changes to the programme or services during the language course due to unforeseeable or unpreventable circumstances, provided that the overall content of the programme remains unchanged.

7.3 **More significant changes to the services and these terms.** In addition, we may make the following changes to the services, but if we do make these changes we will notify you and you may then contact us to end the contract before the changes take effect and you may either request to join a language course of equal value (where we can offer such an alternative language course) or end the contract and receive a refund for any services paid for but not received (see clause 10.2). You must assert your rights upon receiving notice of the change from Eurocentres. We may make the following changes to the services:

7.3.1 Change or cancellation of courses due to no or low number of students;

7.3.2 Change of course/exam dates;

7.3.3 Accommodation details are changed or cancelled;

7.3.4 Change of transfer providers;

7.3.5 Change of service provider e.g. companies organising excursions or social programmes.

7.3.6 Increase in the price of the services of more than 10% up to three weeks before the start of the Language Course due to any increases in:

- (a) Transport costs
- (b) Charges for certain services
- (c) Exchange rate fluctuations
- (d) Official price increases
- (e) Introduction of or increase in public charges.

7.4 Where the minimum number of six course participants required for each language course has not been reached, we will inform you at least three weeks before the start of the services whether your booking will be cancelled. If we are unable to offer you an alternative offer, we shall end the contract and reimburse you for any fees already paid (including any insurance premiums) as set out in clause 10.2. It is at our discretion to run courses with less than six

participants. Any transport costs you have incurred for the language course will not be covered by Eurocentres.

- 7.5 Eurocentres reserves the right to assign or re-assign course participants to language classes in accordance with their language skills or to implement any other measures required to ensure the smooth operation of the language schools.

## **8 Your obligations**

- 8.1 It is your responsibility to comply with any requirements imposed by the country in which the language course is based in terms of entry/visa or health entry requirements and to obtain the necessary information on such requirements in preparation for your (or the course participant's) language course.
- 8.2 You (or the course participant, where they are a minor) are required to attend any language courses, programmes, accommodation, transfers or other services you purchase in person at the required time as set out in your booking confirmation.
- 8.3 You are required to provide true and accurate information regarding your booking, including your first name and surname. We may terminate this contract (see clause 14.1) or expel you (or the course participant) from the language course if you provide false information.
- 8.4 Where you purchase any services, it is your responsibility to ensure that any language courses are suitable for your (or the course participant's) level of ability.
- 8.5 You are required to provide proof of payments made in accordance with clause 5 at the start of the services. Should you be unable to present such proof, you (or the course participant, as applicable) shall not be entitled to access the services (whether language course or accommodation or other services as applicable).

## **9 Providing the services**

- 9.1 **When we will provide the services.** We will begin the services on the date set out in the booking confirmation. The completion date for the services is as specified on the booking confirmation.
- 9.2 **We are not responsible for delays outside our control.** If our supply of the services is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but have not received.
- 9.3 **What will happen if you do not give required information to us.** As we informed you in the description of the services in our brochure or on our website, or through your booking confirmation, we will need certain information from you so that we can supply the services to you, for example, language level, visa status confirmation, flight details, further information regarding personal requirements (illness, allergies or other health conditions etc.), parental consent forms or other personal information. We will contact you in writing to ask for this information. If you do not give us this information within a reasonable time of us asking for it,

or if you give us incomplete or incorrect information, we may end the contract (and clause 14 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the services late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

9.4 **Reasons we may suspend the supply of services to you.** We may have to suspend the supply of a service to:

9.4.1 update the service to reflect changes in relevant laws and regulatory requirements;

9.4.2 make changes to the service as requested by you or notified by us to you (see clause 6 and 7).

9.5 **Your rights if we suspend the supply of services.** We will contact you in advance to tell you we will be suspending supply of the service, unless the problem is urgent or an emergency. If we have to suspend the service for more than 5 days we will adjust the price so that you do not pay for services while they are suspended. You may contact us to end the contract for a service if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 5 days and we will refund any sums you have paid in advance for the service in respect of the period after you end the contract.

9.6 **We may also suspend supply of the services if you do not pay.** If you do not pay us for the services when you are supposed to (see clause 5.4) and you still do not make payment within 5 working days of our final reminder that payment is due, we may suspend supply of the services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the services. We will not suspend the services where you dispute the unpaid invoice (see clause 5.7). We will not charge you for the services during the period for which they are suspended. As well as suspending the services we can also charge you interest on your overdue payments (see clause 5.6) and can end the contract and ask for compensation (see clause 14.1 and 14.2).

## 10 **Your rights to end the contract**

10.1 **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

10.1.1 If what you have bought is misdescribed you may have a legal right to end the contract (or to get the service re-performed or to get some or all of your money back), see clause 14;

10.1.2 If you want to end the contract because of something we have done or have told you we are going to do, see clause 10.2;

10.1.3 If you have just changed your mind about the service, see clauses 10.3-10.7. You may be able to get a refund if you are within the cooling-off period, except for any accommodation fees paid or fees for pre-booked activities or excursions (14 days after booking), but if you are outside the cooling off period this may be subject to deductions;

- 10.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 10.2.1-10.2.5 below the contract will end immediately and we will refund you in full for any services which have not been provided and you may also be entitled to compensation. The reasons are:
- 10.2.1 we have told you about an upcoming change to the services or these terms which you do not agree to ;
  - 10.2.2 we have told you about an error in the price or description of the service you have ordered and you do not wish to proceed;
  - 10.2.3 there is a risk that supply of the services may be significantly delayed because of events outside our control;
  - 10.2.4 we have suspended supply of the services, or notify you we are going to suspend them, in each case for a period of more than 5 days; or
  - 10.2.5 you have a legal right to end the contract because of something we have done wrong.
- 10.3 **Exercising your right to change your mind (Consumer Contracts Regulations 2013).** For most services bought online you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms. You can change your mind 14 days after you purchase the services by informing us and all payments already made to us will be refunded to you, except for accommodation fees or fees for pre-booked activities or excursions.
- 10.4 Where you provide us with written notification that you have changed your mind between 14 days after you have purchased the services and at least 14 days before the start of the Language Course, and this is not during the cooling-off period, all payments already made to us for the Language Course shall be refunded to you, except for
- 10.4.1 the Enrolment Fee;
  - 10.4.2 an accommodation placement fee (where applicable) and fees for pre booked activities or excursions;
  - 10.4.3 any cancellation and return costs insurance premium (where applicable);
  - 10.4.4 where a my Eurocentres account has been created, a cancellation fee of USD 40 / EUR 35 / GBP 30 / AUD 55 / CAD 50 will apply.
- 10.5 The respective general terms and conditions of third party providers apply to student residences, hotels and apartment and activity and excursion providers.
- 10.6 If Eurocentres receive the written notification of cancellation less than 14 days before the start of the language course but before 17:00 on the last Thursday before the start of the language course, and this is not during the cooling off period, you will be responsible for payment of the following fees:
- 10.6.1 the Enrolment Fee

- 10.6.2 the accommodation placement fee and fees for pre booked activities and excursions
  - 10.6.3 any insurance premiums which are due to us
  - 10.6.4 school fees and accommodation fees for up to two weeks
  - 10.6.5 where a my.Eurocentres account has been created, an additional cancellation fee of USD 40 / EUR 35 / GBP 30 / AUD 55 / CAD 50 will apply.
  - 10.6.6 fees for issuing documentation e.g. for visa application.
- 10.7 Where you provide written notification that you have changed your mind under clauses 10.3, 10.4 or 10.6 and you are a course participant travelling to complete a language course or the services involve the easyEnglish product line, the date of your cancellation is deemed to be the date of receipt of cancellation by Eurocentres Head Office during normal office hours (Monday to Friday, 8.30 – 18.00). Where you provide written notification outside office hours whether by email, post or fax, the date of cancellation will be deemed to be the next business day.
- 10.8 **When you don't have the right to change your mind.** You do not have a right to change your mind in respect of services, once these have been completed, even if the cancellation period is still running.
- 11 No-show or withdrawal from the services or failure to attend individual parts**
- 11.1 If you (or the course participant, where they are a minor) fail to attend or use any of the services, you will be required to pay the full price for the services you have booked (including any insurance premiums).
- 11.2 If you (or the course participant where they are a minor) are attending language course, any failure by you (or the course participant where they are a minor) to check in to your accommodation will be considered a cancellation of the services and you will be required to pay for two weeks of services. The terms and conditions of third party providers apply to any student residences, hotels and apartments.
- 12 No-show, cancellation and/or change of accommodation after course start**
- 12.1 You can cancel your accommodation at any time during the services or before the start of the services by giving two weeks' notice ending on a Saturday. The notice of cancellation must be sent to Eurocentres head office. You will be charged the Change Fee as set out in clause 6.1.
- 12.2 If you (or the course participant where they are a minor) fail to check in to your booked accommodation or leave his or her accommodation before the end of the notice period, you will be required to pay the full cost of the accommodation up to the end of the notice period.
- 12.3 The general terms and conditions of third-party providers apply to student residences, hotels and apartments.

### **13 How to end the contract with us (including if you have changed your mind)**

13.1 Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

13.1.1 Email. Email us at [enrolment@eurocentres.com](mailto:enrolment@eurocentres.com) .Please provide your name, home address, details of the order and, where available, your phone number and email address.

13.1.2 By post. Please write to us at 56 Eccleston square, London SW1V 1PH, United Kingdom, including details of what you bought, when you ordered or received it and your name and address.

13.2 **How we will refund you.** We will refund you any refund you are due under this contract by the method you used for payment. However, we may make deductions as described in clauses 10, 11 or 12. Please note, if you paid through an agent, you will be refunded through your agent.

13.3 **When we will refund you.** Any refunds you are due under clauses 10, 11 or 12 will be made within 4 weeks of receipt of your notification of cancellation.

### **14 Our rights to end the contract**

14.1 **We may end the contract if you break it.** We may end the contract for services at any time by writing to you if:

14.1.1 you do not make any payment to us when it is due, whether this is due to delayed payment, rejection or reversal of card payments or otherwise, and you still do not make payment within 5 working days of our final reminder that payment is due;

14.1.2 you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services, for example language level, visa status confirmation, flight details, health information (illness, allergies or other health conditions etc.), parental consent forms or other personal information;

14.1.3 you provide us with false or misleading information in your booking regarding you or the course participant (where they are not the same person);

14.1.4 you (or the course participant, where they are a minor) breach any laws, or the school's internal rules on attendance or welfare care for minors, violate immigration or visa regulations, disrupt or endanger other course participants or become a danger to himself/herself as a result of his/her irregular attendance or other behaviour while accessing the services, and do not follow any warning issued by Eurocentres. We may also expel you (or the course participant, where they are a minor) from the school which are providing the services;

14.1.5 you (or the course participant, where they are a minor) fail to attend any part of the services at the required time or fail to check in for accommodation.

14.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 14.1 we will not refund any money you have paid in advance for services

and we may charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

## **15 If there is a problem with the service**

**15.1 How to tell us about problems.** If you have any questions or complaints about the service, please contact the local school administration or the Eurocentres head office at the following details:

Email: [enrolment@eurocentres.com](mailto:enrolment@eurocentres.com)

Telephone: +442079638450

Fax: +442079638479

Address: 56 Eccleston Square, SW1V1PH, London, United Kingdom.

**15.2 Summary of your legal rights.** We are under a legal duty to supply services that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the service. Nothing in these terms will affect your legal rights.

### **Summary of your key legal rights**

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

If your product is services the Consumer Rights Act 2015 says:

- a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- b) If you haven't agreed a price beforehand, what you're asked to pay must be reasonable.
- c) If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

## **16 Our responsibility for loss or damage suffered by you**

**16.1 We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

**16.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services.

- 16.3 Our liability for claims except claims covered under clause 16.2, is limited to twice the amount of the cost of your services. This limit includes any liability for lost holiday time, experienced frustration or the non-performance or unsatisfactory performance of arranged services. To the extent permitted by law, our liability is limited to direct damage caused.
- 16.4 We are not liable for any loss, destruction or misuse of valuables, cameras, mobile telephone, credit cards, cash or other such items sustained by you or the course participant (where they are a minor).
- 16.5 We are not liable for business losses. We only supply the services for domestic and private use. If you use the services for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 16.6 Tour guides, agencies and employees of service providers are not authorised to confirm defects or to acknowledge claims against Eurocentres.

## **17 How we may use your personal information**

- 17.1 **How we may use your personal information.** We will only use your personal information as set out in our privacy policy at <https://www.eurocentres.com/en/policies-0>

## **18 Insurance**

- 18.1 It is your responsibility to ensure you have appropriate international travel and health insurance in place during the provision of the services.
- 18.2 You have the option, during your booking to take out international travel insurance with Eurocentres or which will be shown on our invoice separately. Any insurance premiums paid for either of these insurance policies will not be refundable after conclusion of the contract.

## **19 Other important terms**

- 19.1 **Insolvency insurance.** We have taken out insolvency insurance with sufficient cover for the services provided under this contract.
- 19.2 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you in writing to let you know if we plan to do this.
- 19.3 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 19.4 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.



19.5 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

19.6 **Even if we delay in enforcing this contract, we can still enforce it later** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the services, we can still require you to make the payment at a later date.

## 20 **Governing Law and Jurisdiction.**

20.1 Where you take proceedings against us relating to any dispute or claim arising out of or in connection with this contract or its subject matter or formation:

20.1.1 You may either bring the proceedings in the courts of England and Wales, where Eurocentres is domiciled or

20.1.2 You may bring the proceedings in the courts of the country in which you are domiciled, if you are domiciled in the European Union.

20.2 Where Eurocentres takes proceedings against you relating to any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation:

20.2.1 The proceedings against you must be taken in the courts of the country in which you are domiciled, if you are domiciled in the European Union.

20.3 If you are domiciled outside the European Union, you agree that these terms are governed by English law and you can bring legal proceedings or legal proceedings can be brought against you in connection with this contract in the English courts.