

# Terms and conditions

## How to Book

Bookings are done online on ef.com or in the EF planner, which can be accessed from price quotes sent by EF. EF accepts the enrollment by sending a confirmation and initial invoice. The booking is final when EF has received the Enrollment Fee and the Program deposit.

## What is included in the Course Fee

1. Chosen Language course
2. 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
3. Online pre- and post-course for up to three (for general/summer courses) or six months (for intensive/exam courses) for all English language course
4. Weekly activities program

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

## What is not included in the Course Fee

1. Enrollment Fee of USD195 for courses up to 15 weeks, USD295 for courses of 16 weeks or more
2. EF Course Materials
3. Travel Insurance

## How to pay

EF accepts the following payment methods:

1. By bank transfer directly to the Organizer:  
Name of Bank: Credit Suisse  
Address: Schwanenplatz 8, 6004 Lucern, Switzerland  
Account holder: EF Language Colleges Ltd  
Account holder address: Haldenstrasse 4, 6006 Lucern Switzerland  
Account: 303195-22-2  
IBAN: CH25 0483 5030 3195 2200 2  
SWIFT: CRESCHZZ80A
  2. By credit card (where applicable)
  3. To the local EF promotion office or EF representative
- Please note that cash payment cannot be accepted. Credit card fees will apply according to local laws and regulations.

## 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  
2nd Payment: 20% of the Course fee, due 45 days after the booking date  
3rd Payment: The remaining balance, due 60 days prior to the program start date  
For late payments EF reserves the right to charge a late payment fee of USD 100.  
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.

## Travel Insurance Coverage

All students must have travel insurance coverage. EF has a tailor-made travel insurance group policy with the insurance provider Erika Insurance Ltd. (or with an alternative insurance company as defined in the applicable insurance policy), under which EF is the

policyholder. This insurance is included in the booking and will be part of the total amount charged to the student. The insurance coverage includes illness/accident, repatriation, interruption, theft, delay and liability. Full terms of the insurance can be found on [www.erikainsurance.com](http://www.erikainsurance.com). A student refraining wishing to renounce this coverage must fill out EF's proof of insurance document and provide EF with a copy of the alternative insurance policy in English, no later than 15 days before the due date of the final invoice. In this case the value of the insurance will be deducted from the total amount charged. 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. Contact us for more information.

## Health formalities

Legal guardians of students under the age of 18 (19 in Canada) will be required to sign a medical liability waiver. The student may be under obligation to provide proof of vaccination. EF reserves the right to repatriate the student at its own expense if necessary for health reasons. The courses are suitable for students with reduced mobility as long as the students are autonomous.

## Cancellation Protection

EF Cancellation Protection is available upon enrollment and charged as a one-time, non-refundable fee of USD 95. This covers cancellations before departure due to illness. A doctor's documentation is needed within 10 days of the claim.

## School Breaks and Public Holidays

On local public holidays, EF Schools will be closed. Booked accommodation is available to students during school breaks and holidays.

## Class Schedules and Attendance

Classes are offered at all EF Schools in a block schedule of 5 days on Monday to Friday (or Tuesday to Saturday) 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%.

## Course levels

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

## EF Course Materials

EF Course Materials are needed to follow EF course curriculum. EF Course Material prices are as follows:  
English courses:  
Weeks 1-6: USD45; weeks 7-12: USD85.  
\*each additional six week interval: USD35  
Business English: USD30  
Non-English courses: USD105  
For specific SPIN lessons there may be additional course material cost.

## EF Campus Credits

Unused EF Campus Credits exceeding 20 USD can be

refunded within 3 months after course end. An administrative fee of 20 USD will be charged. Students booking a new course within 12 months can transfer the full value of unused credits.

## Special Interest Lessons (SPIN lessons)

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

## EF's Learning Guarantee

Cover of student's costs under the Learning Guarantee only applies to the Tuition Fee.

## 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.

## Arrival Airport Transfers

The transfer service is offered between 7:00 and 21:00 hours local time on Sundays. 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.

## Group Travel

Group Travel includes an EF Leader, airport transfer and (if applicable) flights. The minimum group size is 17 students. Smaller groups can be arranged for a supplement.

## Changes before and after course start date by the student

Changes of the program 60 days or more before departure will result in a rebooking fee of \$100 and \$250 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. Students making changes to their course after the start date will be charged a change fee of USD100. There is no refund for downgrades (e.g. change from Intensive course to General course or change to a less expensive destination).

## 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.

## Cancellation fees before program start

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

## Destinations outside the USA

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

Cancellations prior to 60 days before program start, EF only charges the Program Deposit up to a maximum amount of USD 500. Cancellations 60 days or less before program start, EF charges USD 500 to cover the cost of housing administration and the Program Deposit up to a maximum amount of USD 500.

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

Programs of less than 12 weeks, EF charges the tuition fees for up to four weeks and USD 500 to cover the cost of housing administration. Programs of 12 weeks or more, EF charges the tuition fees for up to six weeks and USD 500 to cover the cost of housing administration.

## Withdrawal fees after course start

To withdraw from the EF program, students must inform the EF School Director 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. EF is not obliged to refund students whose courses are terminated due to violation of EF's written disciplinary and/or attendance policies or local, state or federal laws. Charges other than Course Fee and accommodation supplement are non-refundable.

## For all destinations except in 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.

## For destinations in the USA

- For withdrawals at any point in the first four weeks, EF may retain the Course Fee and accommodation supplements applicable to the first four weeks. EF will retain the full Course Fee and accommodation supplements for courses that are shorter than four weeks.

- For withdrawals after the first four weeks but before or at the mid-point of the course (50% of the total booked course duration) EF will retain a prorated amount of the Course Fee and accommodation supplements. Prorated refunds will be calculated on a weekly basis.

- 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.

### 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. Within 5 days of such notification date day, the student may:

1. accept the proposed changes by notifying EF
2. accept a replacement program from EF of equivalent or similar standard and price, at the date of the change, if EF is able to offer one; or
3. cancel the program without having to pay any cancellation fees, in excess of enrollment fee, cancellation protection, visa - and courier fee.

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.

### Student feedback

Any feedback should first be addressed to staff at the destination so the issue can be addressed. Students who perceive that the course or other services purchased from EF are still not being performed according to the agreement should inform EF (to the address stated under "Organizer") without delay, in writing.

### Student Code of 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. The Course Fee and other charges will not be refunded, unless otherwise prescribed by local accreditation rules.

### 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.

### 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.

### Validity of Prices

The prices published are based upon currency exchange rates in effect at the time of writing 12/05/2022. They are therefore subject to change before departure in case the exchange rate between the American dollars and the currency of the country of the EF International Language Campus 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.

### 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 [www.ef.com/legal/privacy-policy](http://www.ef.com/legal/privacy-policy). Below is a summary:

The student's personal data, such as personal data provided by them in the application form, will be processed by EF for the purposes of completing their booking, supplying their requested products and services (including travel insurance coverage), providing customer service, or offering elements that are otherwise necessary to perform the contract between the student and EF. EF may share the student's personal data with their corporate affiliates, claims handlers, and other business partners both within and outside the EEA/Switzerland. EF has put appropriate safeguards in place for transfers of the student's personal data outside the EEA/Switzerland, including the standard data protection clauses adopted by the European Commission. EF and its affiliates may also use the student's personal data, combined with information about them obtained from third party sources, to market EF's products and services, including special promotions based on the student's interests. The student has the right to, at any time, withdraw their consent or object to EF using their personal data for direct marketing purposes by contacting EF at the address set out below.

EF will only keep the student's personal data for as long as it is necessary for the purposes for which it has been collected or in accordance with time limits stipulated by law and good market practice, unless further retention is necessary for compliance with a legal obligation. EF will keep personal data for marketing purposes until the student withdraws its consent. If the student would like a copy of the information EF holds about them, or a copy of the standard data protection clauses, or would like to rectify or erase personal data, or restrict the processing of personal data, or otherwise object to EF's processing, or use their right to data portability, please contact the Organizer (data controller) at the address Selnastrasse 30, CH-8001 Zurich, or via the form available at [www.ef.com/legal/privacy-policy/](http://www.ef.com/legal/privacy-policy/). If the student would like to lodge a complaint, they may contact the supervisory authority in their home country.

### 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.

### 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.

### Misspellings and typos

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

### Organizer

All travel and language programs are organized and sold by EF Education First Ltd, Selnastrasse 30, Zurich, Switzerland (referred to as "EF"). EF Language Colleges Ltd, Zurich, Switzerland, promotes the travel and language programs sold by EF.

### 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 Switzerland, 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 Switzerland.

### Flights

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 USD 500 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.

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.

### Course start dates

#### Intensive, General and Exam Courses in:

London, Cambridge, Brighton, Manchester, Eastbourne, Boston, Santa Barbara, Seattle, Honolulu, Toronto, St. Julian's, Munich, Paris, Barcelona, Playa Tamarindo, Rome, Auckland, Sydney, Perth, Singapore, Los Angeles, Vancouver Island:

2022: September 12, 19, 26; October 10, 24; November 7, 21; December 5, 19

2023: January 2, 9, 16, 30; February 13, 27; March 13, 27; April 3, 10, 17, 24; May 8, 22; June 5, 19, 26; July 3, 10, 17, 24, 31; August 7, 14, 28; September 11, 18, 25; October 9, 23; November 6, 20; December 4, 18.

#### Basic Courses:

2023: June 5, 19, 26; July 3, 10, 17, 24, 31; August 7, 14, 28 (except Sydney, Auckland and Perth)

#### Intensive, General and Exam Courses in:

Oxford, Bristol, Bournemouth, Torquay, Dublin, New York, Miami Beach, San Diego, San Francisco, Vancouver, Cape Town, Brisbane, Malaga, Berlin, Nice, Tokyo, Seoul:

2022: September 5, 19; October 3, 17, 31; November 14, 28; December 12, 26

2023: January 9, 23; February 6, 20; March 6, 20; April 3, 10, 17; May 1, 15, 29; June 12, 26; July 3, 10, 17, 24, 31; August 7, 14, 21; September 4, 18; October 2, 16, 30; November 13, 27; December 11, 25

#### Basic Courses:

July 3, 10, 17, 24, 31; August 7, 14 (except Brisbane and Cape Town)

#### Additional Basic, Intensive, General and Exam Courses start dates for Sydney, Auckland Perth, Cape Town and Brisbane:

2023: January 2, 9, 16, 23, 30; February 6, 13, 20, 27; March 6, 13, 20, 27; April 3

#### Language Year Abroad Program:

2022: September 19  
2023: January 9, April 17, June 19, September 18  
2024: January 8, April 8, June 17, September 16