



TRAINING 4 HOSPITALITY

Professional Hospitality Training Programme

TERMS & CONDITIONS

Version 2.0

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1. Introduction

Training 4 Hospitality provides professional recruitment, placement and programme support services for international hospitality students and professionals participating in the United States BridgeUSA J-1 Intern and Trainee Programmes.

Training 4 Hospitality works alongside approved Programme Partners, designated J-1 Visa Sponsors and Host Companies to facilitate structured hospitality training opportunities throughout the United States.

Training 4 Hospitality acts as the Candidate's primary recruitment and programme support provider throughout the recruitment and placement process.

Participation in the Programme is subject to these Terms & Conditions together with any additional requirements imposed by the Designated Sponsor, Host Company or relevant government authority.

2. Definitions

For the purposes of these Terms & Conditions:

Applicant means an individual who has submitted an enquiry or application but has not yet been accepted onto the Programme.

Candidate means an Applicant who has successfully completed the assessment process and has been accepted onto the Programme.

Programme means the Training 4 Hospitality Professional Hospitality Training Programme.

Host Company means the hospitality employer providing the structured training placement.

Programme Partner means an approved organisation working with Training 4 Hospitality to deliver elements of the Programme.

Designated Sponsor means the U.S. Department of State designated BridgeUSA J-1 Visa Sponsor responsible for administering the sponsorship component of the Programme.

Programme Registration Fee means the non-refundable registration fee payable following acceptance onto the Programme.

Professional Programme Fee means the remaining Programme Fee payable following acceptance of a Host Company Training Offer.

Optional Professional Services means additional services provided outside the standard Programme which are charged separately.

3. Programme Overview

Training 4 Hospitality specialises in international hospitality training opportunities with luxury hotels and resorts throughout the United States.

The Programme includes recruitment, placement and programme support services. A detailed description of the services included is set out in the Programme Fees & Information Guide.

The Programme is designed to provide Candidates with structured professional training together with cultural exchange opportunities through the BridgeUSA J-1 Exchange Visitor Programme.

Participation remains subject to approval by the Designated Sponsor, Host Company and all applicable U.S. Government requirements.

Training 4 Hospitality offers a range of Professional Hospitality Training Programmes, including programmes where Training 4 Hospitality sources the Host Company, programmes where Training 4 Hospitality sources the Host Company, programmes where the Candidate has independently secured an eligible Host Company (Direct Placement Programme), and selected USA Seasonal Hospitality Training Programmes

The services and fees applicable to each programme are set out within the current Programme Fees & Information Guide.

4. Eligibility

4.1 General Eligibility

Applicants must:

- Be at least 18 years of age.
- Demonstrate a professional standard of spoken and written English.
- Meet the eligibility requirements of the applicable Designated Sponsor.
- Meet applicable U.S. Department of State BridgeUSA programme requirements.
- Successfully complete Training 4 Hospitality's assessment process.

- Demonstrate the professionalism and maturity required to represent both themselves and Training 4 Hospitality throughout the Programme.

Meeting the minimum eligibility requirements does not guarantee acceptance onto the Programme, sponsorship approval or placement with a Host Company.

4.2 J-1 Intern Eligibility

Applicants applying as J-1 Interns must satisfy one of the following:

- Be currently enrolled full-time in a recognised post-secondary educational institution outside the United States studying a programme directly related to Hospitality, Tourism, Culinary Arts or another approved field; **or**
- Have graduated from such an institution within the previous twelve (12) months before the proposed Programme start date.

Applicants should also possess recent practical experience relevant to their intended training department.

Training 4 Hospitality generally expects Intern applicants to have at least two months' recent full-time practical experience within their proposed training department. Equivalent experience may be considered where appropriate.

4.3 J-1 Trainee Eligibility

Applicants applying as J-1 Trainees must satisfy **one** of the following:

Option A

Hold a recognised post-secondary qualification outside the United States in a field directly related to the proposed training programme **and** possess a minimum of twelve (12) months' full-time professional experience obtained after graduation.

OR

Option B

Possess at least five (5) years' full-time professional experience within the occupational field in which training is sought.

Part-time, casual or unrelated employment may not satisfy Sponsor eligibility requirements.

4.4 Department Eligibility

Candidates will be considered for placements based upon their education, professional experience and Sponsor eligibility requirements.

Training opportunities are generally available within the following hospitality departments:

- Front Office
- Food & Beverage
- Culinary Arts

The final training department, training plan and departmental rotations remain subject to Host Company and Designated Sponsor approval.

4.5 Verification of Eligibility

Training 4 Hospitality reserves the right to request additional documentation at any stage to verify a Candidate's education, employment history, professional qualifications or Programme eligibility.

Failure to provide satisfactory evidence may result in an application not progressing or being withdrawn.

5. Application & Registration

5.1 Initial Application

Applicants must complete the official Training 4 Hospitality application form and provide all information requested.

Submission of an application does not guarantee acceptance onto the Programme or placement with a Host Company.

5.2 Candidate Screening

Training 4 Hospitality will conduct an initial assessment of each Applicant, which may include:

- Review of education and employment history.
- Assessment of English language ability.

- Verification of Programme eligibility.
- Review of career objectives.
- Professional screening interview.
- Assessment of suitability for international hospitality training.

Training 4 Hospitality reserves the right to decline any application where an Applicant does not meet Programme requirements or is considered unsuitable for participation.

5.3 Acceptance onto the Programme

Applicants who successfully complete the assessment process may be invited to join the Programme.

Following acceptance, the Applicant will become a Candidate and will be required to pay the **Programme Registration Fee** before Training 4 Hospitality commences employer matching and placement services.

5.4 Programme Registration Fee

The Programme Registration Fee is payable only after a Candidate has successfully completed the initial screening process and has been accepted onto the Programme.

The Registration Fee is non-refundable and covers:

- Candidate assessment.
 - Programme registration.
 - Employer matching.
 - Recruitment administration.
 - Initial placement services.
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5.5 Candidate Information

Candidates must ensure that all information supplied throughout the recruitment process is accurate, complete and truthful.

Training 4 Hospitality may request additional supporting documentation at any stage.

Providing false, misleading or incomplete information may result in the application being withdrawn, Programme participation being terminated and refunds being withheld in accordance with these Terms & Conditions.

6. Programme Fees & Payment

6.1 Programme Fees

Programme Fees are outlined in the current **Programme Fees & Information Guide**, which forms part of these Terms & Conditions.

All fees are quoted in United States Dollars (USD) unless otherwise stated.

Training 4 Hospitality reserves the right to amend Programme Fees for future applications. Any fee changes will not affect Candidates who have already paid the applicable fee unless otherwise agreed in writing.

6.2 Programme Registration Fee

Following successful screening and acceptance onto the Programme, Candidates must pay the **Programme Registration Fee** before employer matching and placement activities commence.

The Programme Registration Fee includes Candidate assessment, programme registration and recruitment administration and is **non-refundable** once paid.

6.3 Professional Programme Fee

The Professional Programme Fee becomes payable following acceptance of a Host Company Training Offer.

The Programme Fee must be paid before sponsorship processing commences unless an alternative payment arrangement has been agreed in writing.

Failure to pay the Programme Fee by the required deadline may result in suspension or cancellation of the Candidate's Programme.

6.4 Government Fees

Government fees are payable separately unless otherwise stated.

These may include:

- SEVIS Fee;
- U.S. Embassy Visa Application Fee; and
- any other government fees applicable to the Candidate's Programme.

Government fees are payable directly to the relevant authority unless otherwise advised.

6.5 Replacement Sponsorship Documents

Where a replacement DS-2019 or other sponsorship document is required due to changes in the Candidate's circumstances, delays in the visa process, expiry of previously issued documents, or any other reason requiring reissuance by the Designated Sponsor, the Candidate shall be responsible for any applicable reissuance, administration or courier fees charged by the Designated Sponsor.

6.6 Optional Professional Services

Training 4 Hospitality may offer Optional Professional Services outside the standard Programme.

Examples include:

- Additional Host Company interview coaching;
- Additional Embassy preparation sessions;
- DS-160 guidance sessions;
- Replacement document coordination;
- Other professional support services requested by the Candidate.

Optional Professional Services are charged separately and are non-refundable once booked or delivered.

6.7 Late Payment

Training 4 Hospitality reserves the right to suspend or terminate Programme services where outstanding fees remain unpaid.

Any delay arising from late payment shall be the responsibility of the Candidate.

7. Programme Services

Training 4 Hospitality provides professional recruitment and programme support services throughout the recruitment process.

Detailed information regarding Programme services is outlined within the **Programme Fees & Information Guide**.

Programme services may include, but are not limited to:

- Candidate assessment;
- Recruitment and employer matching;
- Host Company interviews;
- Placement coordination;
- Visa sponsorship coordination through approved Programme Partners;
- Interview preparation;
- Pre-departure guidance;
- Ongoing programme support.

Some Programme services are delivered directly by Training 4 Hospitality, while others are delivered by approved Programme Partners, the Designated Sponsor or the Host Company.

Programme services may vary depending upon Programme type, Host Company and Sponsor requirements.

8. Candidate Responsibilities

8.1 Accuracy of Information

Candidates must provide complete, accurate and truthful information throughout the recruitment and Programme process.

Training 4 Hospitality relies upon the information supplied by Candidates when assessing eligibility, introducing Candidates to Host Companies and coordinating sponsorship.

Providing false, misleading or incomplete information may result in withdrawal from the Programme without refund.

8.2 Timely Communication

Candidates must respond promptly to reasonable requests for information, documentation or action throughout the Programme.

Failure to respond within requested timeframes may delay the recruitment process or result in withdrawal from the Programme.

8.3 Supporting Documentation

Candidates are responsible for submitting all required documentation within the deadlines provided.

Delays in providing documentation may affect:

- Host Company interviews;
- sponsorship processing;
- DS-2019 issuance;
- visa appointment availability; and
- Programme commencement.

Training 4 Hospitality accepts no responsibility for delays resulting from late document submission.

8.4 Professional Conduct

Candidates are expected to conduct themselves professionally throughout the recruitment process and Programme.

This includes communications with:

- Training 4 Hospitality;
- Host Companies;
- Programme Partners;
- the Designated Sponsor; and
- government authorities.

Unprofessional, abusive or inappropriate behaviour may result in removal from the Programme without refund.

8.5 Medical Disclosure

Candidates must disclose any medical condition, disability or circumstance that may reasonably affect their ability to participate safely or successfully in the Programme.

Failure to disclose relevant information may result in Programme withdrawal if the omission affects Sponsor eligibility, visa processing or Host Company placement.

8.6 Professional Online Presence

Candidates acknowledge that Host Companies, Designated Sponsors and government authorities may review publicly available online information during recruitment, sponsorship or immigration processes.

Candidates are responsible for maintaining a professional public online presence.

Training 4 Hospitality accepts no responsibility for decisions made by Host Companies, Sponsors or government authorities based upon a Candidate's public online presence.

8.7 Artificial Intelligence

Candidates may use artificial intelligence tools to assist with preparing documents or interview practice.

However, all information submitted must accurately reflect the Candidate's own qualifications, education and experience.

Submission of false or misleading AI-generated content may result in removal from the Programme.

8.8 Interview Attendance

Candidates must attend all scheduled interviews and appointments unless exceptional circumstances apply.

Repeated cancellations, failure to attend interviews or lack of engagement may result in withdrawal from the Programme.

8.9 Ongoing Eligibility

Candidates remain responsible for maintaining their eligibility throughout the Programme.

Any significant change to education, employment, criminal history, medical circumstances or immigration status must be disclosed to Training 4 Hospitality without delay.

9. Host Company Placements

Training 4 Hospitality will make reasonable efforts to match Candidates with suitable Host Companies based upon their qualifications, experience and career objectives.

However, Training 4 Hospitality cannot guarantee:

- placement with a particular Host Company;
- placement in a specific city or state;
- placement within a preferred hotel brand; or
- a specific programme start date.

Candidates may express preferences regarding geographical location or employer type, however final placements remain subject to Host Company recruitment requirements and Sponsor approval.

Candidates who apply directly for positions advertised by Training 4 Hospitality remain subject to these Terms & Conditions and the applicable Programme Fees unless otherwise agreed in writing.

Host Company offers remain subject to withdrawal where operational requirements change or where the Candidate no longer satisfies Programme requirements.

10. Visa Sponsorship

Participation in the Programme requires sponsorship by a U.S. Department of State Designated Sponsor.

Training 4 Hospitality works with approved Programme Partners and Designated Sponsors to coordinate sponsorship.

Final decisions regarding sponsorship eligibility, DS-2019 issuance and programme approval remain solely with the Designated Sponsor.

Training 4 Hospitality cannot guarantee:

- sponsorship approval;
- DS-2019 issuance;
- visa approval;
- visa appointment availability; or
- admission into the United States.

Candidates are responsible for complying with all Sponsor requirements, submitting documentation promptly and attending required appointments.

Failure to comply with Sponsor requirements may result in Programme delays, cancellation or withdrawal.

11. Programme Changes, Deferrals & Delays

11.1 Programme Timelines

Programme timelines vary depending upon several factors, including:

- Host Company recruitment;
- Sponsor processing;
- DS-2019 preparation;
- U.S. Embassy appointment availability;
- government processing times; and
- Candidate responsiveness.

Any timelines provided by Training 4 Hospitality are estimates only and cannot be guaranteed.

11.2 Candidate Delays

Candidates are responsible for progressing their application in a timely manner.

Where a Candidate delays providing documentation, responding to communications, scheduling interviews or completing Sponsor requirements, Training 4 Hospitality cannot guarantee that the original Programme start date or Host Company placement can be maintained.

Extended delays may result in the Candidate being required to recommence parts of the recruitment or sponsorship process.

11.3 Host Company Changes

Host Companies may occasionally amend or withdraw training opportunities due to operational requirements or circumstances beyond their control.

Where possible, Training 4 Hospitality will make reasonable efforts to identify an alternative suitable placement.

An alternative placement cannot be guaranteed.

11.4 Sponsor & Government Delays

Training 4 Hospitality cannot control processing times relating to:

- Designated Sponsors;
- U.S. Government agencies;
- SEVIS;
- U.S. Embassies or Consulates;
- visa appointment availability; or
- immigration processing.

Training 4 Hospitality shall not be liable for delays resulting from these organisations.

11.5 Candidate Deferrals

Candidates wishing to defer their Programme should contact Training 4 Hospitality as soon as reasonably possible.

Requests to defer participation will be considered on a case-by-case basis and remain subject to:

- Host Company agreement;
- Sponsor approval;
- programme availability; and
- applicable Sponsor policies.

Training 4 Hospitality cannot guarantee that a deferred placement, start date or Host Company will remain available.

12. Cancellation & Refund Policy

12.1 General

The Candidate acknowledges that significant recruitment, placement and sponsorship work is completed throughout the Programme.

Accordingly, refunds are based upon the stage reached within the recruitment and sponsorship process rather than solely upon whether travel has taken place.

12.2 Programme Registration Fee

The Programme Registration Fee is **non-refundable** once paid.

12.3 Withdrawal Before Host Company Offer

Candidates who withdraw before accepting a Host Company Training Offer will not receive a refund of the Programme Registration Fee.

No additional Programme Fees will be payable.

12.4 Withdrawal After Acceptance of a Host Company Training Offer

Where a Candidate withdraws after accepting a Host Company Training Offer but before the DS-2019 has been issued:

Professional Hospitality Training Programme (8–12 Months)

Training 4 Hospitality will retain **USD \$1,000** of the total Programme Fees, including the non-refundable Programme Registration Fee.

Short-Term Hospitality Training Programme (Up to 5 Months)

Training 4 Hospitality will retain the **non-refundable Programme Registration Fee (USD \$400)**.

This reflects the recruitment, placement and administrative services already completed.

12.5 Withdrawal After DS-2019 Issuance

Once sponsorship processing has commenced and/or the DS-2019 has been issued by the Designated Sponsor, the Programme becomes non-refundable.

No refund will be payable where the Candidate:

- decides not to proceed;
- fails to schedule a visa appointment;
- fails to attend a visa appointment;
- chooses not to apply for a visa;
- delays their application indefinitely;
- decides not to travel; or
- otherwise withdraws from the Programme.

This reflects that sponsorship processing has been completed and the majority of Programme services have been delivered.

The only exception to this policy is where a Candidate attends their scheduled U.S. Embassy or Consulate interview and receives a formal refusal of their J-1 visa application, as set out in Section 12.6.

12.6 Visa Refusal

The only exception to Section 12.5 is where a Candidate attends their scheduled U.S. Embassy or Consulate interview and receives a formal refusal of their J-1 visa application.

Provided that:

- written evidence of the visa refusal is supplied;
- the original unused DS-2019 is returned to the Designated Sponsor where required;
- all Designated Sponsor requirements have been complied with; and
- the refusal did not result from fraud, misrepresentation or failure to disclose material information,

the following refunds shall apply:

Professional Hospitality Training (8–12 Months) and Direct Programmes.

The Professional Programme Fee will be refunded less **USD \$1,500**, together with any non-refundable government or sponsor fees already incurred.

Short-Term Hospitality Training Programme (Up to 5 Months)

The Programme Fee will be refunded less the **USD \$395 Designated Sponsor cancellation fee**, together with any non-refundable government or sponsor fees already incurred.

Any refund will be processed only after all refund eligibility requirements have been satisfied and any documentation requested by the Designated Sponsor has been received.

12.7 No Refund After Visa Issuance

Once a Candidate has been issued with a J-1 Visa or has entered the United States, no refund of Programme Fees shall be payable.

12.8 Optional Professional Services

Fees paid for Optional Professional Services are non-refundable once the service has been booked or delivered.

12.9 Refund Processing

Where a refund is approved, it will normally be processed within ninety (90) days following receipt of all required documentation.

13. Additional Sponsor & Government Charges

Where additional fees are imposed by the Designated Sponsor or Programme Partner as a result of programme amendments, replacement Host Companies, deferred start dates, visa appointment delays, document reissuance or other Candidate-specific circumstances, such fees shall be payable by the Candidate where applicable.

Current additional fees are published within the **Programme Fees & Information Guide** and may be amended from time to time by the Designated Sponsor or relevant government authority.

14. Travel, Accommodation & Insurance

14.1 Travel

Candidates are responsible for arranging and paying for their own international travel unless otherwise agreed in writing.

14.2 Accommodation

Accommodation arrangements vary between Host Companies.

Where accommodation is provided by the Host Company, details will be confirmed before Programme commencement.

Where accommodation is not provided, Training 4 Hospitality and approved Programme Partners may provide general accommodation guidance and resources.

Accommodation arranged through third parties remains subject to their own terms, conditions and fees.

Training 4 Hospitality cannot guarantee accommodation unless expressly confirmed by the Host Company.

14.3 Medical Insurance

J-1 Programme medical insurance is arranged through the Designated Sponsor or approved Programme Partner where included within the Programme.

Candidates are responsible for familiarising themselves with the terms, conditions and exclusions of the policy.

14.4 Arrival & Orientation

Candidates must comply with all arrival instructions, orientation requirements and programme procedures issued by:

- Training 4 Hospitality;
- the Designated Sponsor;
- approved Programme Partners; and
- the Host Company.

Failure to comply may affect continued participation in the Programme.

15. Liability & Disclaimers

Training 4 Hospitality acts as a recruitment, placement and programme support provider.

Many aspects of the Programme are delivered by independent organisations including:

- Designated Sponsors;
- Programme Partners;
- Host Companies;
- government authorities;
- insurance providers; and
- accommodation providers.

Training 4 Hospitality cannot accept responsibility for decisions, policies or actions taken by these independent organisations.

Training 4 Hospitality cannot guarantee:

- sponsorship approval;
- visa approval;
- admission into the United States;
- employment with a particular Host Company;
- accommodation arrangements; or
- programme commencement dates.

To the fullest extent permitted by law, Training 4 Hospitality shall not be liable for indirect or consequential losses arising from participation in the Programme.

Nothing within these Terms excludes liability where such exclusion is prohibited by law.

Training 4 Hospitality shall not be liable for delays or interruptions resulting from circumstances beyond its reasonable control, including changes in government policy, Sponsor requirements, natural disasters, pandemics, industrial action, civil unrest or other force majeure events.

16. Complaints Procedure

Training 4 Hospitality is committed to providing a professional service.

Candidates who have a complaint should notify Training 4 Hospitality in writing as soon as reasonably possible.

Training 4 Hospitality will investigate the complaint fairly and respond within a reasonable period.

Where a complaint relates to an independent organisation, Training 4 Hospitality will assist where reasonably possible but cannot determine the outcome.

17. Privacy & Data Protection

Training 4 Hospitality will collect, use and store personal information only for purposes connected with Programme administration, recruitment, sponsorship, compliance and ongoing support.

Candidates acknowledge that information may be shared with:

- Designated Sponsors;
- approved Programme Partners;
- Host Companies;
- government authorities; and
- other organisations where reasonably necessary to administer the Programme.

Training 4 Hospitality will process personal information in accordance with applicable data protection legislation and its Privacy Policy.

18. Marketing & Media

Training 4 Hospitality may use promotional photographs, videos and marketing materials provided or authorised by Host Companies, Designated Sponsors or approved Programme Partners for the purpose of promoting Programme opportunities.

Where Candidates voluntarily provide testimonials, photographs or videos, Training 4 Hospitality will seek appropriate consent before using such materials for marketing purposes.

Candidates may withdraw consent for future use by notifying Training 4 Hospitality in writing. Withdrawal will not affect materials already published with prior consent.

19. General Provisions

These Terms & Conditions constitute the entire agreement between Training 4 Hospitality and the Candidate.

If any provision is found to be unenforceable, the remaining provisions shall continue in full force.

Failure by Training 4 Hospitality to enforce any provision shall not constitute a waiver of that provision.

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of **England and Wales**, and any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Training 4 Hospitality reserves the right to amend these Terms & Conditions for future applications where reasonably necessary.

20. Acceptance

By submitting an application, paying any Programme Fees or continuing to participate in the Programme, Applicants and Candidates confirm that they:

- have read these Terms & Conditions;
- understand these Terms & Conditions;
- have had the opportunity to ask questions; and
- agree to be bound by these Terms & Conditions.