

## **WELLSPRING SCHOOL SUPPORT SYSTEM (WSSS) TERM AND CONDITIONS**

### **Welcome to WSSS!**

This document outlines the Terms and Conditions ("T&C") governing the services provided by WSSS ("the Agency") to clients ("the Student"). By paying and engaging the Agency's services, the student agrees to be bound by these T&C. This therefore creates a legally binding agreement between the Student and the Agency. Students applying to institutions in the United Kingdom are exempt from paying the agency fee, but this exemption does not exclude them from the other terms of the contract

### **1. Services Provided**

The Agency agrees to provide the following services:

- Assistance with selecting suitable programs
- Support with the vetting of supporting documents and submission of applications to partner institutions
- Monitor the application process and communicating with institutions on behalf of the student
- Providing detailed information about visa requirements and procedures.
- Assist with the preparation and submission of visa applications, including scheduling and preparing for visa interviews.
- Assist student in finding suitable accommodation, through our accommodation partners
- The Agency does not influence admission or visa decisions

### **2. Student Responsibilities**

The student agrees to:

- Provide accurate and complete information as required by the Agency.
- Adhere to deadlines for applications and submissions.
- Follow the guidelines provided by the Agency.
- Pay all agency service fees, tuition, accommodation costs, and other related expenses on time
- Promptly inform the agency of any changes in personal details, academic status, or other relevant information.

### **3. Agency fee**

- **Payment Obligation:** The Student agrees to pay the Agency the stipulated service fee as outlined in the service agreement. This fee covers the services provided by the Agency for one academic session only.
- **Additional Fees:** If the Student requires services beyond the initial academic session, additional fees may be charged. These fees will be communicated to the Student in advance and must be paid before the continuation of services.

### **4. Refund Policy**

- This refund policy does not cover application fees charged by partner institutions or visa authorities
- Refund is considered on a case-by-case basis.
- Full refund will be granted if consultation has not taken place. Consultation means expert advice proffered to a student by a representative of WSSS

- Partial Refund will be granted if the student terminates the service before application is made to a partner institution. In this case 30% of the total agency fee charged will be refunded.
- No refund will be made if the student cancels the service after application to a partner institution has been completed, whether or not the institution offered a feedback
- No refund will be made if the student's application is rejected by an institution or visa authority
- The Agency is not responsible for any fees paid directly to educational institutions or third parties
- Refund requests are submitted via email to [admissions@wellspringschoolsupport.com](mailto:admissions@wellspringschoolsupport.com). The request should include student's name, date of payment, reason for refund and payment details.
- Refunds will be processed via bank transfer within 5 business days of receiving the request.

#### **6. Liability**

- The Agency shall not be held liable for any loss, damage, or injury sustained by the student during the study abroad program.

#### **7. Confidentiality**

- The Agency will handle all personal information provided by the Student in accordance with applicable data protection laws. The Student consents to the Agency sharing relevant information with educational institutions and third-party partners for the purpose of facilitating their study abroad application

#### **8. Termination**

##### **By the Student:**

- The Student may terminate their agreement with the Agency at any time by providing written notice. See refund policy.
- If the Student terminates the agreement after services have been rendered or during an ongoing application process, the Student will be responsible for any outstanding fees and costs incurred up to the date of termination.

##### **By the Agency:**

- The Agency reserves the right to terminate the agreement with the Student immediately and without notice if the Student breaches any of the terms outlined in this document, provides false information, or engages in any fraudulent activity.
- The Agency may also terminate the agreement if, in its sole discretion, it determines that continuing to provide services to the Student is no longer viable or in the Agency's best interest. In such cases, the Agency will refund any unused portion of the fees paid, less any costs already incurred.

##### **Effects of Termination:**

- Upon termination, the Agency is no longer obligated to provide any services to the Student, including the submission of applications or assistance with visa processes.
- The Student remains liable for any fees due up to the date of termination.



**9. Amendments**

- The Agency reserves the right to amend these T&C at any time. The Student will be notified of any changes, and continued use of the Agency's services will constitute acceptance of the amended T&C.

**10. Governing Law**

- This Agreement shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria

**11. Contact Information**

For any inquiries or concerns regarding these T&C, please contact us at:  
[admissions@wellspringschoolsupport.com](mailto:admissions@wellspringschoolsupport.com), 09090690258, 07034870085