



<u>EF International Language Campus</u>	<u>03958</u>
Name of Institution	Institution Number
<u>Tuition Refund Policy</u>	<u>July 20, 2022</u>
Name of Policy	Effective Date
	<u>July 20, 2022</u>
	Revision Date

### **Changing, shortening or terminating your program**

**If you would like to finish your program earlier than the original date planned, please talk to the Administration Coordinator:**

The Administration Coordinator will contact the EF admissions office in your home country or representative sales office for your home country. In all cases the Enrolment Fee and Optional Cancellation Insurance are non-refundable.

### **REFUND POLICY: For students where to CAD value of tuition is over \$4,000**

*The following tuition refund policy is mandated by the Private Training Institutions Branch in Vancouver, British Columbia, and Victoria, British Columbia. The cancellation and tuition refund policy in the general Terms and Conditions of EF Education First Ltd, Switzerland may vary slightly. At all times, the terms most favorable to the student will apply.*

If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:

- a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
- b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date;

The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.



Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:

- a. more than seven days after the effective contract date and
  - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
  - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
- b. after the contract start date
  - i. **and up to and including the date on which 10% of the hours of instruction have been provided, the institution may retain 30% of the tuition due under the student enrolment contract.**
  - ii. **and after the date on which more than 10% but before the date on which 30% of the hours of instruction have been provided, the institution may retain 50% of the tuition due under the student enrolment contract.**

Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student;

- a. **the institution has provided 10% or less of the hours of instruction, the institution may retain 30% of the tuition due under the student enrolment contract.**
- b. **the institution has provided more than 10% but less than 30% of the hours of instruction, the institution may retain 50% of the tuition due under the student enrolment contract.**

If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

- a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 5) The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.



- 6) Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
  - a. of the date the institution receives a student's notice of withdrawal,
  - b. of the date the institution provides a notice of dismissal to the student,
  - c. of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
  - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
- 7) If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
  - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program is provided solely through distance education.

**EF REFUND POLICY: For students whose tuition is less than CAD \$4,000**

*The cancellation and tuition refund policy in the general Terms and Conditions of EF Education First Ltd, Switzerland applies to students whose tuition is less than \$4,000 and whose program is less than six (6) months.*

A student may be entitled to a refund of tuition fees in the event that:

- (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
- (b) The institution provides written notice to the student advising that the student has been dismissed from the program.

The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

The refund to which a student is entitled is calculated on the total Program fees due under the contract. Where total Program fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.



If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

Refund policy for students: Before the program of study begins

- (c) Rebooking: Any student requests to change destination, course type, start date or type of accommodation after initial enrollment will result in a rebooking fee of \$100, which is payable immediately. EF retains the right to make changes to destination, course type, start date or type of accommodation up to 21 days before the course start date.
- (d) Withdrawals before program start: All withdrawals must be made in writing to your nearest EF office, local EF representative or EF School Director. In all cases, the Enrollment Fee, Cancellation Protection fee and courier fee are non-refundable. Late withdrawals should be made before 5 p.m. (Central European Time) on the Friday prior to your program start date in order to obtain refund for any booked transfers
- (e) If the student withdraws 45 days or more before the start of the program the Course Fee will be refunded, with the exception of the Program Deposit. The Enrollment Fee, the Courier Fee and the Cancellation Protection Fee will not be refunded. The Program Deposit will be refunded if the student's visa application is denied.
- (f) If the student cancels 16 to 44 days prior to departure, the Program Fee is fully refundable. EF will retain 40% of the Accommodation & Student Services Fee (max. \$2500) to cover the cost of prepaid accommodation and services.
- (g) *If student withdrawals less than 15 days prior to departure, EF will retain 50% of the Tuition Fee. EF will retain 40% of the Student Services Fee (max \$2500) to cover the cost of prepaid accommodation and services.*

Refunds after the program of study starts:

- (h) If the student withdraws from their course after arrival at the EF International Language Campus, they must give their EF School Director at least four weeks' advance notice and sign a copy of the course change notification form. The student will receive a full refund of the Course Fee for all remaining weeks after the four-week notice period.
- (i) Refunds are made by the EF office or representative where the course fees were paid. EF is not obliged to make refunds to students whose



courses are terminated due to violation of EF's written disciplinary and/or attendance policies or local, state or federal law.

2. If you would like to change your course type please talk to the administration coordinator. The administration coordinator will contact the EF admissions office in your home country or representative sales office for your home country and you will need to sign a Booking Change Notification Form. You may also have to pay a course change fee which is equivalent of CAD\$75. Your change will be effective the next Monday.
3. If you would like to transfer to another EF school, please talk to the administration coordinator. The administration coordinator will contact the EF admissions office in your home country or representative sales office for your home country and you will need to sign a Booking Change Notification Form and pay a transfer fee. The fee depends on which school you are switching to and what course you will be taking. The average transfer change fee will be around CAD\$225.
4. If you would like to change your level, please talk to your class teacher who will make a recommendation to the Academic Director if they are in agreement that you are ready to move levels. You may be required to take a level test, and once assessed, the decision will be made whether you can move or not.

Please remember: if you have any concerns at all you can talk to any of the school staff who are always ready to listen and assist or put you in touch with the member of staff who can help you.