

REFUNDS

Any refunds due will be paid (by bank transfer) within 6 weeks of receiving the refund request and supporting documents. No refunds will be paid in cash. Payment will be made to the person or organization that originally paid the fees following our cancellation policies as stated in this document. The registration fee, accommodation booking fees, courier fee and bank/credit card charges are non-refundable. There will also be an administration fee of \$200 applied to all refunds processed.

No refund will be paid in the following circumstances:

- If fraudulent documents were submitted on visa application
- Once the course has commenced
- If the student withdraws the visa application
- If the student is expelled from the school or from the country by the Immigration Authorities
- If the visa is granted and the student decides not to study at the school (in which case the school is required to inform relevant authorities immediately)
- If the student is dissatisfied with the allocated level of study

CHANGES & CANCELLATION

Postponement of Course

The office must receive written notification at least 21 days before your course begins if you wish to transfer to a later course date. Students requiring an I-20 visa support document from WESLI must pay the amendment fee each time a new I-20 is issued. Deposits and fees are transferable to future start dates.

Changes before scheduled arrival date:

Students must ensure that there is time to reapply for a visa if changes affect their visa provisions. Except for course upgrades, requests for changes less than 7 days before the course begins are subject to an Amendment Fee of \$50. Deposits and fees are not transferable from person to person.

Cancellation before scheduled arrival date

All cancellations must be received in writing. Cancellation charges are dependent on the notice of cancellation given:

- If the student/agent gives more than 21-day notice, before scheduled arrival date the student will be charged the application fee, accommodation placement fee, express mail fee
- If the student/agent gives less than 21 day's notice they will be charged application fee, accommodation placement fee, express mail fee, 2 weeks tuition fees and 2 weeks accommodation fees where applicable.
- Any tutoring that is cancelled within 48 hours of scheduled time or that is missed by the students till not be made up or refunded.

Cancellation on or after scheduled arrival date

With the exception of course upgrades, requests for changes after the course has begun are subject to an Amendment Fee of \$50. If you cancel your course at any time before completing the program for which you enrolled, the school is required by US law to notify immigration authorities that you have dropped out of your course. Students on an F1 visa must leave the country within 15 days or transfer

to a new school within 60 days from their last day of studies. The school will also need a copy of your plane ticket or acceptance documents from your new school in order to confirm the change to your booking. For students under the age of 18, the office will check with agents, parents or guardians before arranging any refunds, as our policy is to refund only to the person from whom the funds originated. For all students booking through agents, the office will check with agents before arranging any refunds, as refunds can only be made after receipt of funds paid via an agent. There is no Amendment Fee for students requesting an upgrade to a longer course or an increase in the number of lessons.

Courses of 1-4 weeks

Courses cannot be cancelled or shortened, or lessons reduced in number after arrival, and no tuition fees are refundable.

Courses of 5-12 weeks

For cancellations, curtailments or changes to be effected from the 5th week onwards students must give 4 weeks' written notice from the following Monday. Course length and tuition fees will be calculated to the end of the week when cancellation takes effect and costs recalculated according to the total number of weeks studied. If less than 60% of the course is completed by that date, 100% of the balance is refunded, less the \$200 refund administration fee. If more than 60% of the course is completed, no fees will be refunded.

Courses longer than 12 weeks:

Refunds will be based on 4-week sessions beyond the first 12 weeks. After 12 weeks, any 4-week session 60% completed will not be refunded, but all weeks beyond that would be refunded with costs recalculated according to the total number of weeks studied less the \$200 refund administration fee. After 12 weeks, any 4-week session less than 60% completed will have the remaining weeks of that 4-week session and all weeks beyond that refunded, less the \$200 refund administration fee. Course costs will be recalculated in all cases in line with the price per week of total weeks studied.

For Extended Courses:

If you extend the length of your booked course and withdraw from the course **before** completing 60% of the extended portion of your booked course, you will be eligible for a prorated tuition refund of the booked extension.

If you extend the length of your booked course and withdraw **after** you have completed 60% or more of a four-week session, you will not be eligible for a refund for that session but would be refunded tuition for any further sessions you have paid for. Weekly tuition for time studied will be deducted from the refund amount calculated from your last recorded day of attendance and will be calculated by week, based on the weekly price for the actual length of your extended study.