



REFUND & CANCELLATION POLICY (Adult Programs)

Registration Fee

A non-refundable registration fee of \$125 is required for all courses except for Global Success Programs.

Career English Program Cancellation Policy

\$300 is non-refundable if the student cancels or postpones the Career English program prior to its commencement and before a company placement has been made. The entire fee is non-refundable if the student cancels the Career English program after a company placement has been found or after it has started.

Fixed Duration Courses Cancellation Policy

For fixed duration courses (e.g. test preparation courses and EAP): Students may cancel only during the first week and receive a refund for the remaining weeks, minus the \$250 change fee, if they decide to leave the school. After the first week, the remaining course price is non-refundable. Students may transfer to an open-enrollment course at any time during the course, but if the open enrollment course tuition is less, the difference is not refundable.

Tuition (Open-Enrollment Courses)

- If you cancel your course prior to the first day of class, you will receive a full refund of all tuition charges minus your \$125 registration fee or any other non-refundable fees (e.g. SEVIS, express mail).
- If you cancel your course after the start date of your classes, the first four weeks are not refundable.
- If you cancel your course after the first four weeks and you stop your classes before you have completed 60% of your course, you will receive a refund for the unused portion of the tuition. A \$250 cancellation fee will apply.
- If you cancel your course after the first four weeks and you stop your classes after you have completed 60% of your course, you will not receive any refund.
- All tuition refund calculations are based upon minimum units of one week. This means that a refund is only effective as of the first Monday of the period you are cancelling. Here is an example: If you tell the school on a Wednesday that you want to cancel your course immediately, the cancellation will only be effective as of the following Monday.
- In the case of individual private lessons, one week prior notice is required to cancel your lessons. Here is an example: If you tell the school on a Tuesday that you want to cancel your private lessons, the cancellation will only be effective as of the following Tuesday and you will be charged for all of your scheduled private lessons from the day that you cancel (Tuesday) until the day that your cancellation becomes effective (the next Tuesday).
- If the school cancels or discontinues a course, the school will make a full refund of all tuition you have paid for that course. The school has the right to cancel a course due to low enrollment.
- If you change your course after it begins, there will be a \$250 change fee. This does not include additions or extensions.
- The school does not participate in the State of California Student Tuition Recovery Fund.

Accommodations

A non-refundable accommodation placement fee for all accommodations is \$75. The accommodation deposit is \$250. This deposit will be used towards the accommodation costs.

- There is a \$100 fee to change any accommodation after it has been confirmed if changed before move-in date.
- If you cancel your accommodation less than 30 days before your scheduled check in, your \$250 deposit will not be refunded.
- If you want to cancel your accommodations after check-in, a thirty-day advance notice is required. If you do not give a thirty-day advance notice, you must pay for the accommodations for those thirty days.

Airport Pickup Fees

If you requested airport pickup, the airport pickup fee is not refundable unless you cancel the airport pickup at least 10 days before your scheduled arrival.

Express Mail Charges

Express mail charges are not refundable.

Extension of Courses

If you extend your courses or accommodations, each extension shall be considered a new enrollment for purposes of this refund policy.

Payment of Refunds

Refunds will be paid within 30 calendar days of your request. We can only pay refunds to the person or company from whom the funds originated. To obtain a refund you must make a written request to the school.