

# Terms and conditions

## What is included in the Course Fee

1. Chosen Language course
2. Shared room in a homestay with half board (breakfast & dinner Mon-Fri and all meals on weekends) or in select residences
3. Online pre- and post-course for up to three (for general/summer courses) or six months (for intensive/exam courses)

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 immediately preceding the student's Monday start date until the Saturday after the course ends.

## What is not included in the Course Fee

1. Enrollment Fee of USD195 for courses up to 8 weeks, USD295 for courses of 9 weeks or more
2. EF Course Materials
3. Travel Insurance

## Methods of Payment

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 includes a tailor-made travel insurance group policy covering illness/accident, repatriation, interruption, theft, delay and liability. 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 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. 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. Parents and guardians of students under the age of 18 (19 for students traveling to Vancouver, Canada) 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 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 public holidays, 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 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 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 curriculum. EF Course Material prices are as follows:

English courses:  
Weeks 1-6: USD45; weeks 7-12: USD85, weeks 13-18: USD135  
\*each additional six week interval: USD35  
Business English: USD30  
Non-English courses: USD105

## 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)

The selection of SPIN lessons varies from one EF International Language Campus to another and are subject to change due to availability. SPIN classes can be taught in class or online.

## 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 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 up to 10 days of departure and in such case the student will receive a full refund of the price of the Group Travel. If EF cannot offer alternative programs.

## 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 USD 140. 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 USD140. 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,

Cancellation Protection fee, Visa fee and Courier fee are non-refundable. Cancellation conditions for flight tickets are communicated separately.

## For all destinations outside the USA

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.

## For destinations in the USA

For cancellations prior to 60 days before program start, EF only charges the Program Deposit up to a maximum amount of USD 500.

For 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.

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

For 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. For 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

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 outside of the USA no refund will be issued.

#### Passport and visa

Students are responsible for

having a valid passport and any applicable visas.

#### Destination specific policies

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

#### Validity of Brochure Prices

The prices published in this brochure are based upon currency exchange rates in effect at the time of writing [19/11/2021]. 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. The prices in this brochure are valid until a new price version is released online or in print, or until the 30th of September 2022.

#### 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.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. Please see EF's privacy policy available at [www.ef.com/legal/privacy-policy/](http://www.ef.com/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 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.

#### 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 wilful 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.

#### 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, Switzerland. EF Education First Ltd is the policyholder of the group travel insurance with Erika Insurance Ltd. EF Language Colleges Ltd promotes the travel and language Programs organized and sold by EF Education First Ltd, Switzerland.

#### Governing Law

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, 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 student's wish to change program, destination, course start, or length are the responsibility of the student. EF reserves the right to charge for increases in airline charges and 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.com/flights](http://www.ef.com/flights). 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. 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: 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:

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\*, 20\*; July 4\*, 11\*, 18\*, 25\*; August 1\*, 8\*, 15\*; September 12, 26; October 10, 24; November 7, 21; December 5, 19.

\*Except Sydney, Auckland and Perth  
\*Start dates for Basic courses in all the above destinations except Perth, Sydney and Auckland

Intensive, General, Exam and Basic courses for Perth, Sydney and Auckland:  
2022: January 3, 10, 17, 24, 31; February 7, 14, 21, 28; March 7, 14, 21, 28

Oxford, Bristol, Bournemouth, Dublin, New York, Miami Beach, San Diego, San Francisco, Vancouver, Cape Town, Brisbane, Malaga, Berlin, Nice, Shanghai, 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, 16\*, 30\*; June 13\*, 27\*; July 4\*, 11\*, 18\*, 25\*; August 1\*, 8\*, 15\*, 22\*; September 5, 19; October 3, 17, 31; November 14, 28; December 12, 26.

\*Except Brisbane and Cape Town  
\*Start dates for Basic courses in all the above destinations except Dublin, Cape Town and Brisbane

Intensive, General, Exam and Basic courses for Perth, Sydney and Auckland:  
2022: January 3, 10, 17, 24, 31; February 7, 14, 21, 28; March 7, 14, 21, 28

Cambridge Clare College:  
2022: July 4, 11, 18, 25; August 1, 8, 15  
Saint-Raphaël:  
2022: July 4, 11, 18, 25; August 1

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.

# Enrolment form

Please complete this form and mail or fax it, together with the Enrolment Fee of \$195 and the Cancellation Insurance Fee of \$95 and courier fee of \$85 (if required) and a copy of your passport, to the address below. Please fill out this form in block letters.

## Your personal data

☐ Male ☐ Female

First Name .....

Last Name .....

Home Address .....

Country .....

Telephone ..... Mobile .....

Email address (mandatory) .....

Fax Number .....

Email address to send invoice to .....

Date of Birth (day/month/year) ..... Birth Country .....

Country of Citizenship .....

Your Occupation .....

University name or Employer .....

Teacher's Name ..... HR Manager .....

How did you hear about EF? .....

Do you smoke? ..... ☐ Yes ☐ No

Do you have any existing medical conditions/allergies? ..... ☐ Yes ☐ No

If yes, please specify: .....

## Your course information

Course Starting Date (day/month/year) ..... Number of weeks .....

Course destination\* .....

Course type\* .....

Accommodation type\* .....

\* See table below for availability

Do you plan to take an Exam? ..... If so, which one? \*\* .....

\*\*Please specify which exam such as TOEIC, IELTS, FCE, CAE, CPE, BULATS, etc.

What is your language level? ..... ☐ Beginner ☐ Intermediate ☐ Advanced

## Optional EF travel services

Do you wish to take EF Cancellation Protection? ..... ☐ Yes

Do you wish to have EF help you with your flight arrangements? ..... ☐ Yes

Do you wish us to arrange your arrival or roundtrip transfer? ☐ Arrival ☐ Roundtrip

## Travel Insurance Coverage

It is mandatory to be insured and a travel insurance group coverage is therefore included for all students. Should you wish to renounce this coverage, you will need to fill out EF's proof of insurance document and send in a copy of your alternative insurance policy in English.

## Your Signature

### Personal Data

By signing this enrolment form I, and my parent / legal guardian, hereby confirm that I/we have read and understood the information set out in EF's Privacy Policy available at [www.ef.com/legal/privacy-policy/](http://www.ef.com/legal/privacy-policy/) about EF's processing of my personal data and I, and my parent / legal guardian agree to EF's use of my personal data for direct marketing purposes.

### Terms and conditions and medical emergency

By signing this enrolment form I hereby authorize EF to take appropriate action in the event of a medical emergency. I have read, understood and agreed to the terms and conditions outlined on pages 105 – 106 of this brochure. (If I am under the age of [18/21], the signature below of a parent/ legal guardian will also constitute consent required for the student to participate in all EF programs, including activities, offered at the schools).

Signature of applicant .....

Date .....

Name of parent or guardian .....

Signature of parent or guardian .....

Date .....

(if applicant is under [18/21])

### Mail this form to:

EF Education First Ltd

Selnaustrasse 30,

8001 Zurich

Tel: +41 43 430 41 50

Or to the office of the EF representative listed on the back of this brochure.

If you have questions, please email [eflanguages@ef.com](mailto:eflanguages@ef.com)

Refer a friend! Do you know someone interested in a language course abroad?

First Name ..... Last Name .....

Home Address .....

Email ..... Mobile .....

### Ambassador program

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

## Destination and Course Type

EF Intensive  
EF General  
EF Basic  
EF English for Business Language  
Cambridge English Exam Preparation  
BULATS Exam Center  
IELTS Exam Preparation  
TOEFL Exam Preparation  
TOEIC Exam Preparation  
GMAT Exam Preparation  
Other language exam preparation  
EF Internship/Volunteer Program  
EF Language Year Abroad  
EF Advanced Diploma Program  
EF Career Plus  
EF Camps and EF Studios

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## Accommodation

EF Homestay: Single Room  
EF Homestay: Twin Room  
EF Campus Living: Single Room  
EF Campus Living: Twin/Triple/Quad  
EF Residence: Single Room  
EF Residence: Twin/Triple/Quad  
EF Apartment  
Hotel

EF Homestay: Single Room	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
EF Homestay: Twin Room	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
EF Campus Living: Single Room	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
EF Campus Living: Twin/Triple/Quad	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
EF Residence: Single Room	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
EF Residence: Twin/Triple/Quad	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
EF Apartment	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Hotel	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•