

# Enrollment Information

## Who May Apply?

Programs are open to students age 16 and over at course start date.

## How To Enroll?

Students send in their enrollment details to EF by phone, online, by mail, at an EF office or with an EF employee. The Organizer accepts the enrollment by sending the student a confirmation and initial statement. A nonrefundable Enrollment Fee of \$195 and a Cancellation Protection Fee of \$85 are due upon enrollment together with a refundable deposit of \$500 (where applicable). Upon enrollment students will receive a booking confirmation and initial statement.

Students who complete the enrollment form wishing to book an Academic Year Abroad or a Multi-Language Year will be sent the appropriate enrollment information.

## What's Included in the Course Fee?

- Course of choice (total tuition time varies according to program type)
- Shared room in a homestay with half board (breakfast & dinner Mon-Fri and all meals on weekends) or select residences
- Wi-Fi access at the EF International Language Campus
- Digital learning media and academic material
- Placement and progress tests
- EF Course Certificate and EFSET Graduation Report
- Access to My EF from enrollment including an online pre-course
- Online pre- and post-course in iLab for up to three or six months (depending on course)

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

For more detailed information about what's included in the Course Fee, see individual destination pages 36-118.

Included accommodation, meal plan, and other services vary from destination and type of course.

## What's Not Included in the Course Fee?

- Enrollment Fee
- Cancellation Protection Fee
- EF Course Materials
- Local transportation to and from the EF International Language Campus and transfer to and from the airport to accommodation.
- Internet/Wi-Fi in homestay or residence may not be available
- External exam fees (i.e. TOEFL, Cambridge English, etc.)
- Optional activities and excursions
- Credit Card Fees
- Courier Fees

## Methods of Payment

The Course Fee must be paid by any of the following means:

1. To the local EF promotion office or representative
2. Payment by credit card (where applicable)
3. By bank transfer to the following account:

**Name of bank:** Credit Suisse

**Address:**

Schwanenplatz 8, 6004 Luzern, Switzerland

**Account Holder:**

EF Language Colleges Ltd

**Account Holder address:**

Haldenstrasse 4, 6006 Luzern, Switzerland

**Account:** 303195-22-2

**IBAN:** CH25 0483 5030 3195 2200 2

**SWIFT:** CRESCHZ60A

**Clearing Number:** 4835

## Payment Plan

Students will receive a booking confirmation upon enrollment and a final statement due at least 60 days prior to your program start date. For late payments, EF reserves the right to charge a late payment fee.

Enrolments made within 30 days of the course start date will be charged an additional non-refundable Courier Fee. The payment of the whole Course Fee is due on the enrollment day. Any promotional offers confirmed at the time of booking are subject to the student keeping the payment plan and not reducing the length of the booking.

## Free flight offer

For Intensive and Exam courses of 24 weeks and longer booked before December 31st 2017, EF offers a flight cost contribution with a maximum of 1000 USD. The flight booking must be made through EF. This offer cannot be used in conjunction with any other EF offer. The flight contribution will be fully charged to the customer if the course type is changed to a General or Basic course or if the course is terminated and has therefore less than 24 weeks in length. Any fuel surcharge and airport taxes will not be included in the free offer. This offer is subject to cancellation without further notice.

## Travel Insurance Coverage

All students are required to have travel insurance coverage which includes medical and personal liability as a minimum. EF has negotiated and entered into a tailor-made travel insurance group policy with the insurance provider Erika Insurance Ltd. under which EF Education First Ltd. and EF International Language Schools Ltd. are the policyholders. This insurance coverage is included in the booking and will be part of the total amount charged to you (USD 95 for the first two weeks, then USD 45 for each additional week.) A student who wishes to renounce this coverage will need to provide EF with a copy in English of the alternative insurance policy they have taken out individually. Students traveling to Australia are required by the Australian government to insure themselves medically with an Australian company. EF can offer students BUPA 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 \$85. 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.

## Accommodation

EF Accommodation is available from the Sunday prior to the student's Monday start date until the Saturday after the course ends. Students should arrange to travel to arrive/depart on these days, as arriving earlier or later to accommodation may require additional fees.

## Class Schedules and Attendance

Classes are offered at all EF International Language Campuses in a block schedule of 5 days on Monday to Saturdays from 8:00 to 20:00. EF language lessons have duration of at least 40 minutes and are often held in blocks of 2 x 40 minutes. EF students are required

to have an 80% attendance at the lessons to receive the course certificate and maintain visa status.

## School Breaks and Public Holidays

In the event of a public holiday, 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.

## Course levels

Before the start of the course students must take a level placement test in EF's My EF iLab to assess their language proficiency. The results will be used to place students in the correct course level. When EF International Language Campus has a language level of five students or fewer, EF reserves the right to combine students of different levels in the same classes.

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## EF Course Materials

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

English courses:

Weeks 1-6: \$45; weeks 7-12: \$85, weeks 13-18: \$135

\*each additional six week interval: \$35  
Business English: \$20

Non-English courses:

Weeks 1-9: \$75; weeks 10-18: \$145; weeks 19-27: \$195

\*each additional six week interval: \$65

## My EF web service and iLab lessons

All EF students receive an online account for My EF. Any correspondence, photos and other media used on My EF will be considered personal and EF will not accept any responsibility for such correspondence and media. Parent/s or legal guardian-/s of students under the age of majority traveling with EF give their consent for the student to use the My EF web service.

All students enrolled in an EF General and Intensive English course will have access to online iLab lessons upon enrollment, throughout the course and for 3 months after their course ends for EF General English and 6 months for EF Intensive English programs. Students enrolled in non-English courses will have access to iLab during their course. Exceptions to this are EF International Language Campus in Tokyo and Beijing where iLab lessons are replaced by teacher-led lessons.

## 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.

## Online One-to-One Package

EF's online One-to-One package is available in combination with any EF Intensive English or EF General English course for an additional supplement fee of \$275. The package includes six 40-minute private lessons with one teacher per student. The lessons are conducted online during the course, or after the student has returned home.

## EF's Learning Guarantee

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

Students who choose to continue studying for free under EF's learning guarantee are responsible for all other

costs, including but not limited to accommodation, meals, travel and visa fees.

If visa regulations prohibit a student from extending their stay in their study country, they can continue to study English for free when they return home online at EnglishLive.com with teacher-led classes.

## Internship or Volunteer Experience Program

The EF Internship or Volunteer Experience Program is available at an additional fee of \$475. 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 and Airport Transfers

The fee for an optional transfer between the airport of arrival and the destination is listed on the EF International Language Campus pages 36-118. This covers the cost of administration, communication, greeting services and transportation. 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 cost of \$50. If several students are picked up at the same time certain waiting periods can occur. EF at its own discretion may cancel the transfer service if fewer than three students have booked transfer services to the same destination at the same time. In such cases the student will be informed three days before the start of the course at a minimum and EF will reimburse any moneys paid for such cancelled transfer service. EF cannot be held responsible for delays of pick-up caused by traffic, road construction or accidents.

## 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 \$75, which is payable immediately. 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.

## Cancellations before program start

All cancellations must be made in writing to the 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 cancellations 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.

## For all destinations, except to the USA:

- If the student cancels 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.
- If the student cancels 16 to 44 days prior to departure, the Tuition Fee is fully refundable. EF will retain 40% of the Student Services Fee (max. USD 2500) to cover the cost of prepaid accommodation and services.
- If a student cancels 15 days or less prior to departure, EF will retain 50% of the Tuition Fee. EF will also retain 40% of the Student Services Fee (max USD 2500) to cover the cost of prepaid accommodation and services.

# Enrollment Information

## For destinations to the USA:

- A student who cancels 45 days or more before the start of the program will receive a full refund of the course fee, except for the Enrollment Fee, the Courier Fee, the Cancellation Protection Fee and the Program Deposit. The Program Deposit will be refunded if the student's visa application is denied. The maximum amount retained by EF will be USD 500.
- For students who cancel less than 45 days prior to departure, EF will retain USD 500 to cover the cost of housing administration. EF will also retain up to a maximum amount of USD 500 for the enrollment fee, the courier fee, the cancellation protection fee and the program deposit. The program deposit will be refunded if the student's visa application is denied.

## Cancellation Prior to the start of the course, whilst in USA on I-20 Visa

For students who enter the United States on an I-20 Visa obtained through EF and subsequently cancel prior to the start of scheduled classes or never attend classes, EF will retain:

- For a program of less than 12 weeks, all of the tuition charges for up to four weeks, and USD 500 of Student services fee to cover a non-refundable housing administration fee. EF will also retain up to a maximum amount of USD 500 for the enrolment fee, the courier fee and the cancellation protection fee.
- For a program of 12 weeks or more, all of the tuition charges for up to six weeks, and USD 500 of student services fee to cover a non-refundable housing administration fee. EF will also retain up to a maximum amount of USD 500 for the enrolment fee, the courier fee, and the cancellation protection fee.

## Withdrawals after course start

If the student wishes to withdraw from their course after arrival at the International Language Campus, then the student must inform the EF School Director and sign a copy of the course change notification form. Refunds are made by the EF office or representative where the course fees were paid. The date of withdrawal is defined as the last day of class attendance. In the USA a student will be automatically withdrawn if he or she fails to attend classes during 30 consecutive days.

## For all destinations, except the USA:

All withdrawals need to be made in writing. If the student withdraws from their course after arrival at the EF Language Campus, they must give at least a four weeks' advance notice. The student will receive a full refund of the Course Fee for all remaining weeks after the four-week notice period. 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.

## For destinations to the USA:

For students who withdraw at any point in the first four weeks, EF may retain the Course Fee applicable to the first four weeks. EF will retain the full course fee for courses that are shorter than four weeks. In addition, EF will retain up to USD 500 (USD 250 in California) in other non-refundable charges such as enrolment fee, courier fee and cancellation protection. Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, EF will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

For students who withdraw after the first four weeks but before or after the mid-point of the course (50% of the total booked course duration, or after 60% of total duration for courses in California) EF will retain all charges for the course.

Charges other than Tuition: Extra costs, such as course materials, bus passes, airport transfers are non-refundable.

In California, students who terminate in the first week will receive a full refund of the tuition fees. Refunds for courses in the USA will be issued within 45 days (30 days in California) of the last day of attendance.

A student who wishes to downgrade from e.g. an Intensive course to a General course or to a less expensive destination will not receive a refund for the price difference between two courses.

Students who perceive that the course or other services purchased from EF are not being performed according to the agreement shall inform EF without delay, in writing, to the EF representative in their home country.

## 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

Each student is responsible for having a valid passport and any applicable visas.

## Destination specific policies

For students studying in Australia, New Zealand, British Columbia (Canada) and Singapore, additional admission procedures will apply and additional local policies will be provided when you enquire about your trip. Students under the age of 18 traveling to British Columbia (Canada) may be required to pay a guardian fee.

## Specific laws for students in: Australia, New Zealand and Singapore

In Australia, in accordance with the ESOS Act, your fees are protected under the national TPS scheme in case EF International Language Campus default. Please find more information on [www.tps.gov.au](http://www.tps.gov.au). You are also covered by Australia's consumer protection laws.

In New Zealand, under Section 253(1) of the Education Act all students' fees are protected in the event that the EF International Language Campus ceases to offer a course in which the student is enrolled.

In Singapore, under the EduTrust Certification scheme, students' fees are protected under the school's adopted Fee Protection Scheme (FPS).

## Validity of Brochure Prices

The prices published in this brochure are based upon currency exchange rates in effect at the time of writing 2017-05-15. 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 2018-09-30.

## 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, providing them with the products and services that they have

ordered (including travel insurance coverage), for customer service, or as 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 to have 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 Haldenstrasse 4, 6006 Lucerne, Switzerland or via the form available online at [www.ef.com](http://www.ef.com). If the student would like to lodge a complaint, they may contact the supervisory authority in their home country.

## Photography and film material

By accepting EF's Terms & Conditions, the student accepts that EF can freely use all photography, film and sound material that has been created by EF and or by EF's staff during the program which contains the student, without asking further approval from the student. The student also accepts that EF can freely use photography, film and sound material that the student has submitted to social networks, such as Instagram and Twitter, under the hashtag #EFMoment or other hashtag invented or promoted by EF for any advertising or marketing of EF products and services.

## 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; failure of suppliers or subcontractors; labor disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; 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.

## 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.

## Course start dates

Intensive, General and Exam Courses in: London, Cambridge, Brighton, Manchester, Eastbourne, Boston, Chicago, Santa Barbara, Seattle, Honolulu, Toronto, St. Julian's, Munich, Paris, Barcelona, Playa Tamarindo, Rome, Auckland, Sydney, Singapore, Los Angeles, Vancouver Island\*\*:

2017: September 1<sup>st</sup>, 25<sup>th</sup>; October 9, 23; November 6, 20; December 4, 18

2018: January 1, 15, 29; February 12, 26, March 12, 26; April 9, 23; May 7, 21; June 4<sup>th</sup>, 18<sup>th</sup>; July 2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>, 3<sup>rd</sup>; August 6<sup>th</sup>, 13<sup>th</sup>, 27<sup>th</sup>; Sept 10<sup>th</sup>, 24<sup>th</sup>; October 8, 22; November 5, 1; December 3, 17, 31

\* Except Sydney and Auckland

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

\*\*Vancouver Island: first start date is 1 March 2018

Intensive, General, Exam and Basic courses for Sydney and Auckland:

2018: January 1, 8, 15, 22, 29; February 5, 12, 19, 26; March 5, 12, 19, 26

Contact us for information on group start dates in St. Julian's.

Oxford, Bristol, Bournemouth, Dublin, New York, Miami Beach, San Diego, San Francisco, Washington, D.C., Vancouver, Cape Town, Brisbane Madrid, Malaga, Berlin, Nice, Shanghai, Tokyo, Perth:

2017: September 4<sup>th</sup>, 18<sup>th</sup>; October 2, 16, 30; November 13, 27; December 11, 25

2018: January 8, 22; February 5, 19, March 5, 19; April 2, 16, 30; May 14, 28<sup>th</sup>; June 1<sup>st</sup>, 25<sup>th</sup>; July 2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>, 30<sup>th</sup>; August 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup>; September 3<sup>rd</sup>, 17<sup>th</sup>; October 1, 15, 29; November 12, 26; December 10, 24, 31

\* Except Brisbane, Cape Town and Perth

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

Intensive, General, Exam and Basic courses for Cape Town, Brisbane and Perth:

2018: January 1, 8, 15, 22, 29; February 5, 12, 19, 26; March 5, 12, 19, 26

Cambridge Clare College:  
2018: July 2, 9, 16, 23, 30; August 6, 13

Saint-Raphaël:  
2018: June 25, July 2, 9, 16, 23, 30; August 6

Academic Year Abroad Program:  
2017: September 18; November 6\*;

2018: January 8, April 9, June 18<sup>th</sup>, September 17

2019: January 7, April 22, June 17<sup>th</sup>, September 16

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

