



International House Bangkok
The correct choice

Agents' Manual

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International House
THE INTERNATIONAL HOUSE WORLD ORGANISATION



International House Bangkok greatly values its agents and undertakes to build **successful working relationships** with each of them.

- IH Bangkok is proud to offer its agents 20% commission on all course fees.
- Commission is not offered on **accommodation fees** nor on any fees charged for **tours, excursions, car hire** etc. that we might organize for students.
- Commission is **credited** to the agent if the student upgrades or **extends** their course while in Thailand.
- The agent is to let us know when sending through the **application forms** if any students have any **cultural, religious** or other **special needs**. We will try to **accommodate** students **where possible**, but reserve the right to **deny** any special request, if we feel it **inappropriate** or outside our **usual range of services**.
- After we have received the students' **application form**, we will prepare an **invoice** and email / fax it to the agent.
- We request the agent collects the **students' fees** (course and accommodation fees) and forwards us a **non-refundable 3,000 Baht registration fee per student and 25% of the course fees as a deposit**. We will then email / fax the agent an '**Official Letter of Invitation**' for each student, which can be used to obtain **study visas**, if applicable. The **balance of fees** must be paid **in full**, at least 28 days before the students' course is scheduled to begin. Students applying less than four weeks before the start of the course will just make the full payment on acceptance.
- Students will **not** be allowed to participate in their **course** or stay at their **accommodation** unless their course and accommodation fees have been paid for **in advance**.
- The agent is responsible for all **bank and transfer charges**. Note that agents may find it **less expensive** to make one **bank transfer** for students instead of two (deposit + balance of fees payment).





- Once payment has been made, the agent is to email / fax us **proof of transfer** including the **names** of the student/s whose fees have been paid and the relevant **invoice number/s**.
- All **correspondence** with the **students** before the students' arrival and the handling of any fees to be **refunded** will be conducted **through the agent**.
- Upon request, we can provide the agent with **promotional materials**, but will not be liable for the **costs** of the agent **promoting us**, for example, advertising, telephoning, postage, etc.
- We will contact the agent immediately if, due to any **unforeseen circumstances**, there are any **changes** to courses, accommodation, fees or any other services.
- Agents are to familiarise themselves with all the information contained in the **IH Bangkok Guide to Enrolment** (also available on the IH Bangkok **website**: www.ihbangkok.com) Agents are to make sure that **all students** are familiar with these **terms and conditions** and that **each student** signs the **student agreement** at the bottom of their **application form**.
- After careful discussion, an **Agent's Agreement** will be drawn up authorising the agent to **recruit students** on behalf of International House Bangkok. This is to be signed by International House Bangkok and the agent and will be **renewable annually**. (See a sample **Agent's Agreement** in this document).
- The agent must agree to **accurately** and **faithfully** represent **International House Bangkok** and its **courses, accommodation, fees and services**. International House Bangkok reserves the right to **terminate**, with immediate effect, the **working relationship and Agent's Agreement** of any agent found to be misusing the International House Bangkok name or **misrepresenting** its products and services.
- The agent may only add any **additional commissions** onto the existing course and accommodation **fees**, with agreement **in writing** from International House Bangkok.



Agent's Manual Contract



This is to certify that International House Bangkok is hereby entering into a legal and binding agreement with
(hereinafter known as the 'agent'), who agrees to act as a language agent on the institute's behalf.

The agent agrees to abide by International House Bangkok's terms and conditions, as laid out in the Agents' Manual and the Guide to Enrolment (also available on the International House Bangkok website:www.ihbangkok.com). Please find a copy of these documents attached.

.....
Agent' s name (Please Print)

.....
Agent' s Signature

.....
Date

.....
Daniel Willcocks
Managing Director, IH Bangkok

.....
Date



