



/ LANGUAGES  
ABROAD

Students and adults

# Terms and conditions

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## 1. How to Book

Bookings are done online. The booking is binding on the student once the student and/or their legal guardian has indicated his/her acceptance of these Terms and Conditions within the online booking process. EF accepts the enrollment by sending a confirmation and initial invoice.

## 2. What is included in the Course Fee (Travel your way)

- Chosen Language course
- Accommodation in homestay with a half board meal plan available from the Sunday immediately preceding the Monday start date until the Saturday after the course ends
- Online pre- and post-course for up to three (for general/summer courses) or six months (for intensive/exam courses) for all English language courses
- Weekly activities program

Homestays are in residential areas and can be up to 60 minutes away from campus by public transportation.

The Course Fee comprises two elements: The Tuition Fee (40%) for lessons and the Student Services Fee (60%) including homestay accommodation.

## 3. What is included in the Course Fee (All-Inclusive travel)

- Chosen Language course
- Shared room in a homestay with full board, or in select residences with half board (breakfast & dinner Mon-Fri and all meals on weekends) unless otherwise specified.
- EF group leaders, available 24 hours per day during the whole program including the travel to and from the destination.
- Teaching materials
- Activities and excursions (see destination pages)
- Online pre- and post-course for up to three (for general/summer courses) or six months (for intensive/exam courses) for all English language courses

## 4. What is not included in the course fee? (Travel your way)

- \$250 CAD Enrollment fee
- Flights and transfer services
- Health insurance

## 5. What is not included in the course fee? (All-Inclusive travel)

- Enrollment Fee of \$250
- Health insurance

## 6. Organizer

All programs are organized and sold by EF Education First Ltd, Selnaustrasse 30, 8001 Zürich, Switzerland (referred to as “EF”). EF is entitled to transfer or assign these Terms and Conditions and all rights and obligations hereunder to an affiliate.

## 7. Promotion in Canada

EF International Language Schools (Canada) Limited promotes in Canada the travel and language Programs organized and sold by EF.

## 8. How to pay

EF accepts the following payment methods: By bank transfer (accepted 45 days before departure with proof of transfer):

Holder: EF Education First AG, Zürich  
Bank: CREDIT SUISSE (Switzerland) Ltd.  
Account Number: 958089-32-17  
BIC/SWIFT: CRESCHZZ80A  
IBAN: CH15 0483 5095 8089 3201 7  
Clearing Number: 4835  
Currency: CAD

By credit card directly to the organizer. You can also pay via your EF Campus Connect app ("my.ef.com").

Credit card fees may apply depending on local laws and regulations.

## 10. Payment Plan

Enrollment: Enrollment fee and Cancellation Protection, due on booking date

Program Deposit: 20% of the Course Fee, due 14 days after the booking date

2<sup>nd</sup> Payment: 20% of the Course fee, due 45 days after the booking date

3<sup>rd</sup> Payment: The remaining balance, due 60 days prior to the program start date

EF may offer a personalized payment plan upon agreement, in which case that payment plan shall apply instead of the above.

For late payments EF reserves the right to charge a late payment fee of \$125-300CAD

Any promotional offers or discounts confirmed at the time of booking are subject to payments being made on time, and not reducing the length of the booking.

## 11. Travel Insurance Coverage

All students must have private travel insurance coverage from the time of departure until the return to their home country. The policy must cover medical expenses in case of illness and Accident as well as emergency home evacuation and third-party liability coverage. Students must fill out EF's proof of insurance document and provide EF with a copy of their

insurance policy in English, no later than 15 days before the due date of the final invoice. Parents and guardians of students under the age of 18 are required to sign a Medical Release Waiver. Please note that insurance needs to be valid worldwide and cover the student twenty-four hours a day and seven days per week.

If the student decides to extend the length of their course, the insurance needs to be extended to cover the new course period. In the event a student extends their program, new proof of insurance will be sent to EF International Language Campuses office within 24 hours of extension.

Students enrolling at a school in Australia are required by the Australian government to obtain medical insurance with an Australian company. EF can offer students Allianz Private Insurance for purchase.

## 12. Health formalities

Legal guardians of students under the age of 18 or 19 in Canada will be required to sign a medical liability waiver.

The student may be under obligation to provide proof of vaccination and needs to be of good mental and physical health for the duration of the program. **EF reserves the right to terminate and/or repatriate the student at the student's its-own expense if necessary for mental or physical health reasons.** The section “Withdrawal fees after course start” applies to such terminations. The courses are suitable for students with reduced mobility as long as the students are autonomous to move around and participate in possible activities according to the destinations and depending on availability.

## 13. Cancellation Protection

EF Cancellation Protection is available upon enrollment and charged as a one-time, non-refundable fee of \$125. This covers cancellations before departure due to illness or illness in the student's immediate family. A doctor's documentation is needed within 10 days of the claim.

## 14. Local Public Holidays

On local public holidays EF Schools will be closed. Booked accommodation is available for students during the holidays.

## 15. Class Schedules and Attendance

Classes are offered at all EF Schools in a block schedule of 5 days on Monday to Saturdays or Tuesday to Sundays from 8:00 to 20:00. EF language lessons last at least 40 minutes and are often held in blocks of 2 x 40 minutes. To receive the course

certificate and maintain visa status, EF students must have an attendance of at least 80% (may be higher for some destinations).

## 16. Course levels

When an EF School has a course level for five students or fewer, EF reserves the right to combine students of different levels in the same class.

## 17. EF Course Materials (Travel your way)

EF Course Materials are needed to follow EF course syllabi. EF Course Material prices are as follows:

### English courses:

Weeks 1-6: \$65; weeks 7-12: \$120  
\*each additional six week interval: \$70

### Non-English courses:

Weeks 1-9: \$105; weeks 10-18: \$200  
\*each additional six week interval: \$70

For specific SPIN lessons there may be additional course material cost.

## 18. EF Campus Credits

Unused EF Campus Credits exceeding 30 CAD will be refunded after course end. An administrative fee of 30 CAD will be charged. Students booking a new course within 12 months can transfer the full value of unused credits.

## 19. Special Interest Lessons (SPIN lessons) and lectures

SPIN classes and lectures are taught in class or online and the selection varies between campuses.

## 20. EF's Learning Guarantee (Travel your way)

Cover of student's costs under the Learning Guarantee only applies to the Tuition Fee. Only valid for students enrolled on an Intensive course for minimum of 6 weeks course.

## 21. Internship or Volunteer Experience Program

The EF Internship or Volunteer Experience Program is available at an additional fee. Included in this fee is a preparation program and up to 100 hours of part-time unpaid work or volunteer experience. Internship and volunteer experience programs vary according to visa regulations and are therefore not guaranteed to all students.

## 22. Arrival Airport Transfers (Travel your way)

The transfer service is offered between 7:00 and 21:00 hours local time on the day before the course start date. If students arrive at any other time, EF can arrange a special transfer at an additional fee.

If several students are picked up at the same time, there may be a waiting period before the transfer.

## 23. Changes made by the student before or after course start (Travel your way)

Changes of the program 60 days or more before departure will result in a rebooking fee of \$125 and \$315 if less than 60 days before departure. In the event of a change of course start date, the cancellation conditions will be applied to the original course start date. In the event of a change of course (start date postponed, shortened length), the cancellation conditions will be applied to the original start date and length.

Students making changes to their course after the start date will be charged a change fee of \$150. There is no refund for downgrades (e.g. change from Intensive course to General course or change to a less expensive destination).

## 24. Changes made by the student before course start (All-Inclusive travel)

Changes of the booked group program until 60 days prior to departure will result in a rebooking fee of \$315. Changes 60 days prior to departure or later will be considered a cancellation & a new booking.

## 25. Changes made by EF before course start

EF retains the right to make changes to destination, course type, start date or type of accommodation up to 20 days before the course start date. If EF needs to make major changes to the program, EF will inform the student of the proposed changes and the impact on the price, if applicable. If the student does not inform EF in due time of its decision to accept the changes, accept a replacement program or cancel the program, the student will be deemed to have accepted such changes.

## 26. Cancellation fees before program start (Travel your way)

Cancellations must be made in writing, addressed to the Organizer, and submitted to the EF office or local EF representative. In all cases, the Enrollment Fee, Cancellation Protection fee, Visa fee and Courier fee are non-refundable. Right of withdrawal does not apply to the purchase of the program.

Cancellation conditions for flight tickets are listed in the section Flights below.

Cancellations prior to 60 days before program start, EF charges the 20% of the Course Fee and accommodation supplements.

Cancellations between 31 and 60 days before program start, EF charges 40% of the Course Fee and accommodation supplements.

Cancellations between 8 and 30 days before program start, EF charges 60% of the Course Fee and accommodation supplements.

Cancellations 7 days or less before program start, EF charges the full Course Fee and accommodation supplements.

Destinations in the USA if the student is already in the USA with an EF sponsored F1 Visa

For Cancellations, EF charges according to the conditions outlined above, with a minimum of 60% of the Course Fee and Accommodation Supplement.

## 27. Cancellation fees before program start (All-Inclusive travel)

Cancellations must be made in writing, addressed to the organizer, and submitted to the EF office, local EF representative or EF School Director. In all cases, the Enrollment Fee, Cancellation Protection fee, Visa fee and Courier fee are non-refundable. Right of withdrawal does not apply to the purchase of the program.

For cancellations prior to 60 days before program start, EF charges the 20% of the Course Fee and accommodation supplements.

For cancellations between 8 and 60 days before program start, EF charges 60% of the Course Fee and accommodation supplements.

For cancellations 7 days or less before program start, EF charges the full Course Fee and accommodation supplements.

## 28. Withdrawal fees after course start

To withdraw from the EF program, students must inform the EF School and sign the course change notification form. The date of withdrawal is defined as the Saturday of the week of the last day of class attendance.

Charges other than Course Fee and accommodation supplement are non-refundable.

## 29. For all destinations outside the USA

A withdrawal is effective upon a 4-week notice period for courses shorter than 12 weeks, and an 8-week notice period for courses of 12 weeks or longer. The Course Fee and accommodation supplements for the time after the notice period will be fully refunded.

## 30. For destinations in the USA

- For withdrawals until the mid-point of the course for courses up to 11 weeks, EF will retain the full charges for the first 4 weeks and refund the tuition fee for the unused weeks after week 4.

- For withdrawals until the mid-point of the course for courses 12 weeks or longer, EF will retain the charges for the first 6 weeks and refund the tuition fee for the unused weeks after week 6.

- For withdrawals after the mid-point of the course (50% of the total booked course duration) EF will retain all charges.

Refunds for courses in the USA will be issued within 45 working days of the last day of attendance.

In the USA students will be automatically withdrawn if they fail to attend classes during 30 consecutive days.

### 31. Student conduct

All students will have to adhere to the school's local code of conduct. Students engaging in illegal activity or behavior that deliberately disrupts the learning environment or damages property of EF, accommodation providers or fellow students will be expelled or suspended from the program and the student shall compensate EF and hold EF harmless from any claims from third parties in relation to such damages. The Course Fee and other charges will not be refunded, unless otherwise prescribed by local accreditation rules.

### 32. Passport and visa

The student is responsible for any entry formalities for the destination country, such as passport and visa. Before departure, the student must consult the official website of the government of the destination. It is recommended to begin the visa process **four months** before the course start. If a student fails to meet the attendance requirements tied to their visa, EF may report the student to relevant authorities in the destination country

### 33. Destination specific policies

Students booking courses in Australia, New Zealand, Singapore and British Columbia (Canada) will receive specific local terms and conditions that complement this document.

### 34. Assistance

EF undertakes to provide appropriate assistance to a student in difficulty. In the event that the difficulties encountered by the student has been caused intentionally or through negligence, EF reserve the right to charge the student a fee for such assistance.

### 35. Validity of Prices

The prices published are based upon currency exchange rates in effect at the time of writing 01.02.2024. They are therefore subject to change before departure, in case the exchange rate between the Canadian Dollar and the currency of the destination country changes significantly. EF also reserves the right to amend the price in case of increases in government taxes or in case of cost inflation in the destination country.

### 36. Personal Data

EF is committed to protecting the privacy of our customers and a full description of EF's processing activities and your rights can be found here: <https://www.ef.com/ca/legal/privacy-policy/>

### 37. Photography and film material

The student or its parent / guardian accepts that EF can freely and for the purpose of promoting EF's products and services use photography, film and sound material that has been created during the course that contains an image of the student, that the student creates as part of the course and uploads to EF's website(s) or apps, and/or that the student uploads to social networks, such as Instagram and Twitter, under the hashtag #EFMoment, #EF4ever or other hashtag invented or promoted by EF. The student will

be asked for consent prior to each collection of such material. The student accepts and agrees that course material created by the student, such as essays, may be used for research purposes in anonymized form.

### 38. Liability and force majeure

EF will not be liable or responsible for any loss, damage, inconvenience, delay in performance, or failure to perform in connection with the provision of any goods or services due to causes beyond EF's reasonable control, including but not limited to: fire; natural disaster; acts of government; labor disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; pandemics or public health emergencies; any negligent or willful act or failure to act by any third party; or any other cause beyond the direct control of EF. These conditions do not affect your rights as defined by the consumer protection laws in your home country.

EF is required to apply all health and/or pandemic measures taken by the authorities, in particular medical repatriation, quarantine, management of infected students and those in close contact with infected students. EF may therefore adapt the conditions of the stay and immediately take precautionary measures.

To the extent permitted by law, the liability of EF, its affiliates, their directors, officers, employees, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to EF for the particular course. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages.

### 39. Misspellings and typos

EF reserves the right to correct typographical errors and is not bound by obvious inaccuracies.

### 40. Disputes and Governing Law

Any complaints should first be addressed to staff at the destination so the issue can be solved. Students who perceive that the course or other services purchased from EF are still not being performed according to the agreement after a reasonable period of time to remedy the issue should inform EF without delay, in writing.

This agreement shall be governed by the laws of Canada, without regard to conflict of law provisions. Any dispute or claim arising out of or in connection with this agreement must be resolved by a court located in Canada.

### 41. Flights (Travel your way)

For Flights booked by EF on a student's request (including discounted and free flights), the student agrees to be bound by the airline's policies and terms and conditions. EF is not responsible for airline schedule changes, cancellations or delays. Any airline fees for rebooking, rerouting or cancellation are the responsibility of the student. EF reserves the right to charge for increases in airline charges and taxes.

For free flight offer EF contributes a maximum of CAD \$1,200 to the cost of the student's flight to and from their course destination for Intensive and Exam courses of 12 weeks or longer. The flight booking must be made through EF. This offer cannot be used in conjunction with any other EF offer. The student will be charged the full cost of EF's flight contribution if they change their course to a General or Basic course, or if the course is terminated and is therefore less than 12 weeks long. The offer is subject to cancellation without further notice.

### 42. Sanctioned individuals or territories

The Student is obliged to submit their official registered domiciled address when booking the course. The Student represents and warrants that neither the Student nor any of the immediate family members of the Student is a designated, blocked, or otherwise identified under any sanctions laws or is engaging in transactions that are prohibited by sanctions laws. If performance under these Terms and Conditions (in whole or part) would, in EF's sole discretion, constitute a breach of a sanctions law applicable to EF, EF shall have the right (i) not to fulfill its obligations under the Agreement and shall not be liable to pay any claim hereunder to the extent that such payment would expose EF to any sanction, prohibition, penalty or restriction under any applicable sanctions law, and (ii) to terminate this agreement with immediate effect without liability for any direct or indirect damages to Student.

EF International Language Campuses  
ef.com



Explore the world, discover yourself