



**International
House**
Bangkok | Chiang Mai

Agent's Manual

International House Bangkok

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Agent's Manual

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

- IH Bangkok / IH Chiang Mai is proud to offer its agents 25-30% commission on all course fees, dependent on the following (Per year):
 - First to Tenth Student sent to IH Bangkok / IH Chiang Mai - 25% commission rate.
 - Eleventh Student or More Sent to IH Bangkok/ IH Chiang Mai - 30% commission rate.
- 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. The 3,000 Baht registration fee will be charged if the student needs assistance with accommodation, airport pick-up, or Education Visa

The balance of fees net of agent commission 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).
- We usually recommend that students obtain a 60 day tourist visa if studying for up to 8 weeks. If a study visa is required then we will arrange for a letter of invitation to be issued after payment of the deposit. Please note that this can take up to 6 weeks to process.
- 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.



Agent's Manual

- 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/GE.pdf) 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 and International House Chiang Mai. This is to be signed by International House Bangkok / Chiang Mai 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 / Chiang Mai 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 / Chiang Mai 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 / Chiang Mai.



Agent's Contract

This is to certify that International House Bangkok / Chiang Mai is hereby entering into a legal and binding agreement with

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(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 and International House Chiang Mai'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/GE.pdf). Please find a copy of these documents attached.

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Agent's Name (Please Print)

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Agent's Signature

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Date

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Daniel Willcocks
Managing Director

IH Bangkok and IH Chiang Mai

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Date