

Payments

Payments may be effected by bank transfer or credit card and must be received in full 14 days prior to the course start date. A deposit must be paid immediately upon booking. A booking confirmation will only be sent when a deposit has been received. Bank details are provided on the invoice. Payment must include all bank transfer charges (including intermediary bank charges).

Visas

- Payment must be received in full prior to any visa documents being issued. There is a charge of 55 GBP/80 Euro/65 USD each time documents have to be sent by courier. If a visa application is rejected and we receive written evidence at least 7 days prior to arrival we will refund the fees received in full, less the registration fee, the placement fee, any courier fees and any bank charges.
- In the UK, South Africa and Malta, a cancellation fee equivalent to 1 week of accommodation and tuition in addition to non-refundable charges (registration fee, courier fees and bank charges) will apply if we receive written evidence of visa rejection fewer than 7 days prior to arrival.
- For students wishing to study in the USA, EC is authorised under federal law to enrol non-immigrant students. By law, to issue the I-20 form, with the enrolment form EC must receive: the student's home address, a copy of the student's passport, proof of sufficient funds to meet tuition and living expenses through a current bank statement or letter from either the student's, sponsoring person's or institution's bank. Sponsors must also provide an affidavit of support.
- Should EC receive positive visa application results less than 7 working days prior to arrival EC reserves the right to offer alternative accommodation. Should the arrival day be postponed due to delayed visa applications, EC cannot guarantee the original accommodation allocation.
- Whilst EC endeavours to support students at all times, EC cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions.

Refunds and Cancellation fees

- If EC cancels a programme after a student's enrolment, EC will refund all monies already paid by the student.
- All cancellations must be submitted in writing.
- Students who require a visa/temporary residence permit may not be able to shorten their course due to the terms of their visa/temporary residence permit.
- Written notification of termination must be submitted in order to provide refunds.
- Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, EC 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.

UK, South Africa & Malta**Cancellation prior to arrival**

- Students cancelling over 14 days prior to the course or accommodation start date (whichever comes first), EC will refund fees received in full less non-refundable charges (registration fee, accommodation placement fee, courier fees and bank charges).
- Students cancelling 14 days or fewer, prior to the course or accommodation start date (whichever comes first) will be charged a cancellation fee equivalent to 1 week of accommodation and tuition, accommodation placement fee, registration fee, courier fees and bank charges

Course cancellation after arrival or "no shows"

- No refunds of tuition, registration fee or placement fees will be given by the school once the student has started his/her course. However courses can be shortened as follows:

- Short Term Courses (1-7 weeks): Courses cannot be cancelled, shortened or lessons reduced in number. Tuition fees are not refundable.

- Long Term Courses (8-23 weeks): Students can shorten courses by a maximum of 2 weeks. Students must give a 2 week period of notice. The resulting credit can only be used to upgrade tuition. Credit is not transferable or refundable. Applicable in low season only.
- Course of 24+ weeks: Students can shorten courses by a maximum of 4 weeks. Students must give a 2 week period of notice. The resulting credit can only be used to upgrade tuition. Credit is not transferable or refundable.
- Amendment fee is 50GBP/80Euro/150USD.
- Students cannot upgrade courses to One-to-One in high season.
- In low season, students can upgrade to One-to-One subject to availability.

Accommodation cancellation prior to arrival

Students cancelling their accommodation fewer than 14 days before arrival will be charged a one week accommodation fee charged at the standard accommodation rate and accommodation placement fee.

Accommodation cancellation after arrival

- Please note: certain accommodation options may be subject to special cancellation charges, should these differ from below, students will be notified at the time of cancellation.
- Bookings of 7 weeks or fewer: No accommodation refund
 - Bookings of 8 weeks and over: Students must give notice in writing 4 weeks prior to termination otherwise a 4 week cancellation fee will apply. Students in Malta incur a 20% cancellation fee and refunds will be given in the form of a credit note. Credit notes are not transferable or refundable

USA

All students attending an EC Centre in the USA will be subject to the destination specific applicable State Enrolment & Refund Agreement policies. Should EC's refund policies differ from state agreements, refunds will be processed according to the state policies, available upon request in each Centre.

Cancellation prior to arrival or "no shows"

- Students cancelling prior to the course or accommodation start date (whichever comes first), EC will refund fees received in full less all accommodation charges incurred plus non-refundable charges (accommodation placement fee, registration fee, courier fees and bank charges).
- Students who enter the USA on an I-20 obtained through EC, who cancel (or never attend) prior to the course or accommodation start date (whichever comes first) will be charged a cancellation fee as follows:
For a programme of less than 12 weeks: all tuition charges for up to 4 weeks, all accommodation charges incurred plus non-refundable charges (accommodation placement fee, registration fee, courier fees and bank charges).
- For a programme of 12 weeks or more: all tuition charges for up to 6 weeks, all accommodation charges incurred plus non-refundable charges (accommodation placement fee, registration fee, courier fees and bank charges).

Course cancellation after arrival

- For courses of 4 weeks or fewer: Lessons cannot be cancelled. Tuition fees are not refundable.
- For courses of 5 weeks & over: Students who terminate their course in the first 4 weeks will be refunded all tuition except 4 weeks at the non-discounted rate found in the EC Pricelist
- For courses of 5 weeks & over: Students who terminate their course after the 4th week, but before the mid-point of their course will be charged at a prorated amount of tuition at the non-discounted rate found in the EC Pricelist.
- For courses of 5 weeks & over: Students who terminate their course after the mid-point of their course will not be provided with a refund.

Accommodation cancellation prior to arrival

Students cancelling their accommodation fewer than 14 days before arrival will be charged a one week accommodation fee - charged at the standard accommodation rate and accommodation placement fee.

Accommodation cancellation after arrival

Students leaving their accommodation must give notice in writing 4 weeks prior to termination. After deducting the price of accommodation used, including the required notice period, charged at standard accommodation rates - students will be refunded the remaining accommodation costs.

Changes to Enrolment

EC reserves the right to charge an administration fee of 50GBP/80Euro/150USD each time the course, accommodation or centre is changed or postponed after EC has confirmed the initial enrolment. This also includes requests for changes whilst the student is at school.

Holidays

Holiday breaks for Academic Year / Multi-Destination Academic Year students (24 weeks+): Students can have a maximum of 4 weeks holiday. Students must give a 2 week period of notice. Students returning from their holiday cannot expect to return to the same class, teacher or accommodation. No credit is given for accommodation during holiday breaks. Students requiring a visa for study must ensure that their visa is issued for the correct dates to include any holiday breaks.

Public holidays 2011 - falling on a weekday:

Malta: 10 Feb, 31 Mar, 22 Apr, 7 Jun, 29 Jun, 15 Aug,

8 Sept, 21 Sept, 8 Dec, 13 Dec

UK: 3 January, 22 April, 25 April, 2 May, 30 May, 29 August

Cape Town: 21 Mar, 22 Apr, 25 Apr, 27 Apr, 2 May, 16 Jun, 9 Aug, 16 Dec

USA: 17 Jan, 21 Feb, 18 Apr (EC Boston only), 30 May, 4 Jul, 5 Sept, 10 Oct, 11 Nov, 24 Nov, 25 Nov

All EC centres will be closed on Public Holidays. Centres in the UK, USA and South Africa do not make up for lessons missed on these dates. Exceptions are made for One-to-One courses where lessons missed will be made up. EC Malta will make up for lessons missed with the exceptions of 22 Apr, 29 Jun, 15 Aug, 8 Sept and 21 Sept when lessons will not be made up. There is no refund for lessons missed.

Christmas & New Year Opening Dates

- Schools will reopen after the Christmas 2010 holidays on 3 Jan 2011. (UK centres reopen 4 Jan 2011)
- The last day of school is 23 Dec 2011. Centres reopen on 2 Jan 2012. (UK centres reopen 3 Jan 2012)
- UK & US Centres accommodation Christmas supplement:
Due to increased costs associated with accommodation over the Christmas period, an additional 50% of the weekly price will be charged for the Christmas week. (UK - homestay only)

Reduction of Lessons

EC reserves the right to reduce the number of lessons in a class due to insufficient number of students. The lessons will be reduced as follows:

- General 20/Exam 20/Academic Year 20/Semi intensive 24:
If 1-3 students in class lessons reduced to 10 lessons/week
If 4-6 students in class lessons reduced to 15 lessons/week
- Mini Group 20/Business English Mini Group 20:
If 1-3 students in the class lessons reduced to 15 lessons/week
- Intensive/Exam 30/Academic Year 30:
If 1-3 students in class lessons reduced to 15 lessons/week
If 4-6 students in class lessons reduced to 20 lessons/week
- Mini Group 30:
If 1-3 students in the class lessons reduced to 20 lessons/week
- Club 50+ : If 1-3 students in class - courses change to standard Mini Group 20 and the social programme will change slightly

Reissuing lost/misplaced student certificates

UK 30 GBP / Malta & Cape Town 30 Euro / USA 60 USD

Level of English

If a student does not have the minimum level of English required to follow a specific course, as determined by EC's Placement Test, EC reserves the right to move the student to an appropriate course for their level.

Scholarships

Recipients of scholarship or government grants should expect to pay a deposit to the school they are attending in cases where reimbursement to the school is not provided prior to the student commencing their course.

Transfers

Flight details including: arrival time, flight numbers, airline and point of origin must be advised 7 days prior to arrival in order for EC to provide airport transfers. No refunds will be granted on transfers if flight details are not sent to EC at least 7 days prior to arrival. Airport transfer fees include a maximum of 1 hour waiting time: in the event of delays exceeding 1 hour, students will be charged the additional fee at the school.

Class Information

- Classes are held Monday to Friday, starting in the morning. However, EC reserves the right to introduce a double banking time table where students alternate between morning and afternoon lessons, on a weekly or daily basis.
- EC reserves the right to use classrooms in alternative premises of a similar standard.

Force Majeure

EC will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide any compensation) if the failure is occasioned by any cause beyond EC's reasonable control; nor shall EC be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Supervision

Please note EC does not provide supervision for students who book an adult course.

Expulsion

EC reserves the right to expel students for unacceptable behaviour or lack of attendance. No refund will be given. Repatriation is at student's own expense.

Damage to Property

Students must pay the full cost of any damage they cause to property.

Insurance

Students must have adequate health, accident and travel insurance while attending any of our programmes. EC centers in the US require students to show a proof of health insurance upon arrival. If proof is not available, students must immediately purchase health insurance from EC to cover their entire enrollment period.

Liability

EC will not be held liable for loss, damage or injury to persons or property.

Photography & Filming

EC may take promotional photographs and video footage of students. If students do not wish to participate, EC will respect their wishes if EC has been notified.