



SLOVENSKI STANDARD
SIST EN 14804:2005
01-november-2005

Language study tour providers - Requirements

Language study tour providers - Requirements

Anbieter von Sprachreisen - Anforderungen

Organisateurs de séjours ou stages linguistiques - Exigences

Ta slovenski standard je istoveten z: EN 14804:2005

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en

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 14804

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English version

Language study tour providers - Requirements

Organisateurs de séjours ou stages linguistiques -
Exigences

Anbieter von Sprachreisen - Anforderungen

This European Standard was approved by CEN on 19 May 2005.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

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Foreword

This document (EN 14804:2005) has been prepared by Technical Committee CEN/TC 329 "Tourism services", the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 2005, and conflicting national standards shall be withdrawn at the latest by December 2005.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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Introduction

This European Standard is intended to be used by language study tour providers and certification bodies for conformity assessment activities to assist clients to make an informed choice of language study tour programmes, and to increase the likelihood of expectations being met and of satisfaction being enhanced.

Language study tour providers will also benefit from better informed clients.

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1 Scope

This European Standard specifies requirements for language study tour providers, including schools, tour operators and agents.

In particular, this European Standard specifies quality service levels for classroom based face-to-face language teaching abroad, and any related services, including accommodation, leisure programme and travel services, that can make up language study programmes.

2 Terms and definitions

For the purpose of this European Standard, the following terms and definitions apply.

2.1 Accommodation

2.1.1

home stay

accommodation within a private home with meal plan, as contracted, for participants on a language study programme

2.1.2

residential stay

accommodation within premises such as college campus, residence, with meal plan, as contracted, for participants on a language study programme

2.1.3

stay in other types of accommodation

accommodation within premises such as hotel, apartment, flat, studios, with meal plan, as contracted, for participants on a language study programme

2.2

language study tour provider

<LSP>

legal entity such as a school, a tour operator or an agent which is contracted by a client to provide language study programmes, which may include other related services

NOTE The LSP as the main contractor is also responsible for services provided by subcontractors.

2.3

participant

person who uses the service(s) of the LSP

2.4

client

person or entity who contracts services from the LSP

2.5

minor

participant under the age of 18

2.6

group

number of participants who set out together on a given programme of specifically booked arrangements

EN 14804:2005 (E)**2.7****group leader**

person assigned to assist and supervise a group (e. g. in the case of minors) during specified contracted services

2.8**senior group leader**

person responsible for coordinating and managing the tasks of the group leaders

2.9**meal plan**

arrangement as contracted for food for the participant during his/her stay

2.10**price**

amount which the client has to pay for all the services included in the contract

2.11**course**

series of structured learning activities specifically arranged to develop the participant's competence in the target language

2.12**leisure programme**

series of leisure activities specifically arranged as contracted for the participants

2.13**classroom**

room where face-to-face language teaching takes place

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3 Information provision

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3.1 General

All information shall be provided in a manner which is clear, transparent, true, legible and readable, taking into account the special needs of the potential participants and clients in question.

For each of the services offered the pre-booking information shall be in written form.

3.2 Pre-booking information**3.2.1 General pre-booking information**

The following general pre-booking information shall be provided:

- a) name and contact details of the LSP;
- b) travel dates, destination, and the means, characteristics and categories of transport used;
- c) statement that customs can vary from country to country or from host to host;
- d) contract price and what is covered by it and an indication of additional optional costs;
- e) criteria used for the selection of teachers (including qualifications, experience and competence in the target language) and whether any of the teachers will be from the participants' home country;

- f) criteria used for the selection of group leaders;
- g) statement that information is available on request about which languages are spoken (in case of need) at the course venue by the LSP staff;
- h) either the monetary amount or the percentage of the price which is to be paid as a deposit and the timetable for payment of the balance;
- i) in the case of cancellation by the participant or provider, charges and/or conditions governing the refund of fees paid in advance;
- j) conditions under which a participant may be asked to leave the course, the financial arrangements in such a case, and procedures for repatriation where appropriate, particularly with regard to minors.

3.2.2 Care of minors

The following pre-booking information regarding care of minors shall be provided:

- a) whether or not and in what manner the travel is accompanied;
- b) ratio of group leaders to minors during travel;
- c) policy regarding supervision of minors (e. g. the minimum supervision ratio).

3.2.3 Legal documentation and information

The following information shall be provided:

- a) general passport, visa and health requirements;
- b) terms and conditions of booking and whether insolvency is covered;
- c) client and participant satisfaction and complaint procedure;
- d) information about insurance options available to the participant and an outline of the LSP's insurance cover, with further information available on request.

3.2.4 Declaration of special requirements

The LSP shall ensure at the time of the booking that a form is supplied stipulating signature by the participant or by the legal representative of a minor to the LSP and requiring the listing of any healthcare or medication needed by the participant, any dietary restraints, allergies affecting the participant or any other medical condition (mental and physical disabilities) that may affect acceptance on and participation in the program.

3.2.5 Accommodation

The following pre-booking information regarding accommodation shall be provided:

- a) type of accommodation, shared or single occupancy, the location, the availability of telephone, the availability or otherwise of laundry facilities, the main features of the accommodation and, where appropriate, its tourist classification under the rules of the host country concerned;
- b) maximum age range of minors who are sharing a bedroom;
- c) meal plan.