

## 1. Enrolment and confirmation procedure

LSI Enrolment forms can be obtained from LSI schools and our website at [www.lsi.edu](http://www.lsi.edu). Enrolment forms should be sent directly to the school where you wish to study. On receipt of your enrolment form, you will be sent a written confirmation of your course booking with an invoice for the total amount of the course and, if applicable, accommodation and/or any additional fees. You will be sent a visa support letter if required. You are guaranteed a place once we have confirmed your booking in writing.

## 2. Validity

All information and fees are valid until 31 December 2014. LSI reserves the right to change details of the fees and services, including course or facilities and dates where circumstances are beyond LSI's control.

## 3. Course Registration Fees

A Registration Fee applies to all enrolments to LSI schools except extensions of courses. LSI Course Registration fees are GBP70 for LSI UK, USD150 for LSI USA (For LSI New York only, if tuition is less than USD1000, the course enrolment fee is 10% of the tuition fee), CAD130 for LSI Canada, AUD225 for LSI Australia, NZD140 for LSI New Zealand, EUR85 for LSI France, EUR15 for LSI Malta and CHF110 for LSI Switzerland. Course Registration Fees are non-refundable.

## 4. Changes to Enrolments

### Before course begins

Once details have been confirmed, one course or accommodation change per enrolment is permitted free of charge. LSI reserves the right to charge an administration fee equal to the registration fee of that country for any additional changes. This fee will not apply to any upgrade or extension of courses.

### After course begins

No changes are permitted on courses after the course starts unless LSI sees it necessary or an upgrade or extension is made. Accommodation changes will be made free of charge if LSI finds valid reasons to do so. Any other accommodation changes that do not result in cancellations will require a 2-week notice for all LSI schools; otherwise, a charge equal to the notice period will apply.

## 5. Minimum Age

The minimum age for acceptance at LSI is 16 (6 at LSI Malta). For junior programmes, the minimum age is 4 for Malta, 13 for Toronto, Vancouver, London Hampstead, Cambridge and Oxford, and for LSI USA the minimum age is 8 in San Diego (8-11 family program students only), 14 in Berkeley, 13 in Boston and 12 in New York. If you wish to stay in college accommodation, where available, you must be 18 years of age or older. LSI schools cannot accept any enrolments without the student's signature and that of their parent/guardian if the student is under 18 at the time of making the booking.

## 6. Cancellations

\*Registration fees are non-refundable (if applicable), as are accommodation placement fees, airport transfer charges and/or express courier fees, where applicable, and will be deducted from any refund unless otherwise stated below. *Conditions in the event of cancellation vary from school to school:*

### a. Cancellation of Courses

#### LSI UK & France

#### Cancellations before your course begins

If we receive your written cancellation 14 days or more before your course commencement, all tuition fees\* will be refunded. If we receive your cancellation 7-13 days before your course begins, you will be charged two weeks' tuition and one week's accommodation fees.

If we receive your cancellation less than 7 days before the course starts, you will be charged two weeks' tuition and two weeks' accommodation fees.

In case of visa denials, if we receive your written cancellation and proof of the denial at least 7 days before the course starts, all tuition fees\* will be refunded.

#### Cancellations after your course has begun

Once your course has started, you will not be entitled to a refund. For this reason LSI strongly recommends you take out insurance before you travel.

#### LSI USA

#### Cancellations before your course begins

The registration fee submitted with the enrollment form is non-refundable, as are any courier fees. Within seven (7) days of signing the enrolment/agreement form before the course begins, tuition fees, less the Registration Fee and any non-refundable items, can be refunded if LSI receives notification of cancellation. Therefore, if the student does not receive authorization from US Immigration before the course begins, provides documentation of the circumstances, or if the student cancels more than seven (7) days before the start of the course and provides written notice of cancellation, 100% of the tuition fees paid are refundable. If cancellation occurs with no notice provided within the first week of course, \$250 of tuition fee is non-refundable.

#### Cancellations after your course has begun

If written notice is provided within seven (7) days of signing the enrolment/agreement form and the course begins, 100% of the tuition fees are refundable less the registration fee and any other non-refundable items. If the student withdraws and has completed more than sixty (60) percent (LSI San Diego/Berkeley/Boston) or more than seventy (70) percent (LSI New York) of the course at the time of withdrawal from classes at LSI, there is no refund. Additional weeks will be refunded on a prorated basis, and are calculated from the last recorded day of attendance (any part of a week attended is considered a full week for refund calculations). For all courses, the refund is calculated based on the appropriate weekly Standard 20 or Intensive 30 price. For courses booked under special deals or promotions, changes may result in the loss of the special deal or promotion. Course extensions: Written notification must be received no later than the start of the extended portion of the course for a full refund of extended weeks. For partial cancellations, notification of cancellation must be received in writing. Refund applies only if student has completed sixty (60) percent or less (LSI San Diego/Berkeley/Boston) or seventy (70) percent or less (LSI New York) of the extended portion (more than 60% completed (SD/BK/BO) = no refund or more than 70% completed (NY) = no refund).

**N.B. For students whose course is booked on their behalf by a third party or agent, all tuition refunds will be processed through the third party or agent who made the original course booking. Refunds are subject to the third party or agent's cancellation and refund policy.**

#### LSI Canada

All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI.

#### Cancellations before your course begins

Before the first day of a course, tuition fees can be refunded, if LSI receives written notification of withdrawal within 7 days of payment being received. If the student withdraws from the program less than 7 calendar days after the contract is made, 75% of all tuition fees are refundable (maximum \$400 retained by LSI).

If the student withdraws voluntarily or is dismissed from the program 30 days or more before the start of the course, 75% of all tuition fees are refundable. If the student withdraws voluntarily or is dismissed from the program less than 30 days before the start of the course then 60% of all tuition fees are refundable. If the student does not receive authorisation from Citizenship and Immigration Canada before the course begins and provides documentation of the circumstances and returns the original letter of acceptance to LSI, all tuition fees are refundable.

#### Cancellations after your course has begun

If the student withdraws voluntarily or is dismissed from the program within the first 10% of the course's duration, 50% of all tuition fees are refundable. If the student withdraws voluntarily or is dismissed from the program within the first

30% of the course's duration, 30% of all tuition fees are refundable. If the student withdraws voluntarily or is dismissed from the program after 30% of the course's duration, all tuition fees are non-refundable.

#### LSI Australia

#### Cancellations before your course begins

All bookings, cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI.

For visa denials, tuition fees and accommodation charges\* (if any) will be refunded in full. Requests for refunds must be made in writing within 1 month, giving full details of the reason for the refund request. Refunds will be paid within 4 weeks of the receipt of the written request if the student defaults.

Refunds will be paid to the person who has entered into the contract with the provider and will be paid in the same currency originally paid. If refunds are paid in your country, a transfer fee of AUD75 will be charged. Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

#### Cancellations after your course has begun

Tuition fees will not be refunded after you have started the course. No refund is given if you withdraw voluntarily or are dismissed from the program for unsatisfactory attendance or behaviour, or if you are in breach of Australian Government regulations or the LSI Code of Conduct.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Any school-aged dependants accompanying students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

#### LSI New Zealand

If a student cancels more than 14 days before start date, a full refund (minus \$140 registration fee) is given. If student cancels 1 – 14 days before start date, students must pay 2 weeks accommodation plus registration fee plus AP fee.

For courses of 3 months or longer, students withdrawing within the first 10 working days of the course will be refunded in full, less a deduction for costs incurred by LSI, up to a maximum of 25% of the total fee 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. Otherwise, there are no refunds.

Where students enrol in and then withdraw from a course of less than three months' duration, the following minimum refund entitlement will apply:

- For courses of up to and including 4 weeks and 6 days: if 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\*.
  - For courses of 5 weeks or more but less than 3 months: if 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.

#### LSI Switzerland

Cancellations must be in writing and sent by post or email. The date of delivery as printed on the envelope of the letter or in the header of the email determines the period of notice to be applied. A client who partially or completely cancels a course after it has begun is not entitled to any refund. Cancellation fees for courses cancelled more than 2 weeks before course starts: 15% of total costs (Course, Accommodation, Transfer & Registration fees, etc).

Cancellation fees for courses cancelled less than 2 weeks before course starts: 40% of total costs (Course, Accommodation, Transfer & Registration fees etc).

In case of visa denials, if we receive your written cancellation and proof of the denial at least 7 days before the course starts, all tuition fees will be refunded.



## LSI Malta

All fees must be paid in full 14 days before the course starts. Cancellations must be made in writing, by fax or email.

### **Cancellations before your course begins**

Cancellation between 7 and 15 days from commencement: 30% of all services ordered. Cancellation between 4 and 6 days from commencement: 50% of all services ordered. Cancellation between 1 and 3 days from commencement: 75% of all services ordered. Cancellation on commencement day or later (or no show): 100% of all services ordered. If you send an amendment or cancellation you should request a faxed or email confirmation from us stating that we have received it.

### **Cancellations after your course begins**

There are no refunds given after the commencement of a course. No course changes are permitted. This includes course type and/or duration. No refunds are made. Accommodation changes or cancellations require 2 full weeks' advance notice. No charge is made although we will not generally change accommodation for the following reasons: Location (unless a supplement upgrade is requested) and Convenience (e.g., being closer to friends / public transport). Refunds will be made for full unused weeks

*The following cancellation fees will apply for any accommodation booked and cancelled:* Within 4 to 7 days of arrival: 50% of services ordered. Within 1 to 3 days of arrival: 75% of services ordered. No show: 100% of services ordered. *Postponements or cancellations resulting from a visa denial will incur a€20 processing fee – no further charges will be incurred provided that:*

- a) ELA is informed more than 3 working days before arrival
- b) Not more than one postponement is made otherwise a charge of 1 week's accommodation will be made.

### **b. Cancellation of Accommodation**

All cancellations, withdrawals or changes must be submitted in writing to LSI at least 2 weeks in advance; this period is 1 week for LSI Australia and 4 weeks for LSI Canada. If withdrawal occurs at any time after the first day of homestay without providing the required advance notice, you will be subject to a cancellation penalty equal to the price of accommodation for the required advance notice, OR the number of weeks equal to the remainder of your stay if it is less than number of weeks of the required advance notice.

*If you cancel other accommodation (Hotel, Residence Hall, etc.) that was arranged by LSI, you may be subject to the cancellation penalty of the Hotel, Residence Hall, etc. Please check with the LSI Centre regarding these cancellation penalties.*

LSI NZ is a booking, placing and collection agent for Homestay (HB& B&B) and Hostel Accommodation. Accommodation refunds will be made to the student on completion of the course if the student has given two weeks' written notice. There is a non-refundable accommodation placement fee of NZ\$200.

### **Homestay Cancellation for LSI Paris**

Accommodation is provided on a 6-night basis: from arrival on Sunday, 1 day prior to course commencement, until departure on the Saturday following the end of course. Unless otherwise stated, all accommodation is with a host family.

All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI. Non confirmed withdrawals will result in a cancellation penalty equal to 2 weeks of homestay accommodation. There is a non-refundable €70 Accommodation Placement Fee.

### **c. Cancellation of Other Services**

Any other services such as airport transfers, exams, courier mail, trips, etc. that are booked with LSI are subject to full charge if LSI cannot cancel the items without any surcharge.

## 7. Liability and Insurance

All students are strongly advised\*\* to take out personal, medical and property insurance before travelling abroad. LSI, its representatives, and staff will not be liable for any loss, damages, illness, or injuries to people or property, however these may occur, unless such liability is legally imposed. It is the student's responsibility to take out insurance against all such risks.

Students at LSI Brisbane with a Student Visa (required for courses longer than 12 weeks) are required by the Australian Government to be covered by Overseas Student Health Cover. Non-EU students at LSI Paris must have medical insurance. EU students should obtain a European Health Insurance Card (EHIC).

\*\*All students studying at LSI USA are required to have accident & health insurance, and at LSI NZ and LSI Canada, must have appropriate medical and travel insurance. LSI can provide such insurance at reasonable rates depending on the length of the booking. If not applying through LSI, please be prepared to present us with a copy of your insurance policy.

## 8. Holidays

Holidays may be taken by students enrolled in a 24-week or longer course. Application for a holiday in the middle of your course must be made to the school before commencement of the holiday and must be Monday to Sunday. Please check with the individual LSI School for when the holiday application must be received. At LSI New Zealand, where a student visa has been issued for the course dates and for ISY courses, no holidays are allowed until after the course has finished; at LSI USA for any course, no vacations are allowed until after 26 weeks of the course have been completed; at LSI Brisbane, holidays are only allowed for compassionate and compelling reasons. There is no instruction on public holidays (public holiday dates are published in the LSI brochure) with the exception of the LSI London Executive Centre.

## 9. Accommodation Placement/Supplement Fees

LSI charges homestay placement fees in certain locations only: these are USD90 in the US, CAD175 in Canada, AUD235 in Australia, NZD200 in New Zealand, EUR75 in France and CHF110 in Switzerland. These fees are non-refundable once the accommodation details have been sent to you.

LSI charges homestay supplement fees in certain locations only. At LSI UK, USA, & NZ: a Christmas Supplement of GBP35/USD55/NZ\$70/week during the Christmas Holiday. At LSI UK, USA, & Canada: a Summer Supplement of GBP30/USD35/CAD20/week from Jun 22-Aug 31, 2014. At LSI Brisbane: a U18 Full Board Supplement of AUD80/week and a Special Diets Supplement of AUD35/week. At LSI New Zealand: Single room HB Homestay fee of NZ\$240 /week for students under 18 years of age, Special Diets Supplement of NZ\$55/wk, Use of Internet Supplement of NZ\$10/wk (to be paid directly to the host family). At LSI Toronto: a Use of Internet Supplement of CAD10/week.

## 10. Accommodation Duration and Dates

Accommodation is provided on a 7-night basis: from arrival on Sunday, 1 day prior to course commencement, until departure on the Saturday or Sunday following the end of the course. In the case of 9-day courses, your accommodation will be provided on a 10-night basis: from arrival on Friday until departure on Monday of the following week. Students who arrive early or leave late will be charged for the extra nights, and each school will determine the extra nights' price at the time of the booking (extra nights are subject to availability and not guaranteed until confirmed by the LSI school in question).

## 11. Delay in Payments

Any delay in any part of the payments due may result in the student losing their guaranteed place in the school and/or immediate expulsion from the course and accommodation. LSI will not be held responsible in these cases, and all fees will remain payable in full.

## 12. Passports and Visas

Many countries have passport and visa regulations; please contact your nearest embassy for such regulations or LSI for assistance. If a student cannot get visa clearance at the port of entry for not having obtained the correct visa to study at LSI or the student is deported after breaking the immigration law, LSI fees will remain payable in full. LSI is not liable for any decisions made by the immigration departments of the countries concerned.

## 13. Expulsion from Courses

At the discretion of the Director, LSI reserves the right to expel any student whose conduct is unsatisfactory. The Centre

Director's decision is final. In such case, no refund will be given, and any outstanding fees will be payable immediately.

## 14. Resolution and Disputes

Any complaint should first be made to the Director of the appropriate LSI centre. If not resolved, the complaint should be sent to the LSI Head Office in London Hampstead.

## 15. Promotional Activity

Students and their parents/guardians agree that the student's photo, quotes and details of achievements may be used for LSI's promotional purposes without written consent or notification. Objections to this should be made in writing to LSI before the start of the course.

## 16. Further Information: AUSTRALIA

**Cost of Living:** LSI Brisbane is located in the centre of Brisbane. You should allow about AUD320 per week to cover homestay half board, lunches & transport fares to and from school Mon-Fri, and a small amount for personal spending. This recommended amount does not include any entertainment.

**Types of Visa:** A Visitor Visa enables you to study for a maximum of 12 weeks; a Working Holiday Visa enables you to study for a maximum of 17 weeks. To study for longer than 12 weeks when a Working Holiday Visa is not available, you must travel on a Student Visa, study for at least 20 hours per week and pay the compulsory Overseas Student Health Cover (OSHC) of AUD41.50 per month for the length of the visa. Full information about visas, requirements and work rights are available on the Australian Government web site at: <http://www.immi.gov.au>.

**Dispute Resolution:** You may bring a friend to help you at any time. If you are still not satisfied after you have spoken to the Principal, LSI Brisbane will make arrangements for independent mediation to resolve the dispute as quickly as possible.

Nothing in LSI Brisbane's Dispute Resolution Policy negates your right to take action under Australia's consumer protection laws in the case of financial disputes, or to pursue other legal remedies.

If you are concerned about the actions of LSI Brisbane you may approach the Overseas Students' Ombudsman. Concerns about the conduct of the School should be addressed to the Overseas Students' Ombudsman, GPO Box 442, Canberra ACT 2601, [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au). Complaints must be made in writing.

**Registered Provider:** Language Studies International Australia Pty Ltd, CRICOS provider No: 01678A; Any information provided to Language Studies International may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. Language Studies International is required by law to tell the Department of Immigration about certain changes to the student's enrolment and any breach of a student visa condition relating to attendance or satisfactory academic performance.

## 17. Further Information: NEW ZEALAND

Course fees are subject to a 15% government tax. Should this be increased, our fees will increase accordingly.

**Credit card payments:** An additional 2.5% compulsory bank fee will be added to all Master Card, Visa and AMEX Credit Card payments.

**Bank transfer payments:** A bank fee of NZ\$25 will be added to payments made by bank transfer.

**Protection of student fees:** Fees paid by students or their agents will be fully protected by Bank Guarantee and cash held by an independent Trustee. In the event of insolvency, regulatory closure or withdrawal or partial withdrawal of accreditation, LSI students may apply to dfk Oswin Griffiths Carlton for a refund of unused fees. Please post claims to LSI Student Fees Trust, dfk Oswin Griffiths Carlton, Level 4, 52 Symonds St, Auckland 1010, NZ.



**All student fees are to be deposited in the following account:**

**NZ\$ Account:** Language Studies International (NZ) Ltd – Student Fees Trust Account, ANZ Bank, 185 Broadway, Newmarket, Auckland; Account Number 060265 0101907 00; Swift Code ANZB NZ22.

**US\$ Account:** LANINT-USD20 Swift Code: ANZB NZ22

Please arrange your transfer as follows: International Telegraphic Transfer/SWIFT MT103 to ANZ Bank, Wellington, New Zealand. For the credit of Language Studies International NZ Foreign Currency account no. LANINT-USD20.

**Code of Practice:** LSI has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students, administered by NZQA. Copies of the code are available on request from LSI.

**Immigration:** Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at: <http://www.immigration.govt.nz>. Please check the website for medical certificate requirements associated with visa applications.

**Eligibility for Health Services:** Most International students are not entitled to publicly funded health service while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full cost of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at: [www.moh.govt.nz](http://www.moh.govt.nz)

**Accident Insurance:** The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical related costs. Further information can be viewed on the ACC website at: [www.acc.co.nz](http://www.acc.co.nz).

**Under 18 years old:** Students under the age of 18 staying in family accommodation must book half-board and return airport transfers. Unless otherwise requested by a parent or guardian, students under the age of 18 staying in family accommodation will be expected to return to their accommodation by no later than 22.00 hours each evening.

**Additional:** All fees are non-transferable. Once enrolled, students are expected to attend all lessons. No fees are refundable should a student have to leave for misconduct.

*conditions where, at minimum, a 2-week advance notice would be given.*

## **18. Further Information: MALTA**

It is expected for a student to move up a level after four weeks of classes. In this case, a new book for this level would have to be purchased for the price of €8 per book.

## **19. LSI Online**

LSI standard Terms and Conditions apply to online courses with the following exceptions

- a) Course Registration Fee is £50. Registration includes a free 30 minute diagnostic lesson with an LSI instructor to fully evaluate your specific requirements and plan the course.
- b) It is your responsibility to check that you have the minimum level of English required for the Online Tuition for Professionals programme before making a booking. Although the course is flexible, we recommend that students have a minimum LSI Lower Intermediate level (A2 on the Common European framework). If you are at all uncertain about your level, please complete our [on-line test](#) before making a booking.
- c) It is your responsibility to ensure that you have the necessary equipment and internet connection before making a booking. A full list of the technical requirements can be found [here](#).

*LSI Terms and Conditions are displayed fully and according to the each governing body of each location on the LSI website, and regularly updated. Please visit <http://www.lsi.edu/en/terms.shtml> for the full Terms & Conditions.*

*LSI Terms and Conditions are correct at the time of printing. LSI reserves the right to change or amend these*