

# Terms and Conditions

## Program dates

Start Date	Withdrawal Date	End Date
EF Language Year Abroad (6 months)		
14 Sep 2020	18 Dec 2020	20 Feb 2021
2 Nov 2020	18 Dec 2020	10 April 2021
11 Jan 2021	26 March 2021	12 June 2021
12 April 2021	11 June 2021	4 Sep 2021
21 June 2021	3 Sep 2021	20 Nov 2021
20 Sep 2021	24 Dec 2021	19 Feb 2022
10 Jan 2022	8 April 2022	11 June 2022
25 April 2022	10 Jun 2022	17 Sep 2022
EF Language Year Abroad (9 months)		
14 Sep 2020	18 Dec 2020	29 May 2021
2 Nov 2020	18 Dec 2020	3 July 2021
11 Jan 2021	26 March 2021	4 Sep 2021
12 April 2021	11 June 2021	4 Dec 2021
21 June 2021	3 Sep 2021	19 Feb 2022
20 Sep 2021	24 Dec 2021	28 May 2022
10 Jan 2022	8 April 2022	3 Sep 2022
25 April 2022	10 Jun 2022	17 Dec 2022
EF Language Year Abroad (11 months)		
14 Sep 2020	18 Dec 2020	3 July 2021
2 Nov 2020	18 Dec 2020	4 Sep 2021
11 Jan 2021	26 March 2021	6 Nov 2021
12 April 2021	11 June 2021	22 Jan 2022
21 June 2021	3 Sep 2021	9 April 2022
20 Sep 2021	24 Dec 2021	2 July 2022
10 Jan 2022	8 April 2022	5 Nov 2022
25 April 2022	10 Jun 2022	25 Feb 2023

## 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
- Online pre- and post-course for up to three (for general 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. The Course Fee is based on a minimum program length of 20 weeks. The Course Fee for the first 12 weeks of any Academic Year Abroad is 20% higher than for the following weeks of the program. 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

- Enrollment Fee of \$295; for University Foundation Year \$295
- EF Course Materials
- Travel Insurance

## Methods of Payment

EF accepts the following payment methods:

- By bank transfer directly to the Organizer:  
Name of Bank: Credit Suisse  
Bank address: Schwanenplatz 8, 6004, Lucern, Switzerland  
Account Holder: EF Language Colleges Ltd, Haldenstrasse 4, 6006 Luzern, Switzerland  
Account: 303195-22-2  
IBAN: CH25 0483 5030 3195 2200 2  
SWIFT: CRESCHZZ80A  
Clearing number: 4835
- Payment by credit card where applicable
- To the local EF promotion office or representative

Please note that cash payments cannot be accepted. Credit Card fees will apply according to local laws and regulations.

## Payment Plan

- Enrollment fee and Cancellation Protection, due on booking date
- Program Deposit: USD 2000, due 14 days after the booking date
- 2nd Payment: 15% 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 95. 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. under which EF Education First Ltd. and EF International Language Schools Ltd. are the policyholders. 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. In this case the following amounts will be deducted from the total amount charged

	Europe	US	Australia	All other destinations
6 Months	USD 840	USD 895	USD 685	USD 640
9 Months	USD 1155	USD 1155	USD 895	USD 1155
11 Months	USD 1470	USD 1525	USD 1210	USD 1470

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 \$195. 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.

## 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 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%. For EF University Preparation Programs in the USA, a 90% attendance is required to receive a program certificate or diploma and maintain visa status.

## 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:

### Program Materials Fees:

- EF Academic Semester
- English Language Campuses \$195
- Exam preparation \$340
- Advanced Certificate Programs \$185

### Program Materials Fees:

- EF Academic Year
- English Language Campuses \$265
- Exam preparation \$390
- Advanced Certificate Programs \$255

### Program Materials Fees:

- EF Academic Extended Year
- English Language Campuses \$295
- Exam preparation \$455
- Advanced Certificate Programs \$340

For EF University Foundation Year and Pre-Masters/Pre-MBA programs, please contact the EF representative or EF office for Course Materials Fees.

## 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.

## 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.

## 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 \$100. 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 \$100. 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 except in the USA:

- For cancellations prior to 60 days before program start, EF charges the Program Deposit.
- For cancellations between 31 and 60 days before program start, EF charges 30% of the Course Fee and accommodation supplements.
- For cancellations between 8 and 30 days before program start, EF charges 50% 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:

EF charges the tuition fees for 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 such as Course Materials, bus passes, flight tickets, airport transfers, travel insurance, etc. are non-refundable.

### For all destinations except in the USA:

Withdrawals must be confirmed with an 8-week notice period. For the period afterwards, the Tuition Fee and 50% of the Student Services Fee will be refunded if the program is terminated before the Withdrawal Deadline. For later withdrawals no fees will be refunded. Withdrawal Deadlines are listed under Program Dates in these conditions.

### For destinations in 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. For students who withdraw after the first four weeks but before or at the mid-point of the program (50% of the total booked program duration, or after 60% of total duration for programs in California) EF will retain a prorated amount of the Course Fee. For students who withdraw after the mid-point of the program (50% of the total booked program duration, or after 60% of total duration for programs in California) EF will retain all charges. 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.

### 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.

From such notification day and within a period of 2 days, the student may:

1. accept the proposed changes,
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.

### 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 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 on May 25th 2020. They are therefore subject to change up to 20 days 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 2021.

### 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 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.

**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; 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.

**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, Switzerland promotes in Switzerland the travel and language Programs organized and sold by EF Education First Ltd, Switzerland.

### Insolvency protection

EF has insolvency protection under EF Language Colleges Ltd, Haldenstrasse 4, 6006 Luzern, 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

EF offers free flight tickets up to \$500 for intensive courses of more than 12 weeks booked before December 31st 2020. Please find all offer details and conditions on [www.ef.com/fly](http://www.ef.com/fly). If a student cancels more than 60 days before the start of the program, the flight ticket is refundable for a cancellation fee of 100 USD. For cancellations 60 days or less prior to departure, the full cost of the student's flight ticket will be charged to the student. This includes flight tickets that have been discounted or provided as part of the free flight offer.

