

Terms and conditions

Organizer

All travel and language Programs are organized and sold by EF Education First Ltd, Selnaustrasse 30, CH-8001 Zurich, Switzerland. EF Language Schools Inc., 2 Education Circle, Cambridge, MA 02141, only provides marketing services in the United States.

What is included in the Course Fee

-Chosen Language course
-Shared room in a homestay with half board (breakfast & dinner Mon-Fri and all meals on weekends) or in select residences
The Course Fee comprises two elements: The Tuition Fee (40%) for lessons and the Student Services Fee (60%) for other items including homestay accommodation.
Accommodation is available from the Sunday prior to the student's Monday start date until the Saturday after the course ends.
What is not included in the Course Fee
Non-refundable Enrollment Fee of \$295
EF Course Materials

Methods of Payment

EF accepts the following payment methods:
1. By bank transfer:
Name of bank: SEB (Skandinaviska Enskilda Banken) Address: 245 Park Ave, New York, NY 10167-0061
Account holder: EF Language Schools Inc.
Account Holder address: Two Education Circle, Cambridge MA 02141
Account: 00004459
SWIFT Code: ESSEUS33XXX
*If asked for intermediary information, the wire to SEB goes through Bank of New York.
Fedwire routing 021000018, SWIFT Code: IRVTUS3N, Account: 8900439688
2. By credit card

Payment Plan

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
A fee of \$75 will apply to late payments.
Any promotional offers or discounts confirmed at the time of booking are subject to payments being made on time, not reducing the length of the booking or changing the course start date past September 30, 2022.

Travel Insurance Coverage

All students must have

adequate 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. 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. Parents and guardians of students under the age of 18 are required to sign a Medical Release Waiver.

Cancellation Protection

EF Cancellation Protection is available upon enrollment and charged as a one-time, non-refundable fee of \$95 for courses 2-20 weeks or \$195 for courses 21 weeks or longer. This covers cancellation fees before original departure due to illness or illness in the student's immediate family. A doctor's documentation is needed within 10 days of the claim.

School Breaks and Public Holidays

On public holidays as recognized by the location of the applicable school, EF International Language Campuses will be closed and lessons on those dates will not be made up at a later date. Booked accommodation is available to students during school breaks and holidays. The number of school breaks at each EF International Language Campus may vary.

Class Schedules and Attendance

Classes are offered at all EF International Language Campuses 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%.

Course levels

When an EF International Language Campus 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 syllabi. EF Course Material prices are as follows:
EF Languages Abroad:
Weeks 1-9: \$75

Weeks 10-18: \$145

Weeks 19-27: \$195

*each additional six-week interval: \$35

EF Language Year Abroad:

6 Months: \$195

9 Months: \$265

11 Months: \$295

EF Campus Connect web service

Any correspondence, photos and other media used on EF Campus Connect will be considered personal and EF will not accept any responsibility for such correspondence and media. Parent/s or legal guardian/s of underaged students must give their consent for the student to use the EF Campus Connect service and app.

Activity Credits

Purchased Activity Credits for non-included EF activities must be used during the course and will not be refunded if unused at the end of the course.

Special Interest Lessons (SPIN lessons)

Examples of SPIN lessons vary from one EF International Language Campus to another and are subject to change due to availability.

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. The fee is refundable if the student is not matched with an Internship or Volunteer Experience.

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.

Group Travel

Group Travel includes an EF Leader and airport transfer to the accommodation or EF International Language Campus and flights if applicable. The minimum group size for Group Travel is 17 students. Smaller groups can be arranged for a "Small Group Supplement". EF maintains the right to cancel group travel arrangements for groups smaller than 17 students within 10 days of departure and in such case the student will receive a full refund of the price of the Group Travel.

Changes before and after course start date

Changes of destination, course type, start date or type of accommodation before departure will result in a rebooking fee of \$75 for courses 1-20 weeks long and \$100 for courses that are 21 weeks and longer. 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 \$75 for courses 1-20 weeks and \$100 for courses 21 weeks and up. There is no refund for downgrades (e.g. change from Intensive course to General course or change to a less expensive destination).

Cancellation fees before program start

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 and Cancellation Protection fee are non-refundable. Cancellation conditions for flight tickets are communicated separately.
For cancellations prior to 60 days before program start, EF charges the 20% of the Course Fee and accommodation supplements.
For cancellations between 31 and 60 days before program start, EF charges 40% of the Course Fee and accommodation supplements.
For cancellations between 8 and 30 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.

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.
Students who must withdraw or are dismissed from the course for conduct that, in EF's sole discretion, violates EF's written disciplinary and/or attendance policies or local, state or federal laws shall not be entitled to any refund.
Charges other than Course Fee such as Course Materials, bus passes, flight tickets, airport transfers, etc. are non-refundable.

For all destinations:

Withdrawals must be confirmed with 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.

Customer 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 the organizer without delay, in writing.

Student Code of Conduct

Students agree to abide by student conduct rules and other policies while enrolled in EF programs. Inappropriate conduct includes but is not limited to illegal activity or behavior that deliberately disrupts the learning environment or damages EF property or the property of fellow classmates. Students in breach of this code of conduct will be expelled or suspended from the program and no refund will be issued. The policy can be viewed at www.ef.edu/codeofconduct.

Passport and visa

Students are responsible for having a valid passport and any applicable visas or other travel documents for the applicable school location and for all other transit locations to the school location. Please be sure that passports are valid for at least six months after the course ends. Visit the U.S. Department of State at www.travel.state.gov for further information.

Validity of Brochure Prices

The prices published in this brochure are based upon currency exchange rates in effect at the time of writing June 18, 2021. They are therefore subject to change up to 20 days before departure, in case the exchange rate between the USD and the currency of the country of the EF International Language Campus changes significantly. The prices in this brochure are valid until a new price version is released online or in print, or until the 30th of September 2021. EF cannot be responsible for printing or typographic errors in this brochure (including prices).

Personal Data

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 Selnaustrasse 30, CH-8001 Zurich, or via the form available at www.ef.edu/legal/privacy-policy. If the student would like to lodge a complaint, they may contact the supervisory authority in their home country. Please see EF's privacy policy available at www.ef.edu/legal/privacy-policy to read all information about how EF process your personal data and your rights.

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 the student, that the student creates as part of the course and uploads to EF's website(s) or apps, 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.

No Liability for Events of Force Majeure or Acts of Third-Parties

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; failure of suppliers or subcontractors; 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.

Misspellings and typos

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

Governing Law

This agreement shall be governed by the laws of the Commonwealth of Massachusetts, 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 Commonwealth of Massachusetts.

Flights

For Flights booked by EF on a student's request, 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 mechanical-, weather-, labor dispute- or capacity-related flight delays. Any airline fees for rebooking, rerouting or cancellation for customer's wish to change program, destination, course start or length are the responsibility of the customer. EF reserves the right to charge for increases in airline fuel charges and government taxes which are beyond EF's control. For cancellations of purchased flight tickets the customer is bound to the conditions of the ticket as stipulated by the airline. This includes flight tickets that have been discounted or provided as part of the free flight offer. Please find all offer details and conditions on www.ef.edu/flights.

If a student is eligible and successfully receives the 2022 free flight offer, EF contributes a maximum of \$1000 USD 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. Fuel surcharges and airport taxes are not included, and the offer is subject to cancellation without further notice.

Course start dates

Intensive, General and Exam Courses in:
Munich, Paris, Barcelona, Playa Tamarindo, Rome, Singapore

2021: September 13, 27;
October 11, 25; November 8, 22; December 6, 20

2022: January 3, 17, 31;
February 14, 28; March 14, 28; April 11, 25; May 9, 23;
June 6^B, 20^B; July 4^B, 11^B, 18^B, 25^B; August 1^B, 8^B, 15^B;
September 12, 26; October 10, 24; November 7, 21; December 5, 19.

Intensive, General and Exam Courses in:
Malaga, Berlin, Nice, Tokyo, Seoul:

2021: September 6, 20;
October 4, 18; November 1, 15, 29; December 13, 27

2022: January 10, 24; February 7, 21; March 7, 21; April 4, 18;
May 2^B, 16^B, 30^B; June 13^B, 27^B;
July 4^B, 11^B, 18^B, 25^B; August 1^B, 8^B, 15^B, 22^B;
September 5, 19; October 3, 17, 31; November 14, 28; December 12, 26.

EF Junior Programs:

Munich - 2022: June 26; July 3, 10, 17, 24, 31
Malaga - 2022: June 26; July 3, 10, 17, 24, 31; August 7
Saint-Raphaël - 2022: June 26; July 3, 10, 17, 24, 31; August 7

EF Teen Travel Groups:

Tokyo - 2020: July 1, Seoul - 2020: July 15
Language Year Abroad Program:

2021: September 20
2022: January 10, April 25, September 19

2023: January 9, April 17

*Start date for select schools. Contact your local EF office for details.

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I want to join the EF Ambassadors Loyalty Program ☐ Yes ☐ No