

21. Online learning

Online classes may be recording for training and quality assurance purposes. Changes to or cancellations of on-line lessons must give at least 36 hours notice. Cancellations made after this time will result in a lost class.

REFUND POLICY

1. Service Charges

Unless otherwise stated, enrolment fees are non-refundable. All other service charges having already been incurred by LSI, including but not limited to, courier fee, accommodation placement fee/deposit and medical insurance, will not be refunded (up to a maximum charge of US\$250 for LSI schools in California and US\$500 in other LSI USA schools).

2. Visa denials

On written notification of a visa rejection and receipt of relevant supporting documentation, 100% of fees will be refunded less enrolment fee, accommodation placement and all other (utilised) service charges. In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.

Australia: In Brisbane, in accordance with the Education Services for Overseas Students Act 2000, all course fees (tuition and non-tuition) will be refunded minus the lesser of the two following amounts a) 5% of the course fees received by LSI b) AU\$500.

3. Cancellation before the course start date

All cancellations must be in writing and sent by e-mail or post. The date of arrival at LSI of the email or of the letter determines the period of notice to be applied.

3(a), Tuition

UK, Australia, France & Switzerland: For cancellations made 31 days or more prior to the course start date, all tuition fees are refunded. For cancellations made 1-30 days prior to the course start date, 2 weeks tuition fees are charged.

New Zealand: (in accordance with the NZQA and LSI refund policy). For cancellations made prior to the course start date, all tuition fees are refunded.

USA: For cancellations made prior to or on the course start date, all tuition fees are refunded minus the US\$250 in non-refundable enrolment/service (non-tuition) fees in California and US\$500 in non-refundable enrolment/service (non-tuition) fees in Massachusetts and New York.

Canada (Toronto): For cancellations made less than 7 days after the contract is made, 75% of all tuition fees are refunded (maximum \$400 retained by LSI). For cancellations or dismissals from the program 30 days or more before the start of the course, 75% of all tuition fees are refunded. For cancellations or dismissals less than 30 days before the start of the course, 60% of all tuition fees are refunded.

Canada (Vancouver): For cancellations made less than 7 days after the contract is made, 95% of all tuition fees are refunded (maximum \$250 retained by LSI). For cancellations or dismissals from the program 30 days or more before the start of the course, 90% of all tuition fees are refunded. For cancellations or dismissals less than 30 days before the start of the course, 80% of all tuition fees are refunded.

3(b), Accommodation

UK, Canada, New Zealand, Australia, France & Switzerland: For cancellations made 14 days or more

prior to the course start date, all accommodation fees are refunded, less any penalties incurred by LSI from 3rd party suppliers. For cancellations made 1-13 days prior to the course start date there is a charge of either 2 weeks accommodation fees or any penalties incurred by LSI from 3rd party suppliers (whichever is the greater sum).

USA: For cancellations made 7 days or more prior to the course start date, 100% of the accommodation fees will be refunded, less any actual housing costs incurred by LSI, including penalties from 3rd party suppliers. If less than 7 days' notice is provided for a cancellation, there is a charge of either 1 week accommodation fees or any penalties incurred by LSI from 3rd party suppliers (whichever is the greater sum).

4. Termination Policy – Cancellation after the course has started

'Termination' means stopping or leaving all or part of the course or courses booked, including extensions, once the first course has started. When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated. In all cases additional service charges (airport transfers, courier fees, enrolment fees, insurance, accommodation placement fee, programme supplement fee, etc.) are non-refundable and written notification of termination must be given to the school Principal or Director. Students who terminate their programme may not be eligible to receive a LSI certificate and will not be allowed to stay in LSI accommodation.

4(a), Tuition

UK, Australia, France & Switzerland: No refunds will be made for tuition. Tuition fees are non-transferable to other students. Tuition fees paid cannot be converted to alternate courses.

USA: If the student terminates after having completed more than 60% of the program, there is no refund. In all other cases, unused tuition weeks are refundable.

Canada (Toronto): Students wishing to terminate must give 4 weeks' notice to the School Director. The refund will be calculated as follows according to the percentage of the course completed including the notice period: 0-10% of the programme has been completed: 50% refund of unused tuition fees, 11-29% of the programme has been completed: 30% refund of unused tuition fees, 30% or more of the programme has completed: 0% refund of unused tuition fees

Canada (Vancouver): Students can withdraw at any time without advanced notification. The refund will be calculated as follows according to the percentage of the course completed including the notice period: 0-10% of the programme has been completed: 70% refund of unused tuition fees, 11-29% of the programme has been completed: 50% refund of unused tuition fees, 30% or more of the programme has completed: 0% refund of unused tuition fees.

4(b), Accommodation

UK, USA, Canada, Australia, Switzerland & France: Students must give 4 weeks' notice in writing to the School. A refund will be made of the unused accommodation fee less the applicable notice period and the applicable change fee. Penalties incurred by LSI from 3rd party suppliers as a result of accommodation terminations will be charged to the student (if in excess of any fees held from the notice period). For terminations made after 50% of the booking has been completed, no refund will be given in the UK.

5. New Zealand Termination Policy:

LSI NZ provides Termination refunds based on the package price (tuition, accommodation & all other service charges). For courses of 3 months or longer, students withdrawing within the first 10 working days of the course must be refunded in full less a deduction for costs incurred by LSI, up to a maximum of 25% of the fee total paid. LSI will provide the student with details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the cost component deducted, the student can refer the matter to the International Education Appeal Authority. *[For Domestic Students: for courses of 3 months or longer, withdrawals made within the first 8 calendar days of the course will be refunded in full less a deduction of 10% or \$500 payable to LSI, whichever is the lower amount].* Where a foreign student enrolled on a course of study that is less than three months' duration withdraws from such a course, the following minimum refund entitlement will apply:

a) For courses of up to and including four weeks and six days: where a student withdraws within the first two days of the course LSI will retain 50% of the full amount and refund the balance to the student. b) For courses of five weeks or more but less than three months: where a student withdraws within the first five days of the course LSI will retain 25% of the full amount and refund the balance to the student. Otherwise there are no refunds.

6. Method of Refund Payments

Refunds will be made via the LSI representative to whom the fees were originally paid, or via the same payment method and destination from which the fees were originally paid. Refunds made via an LSI representative are subject to the representative's own cancellation refund policies. All refunds will be made within 45 days of written notification unless otherwise stated.

Australia: Refunds will be paid within 14 working days of written notification. In accordance with sections 27-31 of ESOS Act 2000, providing the student has not withdrawn before the default day, LSI will pay a full refund to the student within 14 days if the course being offered does not commence on the agreed starting day or the course stops being provided at any time after it starts and before it is completed. This agreement and the availability of the complaints and appeals process does not prevent the student from taking action under Australia's customer protection laws.

New Zealand: *LSI NZ is a booking, placing, and collection agent for Homestay (HB & B&B) and Hostel Accommodation. Any accommodation refunds will be made to the student on completion of the course if the student has given 2 weeks' notice in writing.*

SUBJECT TO CHANGE

These Terms and Conditions may differ according to any changes in policy made by the accrediting body or government where the school is located. You will be notified at the time of booking of any such amendments. Any dispute, claim or other matter arising will be subject to the current laws in the destination country.