



## Registration Fee

A non-refundable registration fee of \$150 is required for all courses.

## Career English Program

\$250 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.

## Academic Year Program

\$250 is non-refundable if the student cancels or postpones the program prior to its commencement. The entire fee is non-refundable if the student cancels the Academic Year program after the student has started classes at college.

## Pathway Program

\$250 is non-refundable if the student cancels or postpones the program prior to its commencement and before the application has been submitted to the college/university. The entire fee is non-refundable after the application has been submitted to the college/university.

## Student's Right to Cancel / Refund policy

You have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. A student wishing to cancel or withdraw from the school and receive a refund should send their notice of cancellation or withdrawal to the school's address or by email to the School Director.

1. If you cancel your course prior to the first day of class, you will receive a full refund of all tuition charges minus your \$150 registration fee or any other non-refundable fees (e.g. SEVIS, express mail).
2. If you cancel your course after the start date of your classes, you will obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.
3. 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.

4. 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 canceling. 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 next Monday.
5. In the case of 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).
6. If the school cancels or discontinues a course, the school will make a full refund of all tuition you have paid for that course.
7. If you change your course after it begins, there will be a \$250 change fee. This does not include additions or extensions.

All refunds will be made within 45 days of a student's cancellation or withdrawal request. We can only pay refunds to the person or company from whom the funds originated.

The school does not participate in the State of California Student Tuition Recovery Fund.

## Accommodation Fee

The non-refundable accommodation placement fee is \$150. A \$250 accommodation deposit is due at the time of booking. This deposit will be applied to the final accommodation balance.

- A \$100 fee is applied to any accommodation changes made within 14 days of arrival.
- 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 Fees

Express mail fees 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 45 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. All refunds are subject to bank or credit card processor transaction fees.

## NOTICE CONCERNING TRANSFERABILITY OF CREDIT AND CREDENTIALS EARNED AT OUR INSTITUTION:

The transferability of credit you earn at CISL is at the complete discretion of an institution to which you may seek to transfer. Acceptance of a CISL Certificate of Completion or Certificate of Attendance that you earn is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion or Certificate of Attendance that you earn at this institution is not accepted at the institution to which you seek to transfer; you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CISL to determine if your Certificate of Completion or Certificate of Attendance will transfer.

### BPPE

CISL is a private institution and is approved to operate by the California Bureau for Private Postsecondary Education (BPPE). Any questions a student may have regarding the school brochure/catalog or this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the BPPE at the following addresses:

#### Mailing Address:

Bureau for Private Postsecondary Education,  
1747 N. Market Blvd. Ste 225  
Sacramento, CA 95834  
Phone: (916) 574-8900  
Toll Free: (888) 370-7589  
Website: [www.bbpe.ca.gov](http://www.bbpe.ca.gov)  
E-mail: [bbpe@dca.ca.gov](mailto:bbpe@dca.ca.gov)

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website [www.bbpe.ca.gov](http://www.bbpe.ca.gov)

### TITLE IV POLICY / NO STUDENT LOANS

CISL students are not eligible for Title IV funding. CISL does not offer student loans or financial aid. If you get a student loan, you are responsible for repaying the loan plus interest, less the amount of any refund.

If you default on a federal or state loan both the following may occur (1) The federal or state government or a loan guarantee agency may take action against you, including applying any income tax refund to which you may be entitled to reduce the balance owed on the loan. (2) You may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

If you have received federal student financial aid funds, you are entitled to a refund of moneys not paid from federal student financial aid program funds.

## STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but you have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, 94924 and 94925, Education Code.

### QUESTIONS

Any question you may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 [www.bbpe.ca.gov](http://www.bbpe.ca.gov) toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

### COMPLAINTS

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form which can be obtained on the bureau's Internet Web site [www.bbpe.ca.gov](http://www.bbpe.ca.gov).