

# iiD 2024 Terms & Conditions

## 1. Our agreement

Our correspondence address is Int Programs Group FZE LLC, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates. You can also contact us by email: [info@internindubai.com](mailto:info@internindubai.com)

By submitting an application or otherwise engaging with us (by any means including web, email, or social media), you represent and warrant that you have sufficient legal capacity to enter into this agreement or, if you lack such capacity (for instance, if you are a minor), that you have obtained consent from your parent or guardian to do so.

References to “you”, “your” and “their” means the person named on the application form (the “Participant”), and if applicable, to the consenting parent or guardian.

These terms and conditions, together with our privacy policy and your completed application form, form the basis of your contract with us (the “Agreement”) and you represent and warrant that you have read, understand, and agree to abide by the Agreement prior to booking a Program with us. Your Agreement with us shall come into effect when we receive your deposit and confirm your program to you in writing.

## 2. Definitions within this Agreement

**Applicable Laws** means all applicable laws, statutes, regulations and codes from time to time in force.

**Commencement Date** means the start date, as agreed with you, that your Program shall begin with the Host Organisation.

**Host Organization** means the organization with which your internship shall take place.

**Initial Deposit** means the portion of the Tuition Fee that is required to be paid by you (or the university, agency or other organisation on your behalf) within seven days of booking your Program.

**Placement Deadline** means 21 days prior to your Commencement Date for in-person internships and 7 days prior to your Commencement Date for remote internships.

**Preference Sector** means your first and second choice of career field.

**Program(s)** means any program booked with us, in accordance with clause 3.

**Tuition Fee** means the total fee charged by us for your Program, payable by you to us in accordance with clause 4.

## 3. Our Programs

3.1 The components of your Program may include some or all of the following: an internship placement, accommodation, airport transfer, and/or other services and activities, depending on the type of Program that you have enrolled in.

3.2 Where an internship placement is provided:

(i) We shall provide preparation and interviews with one or more Host Organisations resulting in an internship in your Preference Sector with a Host Organisation, for the term of your Program.

(ii) The internship may be an on-site internship conducted in person at the workplace(s) of the Host Organisation, or a remote internship conducted online via the internet, depending on the type of program that you enrolled in.

3.3 Where accommodation (housing) is included, we shall provide the following elements for the term of your Program:

(i) furnished accommodation that shall include :

a bed in your bedroom;  
space for storing clothes in your bedroom;  
facilities for cooking and for the hygienic storage of food  
adequate bathroom, toilet and shower facilities (may be shared);  
bed sheets;  
the provision of Wifi, gas, electricity and water, which we shall pay for;

(ii) In the event that you wish to stay in the accommodation for an extended period of time, either before or after your Program, this may be possible to arrange for an additional cost – however, we cannot guarantee this and, if we are able to facilitate this, the cost of the accommodation during the extended period of time will be your responsibility;

(iii) Guest policies are at the discretion of the accommodation provider. In the event that guests stay in your accommodation without consent from the accommodation provider, you may be required to leave the provided accommodation within two days of being informed to do so by us. In this event, we shall not be liable for any refunds, compensation, damage, loss, or expense incurred by you as a result.

(iv) A security deposit may be required by the accommodation providers in some destinations. We will always inform you in advance if this will be the case.

(v) Participants requesting shared accommodation options will be sharing with one or more roommates throughout the duration of their Program

3.4 Where an airport transfer is booked, we shall provide a transfer from the closest international airport to your accommodation upon your arrival, at a time agreed between us prior to your commencement of the Program.

3.5 Other services and activities may include any or none of the following, depending on the type of Program that you enrolled in and any additional options you may have chosen:

(i) assistance in obtaining any necessary visa, subject to clauses 5.3, 7 and 9;

(ii) details of whom to contact in case of any difficulties experienced in the destination and to facilitate emergency support if necessary;

(iii) an induction and welcome talk at the start of your Program;

(iv) cultural experiences and social activities, for you and the other participants;

(v) academic credit support, for purposes of which we may contact your educational institution;

(vi) a certificate of completion.

3.6 We reserve the right to change our Host Organisations and/or the elements of our Programs at any time, however we will make reasonable endeavors to provide as similar a Program as possible to that which you have booked. For the avoidance of doubt, any change shall not entitle you to cancel the Program you have booked with us, or to a refund of any amount that you have paid to us.

#### **4. Deposits & Program Fees**

4.1 When you book a Program with us, you (or the university, agency or other organization, on your behalf) will be required to pay an Initial Deposit within seven days of booking in order to confirm your participation.

4.2 If applicable, your Initial Deposit may be converted to the local AED currency, and credited towards your Program Fee at the market rate as of the date we receive your payment.

4.3 You must pay your outstanding balance within 7 days from us confirming your internship role with the Host Organisation, unless you have agreed to make the payment in instalments beforehand. In any event, the entire Program Fee must be paid in full at least 30 days before the Commencement Date.

4.4 Subject to clause 4.3, in the event that you fail to pay the outstanding balance due to us, your Program will be deemed as being cancelled by you (including, without limitation, any airport transfers and/or accommodation) and any payments that you have made to us will be retained, or converted to a credit at our discretion.

4.5 For programs in some countries, you may be required to make earlier payments in order to secure accommodation and/or a specific room basis (e.g. private room). In this event, you will be advised at the time of booking your Program with us. Any applicable supplemental costs will be notified to you in writing (via email) at least 30 days before your Commencement Date and will be payable in accordance with clauses 4.3, 4.4 and 4.5.

4.6 You are responsible for paying all and any charges imposed by third parties including, without limitation, foreign transaction fees and wire transfer fees. If you underpay any amounts due to us as a result of such charges, any shortfall shall be payable by you at the time of paying any remaining balances to us.

#### **5. Program cancellations, changes, credits, and refunds**

##### **If you cancel your Program**

5.1 If you wish to withdraw from the Program more than 30 days prior to your Commencement Date, you must notify us in writing. In this event, a refund will not be provided, but any money that you have paid to us in respect to your Program shall be converted into a credit, depending on the reason for the withdrawal. If you withdraw less than 30 days before your Commencement Date, or during your Program, you will forfeit the Initial Deposit and the total Program Fee.

##### **If we cancel your Program**

5.2 If we are unable to secure you an offer for an internship by the Placement Deadline in one of your Preference Areas, you will be given the option of either: (i) requesting that we continue to search for an internship for you until you receive an offer (which may result in a later Commencement Date). In the event that we are unable to secure you an offer of an internship, you will receive a refund of all money that you have paid to us; or (ii) cancelling your Program with us and receiving a refund of all money that you have paid to us.

5.3 We may also cancel your Program in the event that you: (i) do not use best endeavours to fully cooperate with us in finding you a suitable internship by your Placement Deadline, in accordance with clause 9; and/or (ii) are dishonest in any way during the Program application process including, without limitation, fabricating, altering, or misrepresenting any academic transcripts, test scores, academic standing, statements made on visa applications, or any other written or oral statement you may make in the process of applying for the Program, a visa, or any internship role of whatever kind; and/or (iii) commit an offence and/or break any Applicable Law and/or not comply with the Host Organisation and/or Program rules (e.g. acts of 'gross misconduct'). Subject to this clause 5.3, we reserve the right to retain any payments made to us by you in respect to your Program and we shall not be liable for any loss, damage, cost or other expense incurred by you – or be liable to pay any compensation.

#### **If you change your Program**

5.4 If you request to change the Commencement Date of your Program more than 45 days prior to your Commencement Date, no change fee will be charged. If you request to change the destination or Commencement Date of your Program 45 days or less prior to your Commencement Date a change fee of up to a maximum of £400.00 / \$500.00 may be charged. This change fee represents a true indication of the costs incurred by us in arranging the Program change.

#### **If we change your Program**

5.5 If, for whatever reason (including for reasons of Force Majeure as set out in clause 10), we have to suspend a Program prior to your Commencement Date, we will issue you with a full refund for the full value of all payments that we have received from you in respect to your Program. We will not be liable for any other loss, damage, cost or other expense incurred by you – or be liable to pay any compensation or refunds – in relation to the suspended Program such as, without limitation, any flights booked by you or by another person on your behalf. Please ensure that you take out adequate travel insurance to cover such risks, in accordance with clause 14.

5.6 In the event that you are refused an appropriate visa or suitable alternative by the UAE authority, you will forfeit any fees paid.

### **6. Website & Promotional Material**

6.1 The content and information displayed on our website and other promotional material is/was believed to be valid and correct at the time of publication and we shall not be liable in the event of any errors. Prices are subject to change without notice and, unless we have entered into an Agreement with you, we reserve the right to amend our prices at any time.

### **7. Our Liability**

7.1 The Program that we have agreed to provide as part of our Agreement with you shall be provided with reasonable skill and care.

7.2 We will not be responsible or liable for any injury, illness, death, loss (for example loss of possessions or loss of enjoyment), damage, expense, cost or other sum or claim of any nature or description whatsoever which results from:

(i) the act(s) and/or omission(s) of the person(s) affected; and/or

(ii) the act(s) and/or omission(s) of the Host Organisation and/or accommodation provider;

(iii) the act(s) and/or omission(s) of a third party not connected with the provision of your Program; and/or

(iv) unavoidable or extraordinary circumstances (e.g. an event of Force Majeure).

## **8. Your Obligations**

8.1 Pursuant to clauses 4.1, 5.3(i) and this clause 9.1, upon payment of your Initial Deposit, you agree to use best endeavours to fully cooperate with us in finding you a suitable internship before your Placement Deadline. In the event that you are deemed, in our absolute and sole discretion, not to be cooperative, we reserve the right to consider your Program as being cancelled by you and we shall reserve the right to retain your Initial Deposit. You may, at our absolute discretion, rejoin the Program on the condition that you agree to fully cooperate in the internship placement process.

Non-cooperation shall include, without limitation: Not actively communicating with us; missing scheduled internship interviews; Unreasonably refusing internships that are offered to you, and not making fee payments when requested.

9.2 Flights are not included in the cost of any of our Programs and it is your sole responsibility to arrange flights.

9.3 It is your responsibility to ensure that you are in possession of all necessary travel documentation (including passports, visas and any other required documentation applicable to the country to which you are travelling), before your Commencement Date.

9.4 If you have any medical condition, disability, reduced mobility or religion and/or belief which may affect your Program, please inform us in writing before you book your Program with us so that we can advise as to the suitability of you chosen arrangements.

## **10. Force Majeure**

Except where otherwise expressly stated in these terms and conditions, we regret we cannot accept liability or pay compensation where the performance or prompt 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 – an event of Force Majeure.

In these Terms and Conditions, Force Majeure means any event which we or the Host Organisation or supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events are likely to include: (whether actual or threatened) war, civil unrest, riot, industrial disputes, terrorist activity or its consequences, natural or nuclear disasters, fire, flood, epidemics and pandemics, health risks, unforeseeable technical problems with transport, adverse weather conditions, volcanic eruption, airport, port or airspace closure restriction or congestion, flight or other travel restrictions advised or imposed by any government, regulatory authority or other third party, sanctions and any other action from any governments, and all other events outside our control.

## **11. Experiencing Problems, and termination of Program after the Commencement Date**

11.1 We want you to enjoy a worry-free time in Dubai. Should you experience any problems while participating in our Program, you must immediately inform us in writing (by email), with a clear explanation of the problem. In such an event, we will discuss the problem with you and will discuss ways in which the problem can be solved.

11.2 In the event that you wish to terminate your placement with the Host Organization prior to the end of the Program for whatever reason, you must provide us with written notice, by email, clearly stating the reasons for your decision. We will not be liable for any refunds, compensation, costs or other expenses incurred by you, as a result – and we are under no obligation to provide another placement and/or Program.

## **12. Safety and Damage**

12.1 You are responsible for your own safety during the Program and, subject to clause 7, neither we nor the Host Organisation shall be responsible or liable for any sickness, loss, damage, expense or hazard encountered during the Program.

## **13. Complying with rules, applicable laws, and acting responsibly**

13.1 In the event that you do not comply with (i) our rules and/or policies; or (ii) the rules and/or policies of the Host Organisation; or (iii) the rules and/or policies of the accommodation; or (iv) any Applicable Laws; then we reserve the right to terminate our Agreement in accordance with clause 5.3(iii).

13.2 You agree to take full responsibility and liability for your conduct at all times during the Program. You agree not to act irresponsibly or put yourself or others in danger.

13.3 We will consider our Agreement with you as being terminated by you and we shall not be liable for any refunds, compensation, damage, loss, cost or other expense incurred by you in the event that we, in our absolute and sole discretion, determine that you have, or are suspected or are found to have bullied or harassed other Participants or other persons attending or employed by the Host Organisation or accommodation provider; are suspected or are found to have behaved in an anti-social, illegal or unreasonable behaviour.

## **14. Insurance**

14.1 You are responsible for ensuring that you have purchased adequate insurance prior to your Commencement Date, sufficient to cover you for the duration of the Program and to cover your liabilities under this Agreement including, without limitation, travel, health, medical and accident insurance.

## **15. Confidentiality**

15.1 You agree that you shall not at any time during this Agreement, and for the maximum period permitted under Applicable Law, disclose to any person any confidential information concerning any business, affairs, customers, clients or suppliers of ours or of the Host Organization, except as permitted by clause 15.2.

15.2 You may disclose our or the Host Organisation's confidential information: (i) to our or the Host Organisation's employees, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of exercising our/their rights or carrying out our/its obligations under or in connection with this Agreement; and (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory

authority.

15.3 You shall not use our or the Host Organisation's confidential information for any purpose other than to exercise your rights and perform your obligations under or in connection with this Agreement.

15.4 Pursuant to this clause 15 and, where required by the Host Organisation, you may be required to sign a Non-Disclosure Agreement to this effect.

## **16. Data protection and privacy**

16.1 Our privacy policy sets out how we process personal information in connection with you and your Program.

16.2 It is possible that photographs and/or video footage of Participants may be taken for use in our promotional material, social media and/or website. In booking a Program with us and, unless you tell us otherwise, you consent to us using any such photographs or video without charge (whether current or in the future). Where it is practical to do so, we will seek the consent of any Participants who are prominently included in any shots.

16.3 Our privacy policy includes provisions for your being able to contact us to withdraw your consent to any further such use, as from receipt of your notice to that effect.

## **17. General**

17.1 A person who is not a party to the Agreement shall not have any rights under or in connection with it.

17.2 The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under the Agreement is not subject to the consent of any person that is not a party to this agreement.

17.3 If any provision or part-provision of the Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this Agreement.

17.4 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of the United Arab Emirates.

17.5 Each party irrevocably agrees that the courts of the United Arab Emirates shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

## **18. Variation**

We reserve the right to vary these Terms and Conditions from time to time. Your Program will be subject to the Terms and Conditions applicable at the time that our Agreement with you was formed.

## **Website Terms of Use**

The information contained on this website is for general information purposes. It does not constitute a guarantee or promise of eligibility or admission to any program, internship, or other service organized by iiD. Nothing on this

website should be relied on or treated as a substitute for specific advice relevant to particular circumstances.

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